



Policy on Early Arrivals and Late Collections

The fee we charge for parents dropping off or collecting outside of their booked times always has and always will cause aggravation when applied. It is hopefully a deterrent simply because every way we have tried to work it has caused upset to some, no matter what, so we now take the view that as we allow half hour booking slots parents should not feel the pressure to run to make it in time – if there is a time pressure then it is possible to book the extra half hour.

Unlike schools or clubs, which require the children to be on the premises before the start time, we only have staff ready to take responsibility for children within, not before or after, the exact booked time.

We are legally obliged to maintain ratios of staff: children so if a child arrives early sufficient staff may not be on duty or if a child leaves late staff may have to stay after their finishing time.

We apply the charge regardless of whether either of the above applies because the administration time involved in working out how the ratios stood at the exact time any child was late or early would have to be paid for and the cost would add to the regular fees.

By far the majority of parents are well within their booked times which indicates to us that the flexible booking system works and it would be unfair to the majority to allow unpaid extra time to some.

The reasons why staff do not inform parents at the door of the time is that in the past some parents have objected to the time being pointed out by staff; staff have felt embarrassed doing this; staff may not be aware of the time till they come to mark it on the Register.

The time is logged the moment the door is opened to the parent on both drop off and collection of the children, we have an automated email to inform parents of both early arrival and late collection, this is not controlled by the staff. If a mistake is made, please do email us and we will rectify the problem when necessary.

There is a radio controlled clock in the porch for parents to view; this is automatically set at the correct British Time.

We have tried to make the system as reasonable as possible for parents and nursery. We are sorry for the aggravation it causes to some and hope that the reasons are understood.