



10.12 Late Collection Fee

Policy statement

We aim to ensure that all children are collected on time by either a parent, carer or other authorised person. It is a parent's responsibility to inform all authorised persons of the collection times and to ensure their child is collected promptly at the end of every session

However, we appreciate that sometimes there may be circumstances beyond parent or carer control affecting the prompt collection of a child. We ask that if a parent/authorised person is going to be late, then they inform the staff as soon as possible and make alternative arrangements to have their child collected immediately.

Procedures

In the event of a parent or carer arriving late to collect their child, then we reserve the right to charge a late fee, and the following procedures will be followed:

- Staff will record the time the parent or carer arrives to collect their child on our register.
- If the parent or carer arrives within 5 minutes of the end of the session (i.e. before 12.20pm or 13.20pm) then no charge will be made.
- If the child remains uncollected between 5 – 15 minutes after the end of the session, then a £10 charge will be levied, and for every 15 minutes thereafter.
- If a child has not been collected by an authorised person by 12.30pm (or 13.30pm if attending lunch), and we have had no communication from the parent or carer to explain the circumstances of the delay, then the procedure outlined in the Uncollected Child Policy will be followed.
- Any late collection fees incurred require payment within 7 days of receipt of invoice.

Version	Changes Made	Author	Date	Review Date
1.0	Baseline version	N Hanlon	16 th April 2018	November 2019