

## **Arrival and Collection Policy**

### **Emma's Explorers Out-of-School Club**

We aim to create a calm, predictable environment for all children, which includes having clear routines around arrival and collection times.

#### **Arrivals**

Please inform me in advance if you plan to arrive at a different time than your agreed session.

If you arrive unexpectedly early, I may not yet be available to care for your child, and you may be asked to wait outside until your contracted start time.

If you arrive late, I may need to leave to take other children to school or nursery and may not be able to wait for you.

If you need to change your regular hours, please speak with me in advance so we can make suitable arrangements.

Please also be aware that I am usually unable to have lengthy conversations at drop-off or pick-up times. If you'd like to discuss something in more detail, I'll be happy to arrange a time that works for both of us.

#### **Collections**

Children will only be released into the care of authorised adults. You will be asked to provide a list of people who are allowed to collect your child. If someone is not known to me, it's helpful if you can provide a photo or description for my records.

In the event of an emergency, a password system can be used to allow someone not on your authorised list to collect your child. Please let me know if you would like to use this option.

If collection arrangements change during the day, please let me know as soon as possible.

Please arrive on time to collect your child. Children quickly become familiar with their routine and can feel unsettled or distressed if you are late. I understand that delays can happen—especially due to traffic or public transport. If you are running late, please call or message me with an estimated time of arrival.

In most cases, I will be able to continue caring for your child. However, if I am unable to, I will contact someone from your authorised list to arrange collection. Your child will be reassured and kept safe until they are collected, and I will provide a snack if needed.

If you are more than 15 minutes late and I have not heard from you, I will attempt to contact you. If I am still unable to reach you, I will begin calling the emergency contacts you have provided.

If I cannot make contact with you or your emergency contacts within a reasonable time, I will be required to contact the local authority duty social worker to ensure the continued safety and care of your child.

Any care provided outside your contracted hours will be charged at the additional rate of **£5.00 per hour**.

**Parking and Consideration for Neighbours**

Please be respectful of neighbours when arriving or leaving the town hall. If driving, park in a safe, legal, and considerate manner. Your cooperation is appreciated to help maintain a positive relationship with the local community.