

Twilight Hours Out of School Club Uncollected Children Policy

Twilight Hours Out of School Club will only release children for collection by adults named on their Registration Form and Contact Cards unless you contact us and nominate another person to us.

We understand that during the course of a day many things can happen to prevent you collecting your child on time. It is your responsibility to notify us if you are going to be later than the time your child is booked in until. Please call us on 07816935937 and we can simply extend your booked session and you will only be charged the difference between the session times. We will endeavour to care for your child until such time as you or a nominated person can collect them.

Late Collections

If we are **not notified** and your child has not been collected at the end of their booked session you will be charged the difference between the booked session and actual time of collection plus an admin fee of £5.

Our Staff will implement the following procedures after 15 minutes:-

- The manager will be informed and they will contact Debbie or Katherine
- Twilight will call the primary carers as given on the Registration Form and Contact Card
- If they cannot reach Primary Carers then Twilight will begin to call the other Emergency Contacts on the forms
- Every effort will be made to reassure the child

Collections After 6pm

If a child has not been collected by 6pm, the procedures above will be followed immediately. Continuous care will be given to your child, where possible, until they are collected. Depending on the circumstances we reserve the right to charge you for the additional hours worked by our staff, extra rental incurred as well as the £5 admin fee.

If we have been unsuccessful in contacting the Primary Carers or Emergency Contacts then the Local Social Care Team will be called on 01629 532600, who may come and collect your child or make arrangements for the care of your child.

If the parent/carer has contacted us a mutually agreed plan will be followed which may incur further costs as above.

In all cases, we will endeavour to keep your child at setting, however because we are based within school premises that may not always be possible.

This policy replaces the previous version (UC 003) from 1st November 2019

Related Policies - Safeguarding

This policy was adopted by: Twilight Hours ASC	Date: 4 th October 2019	Policy No: UC 004
To be reviewed:	Signed:	
Policy Name: Uncollected Children Policy	Signed:	