

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 of midday and 3pm 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 (i.e. after 12pm or 3pm), 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;
- On the first occurrence of being late, the lateness will be recorded by the member of staff on 'door duty';
- A second or any subsequent occurrence will incur a flat fee of £20.00 for the first 15 minutes and for every 15 minutes thereafter (or part thereof);
- If a child has not been collected by an authorised person by 12.15pm or 3.15pm, and we have had no communication from the parent or carer to explain the circumstances of the delay, then we will apply our child protection procedure as outlined in the Uncollected Child Policy;
- Any late collection fees incurred require payment within 14 days of receipt of invoice.

Version	Changes Made	Author	Date	Review Date
1.0	Baseline version	N Hanlon	1 st September 2018	September 2019
1.1	Minor formatting changes	N Hanlon	13 th April 2019	March 2020
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