

## **Arrivals and Departures Policy**

Our opening hours are from 7:30am – 6pm in the nursery and holiday club and 3-6 in the after school club , we ask that parents are not any earlier than 7:30 am for drop off as our insurance only covers us to operate from this time and no later than 6pm as this is when staff finish their shift.

We do understand that sometimes it is unavoidable to be late and therefore we will not charge any extra for a 15 min period of time and we will ensure that 2 members of staff remain with your child. Any longer than 15 min and there will be a late collection charge of £20 applied, if repeated lateness occurs the late fee will be applied on every occasion after 3 occurrences in one term, please remember that although staff will remain with your child their working day finishes at 6pm and staff often have training, meetings or after work activities to get to. If your child is attending a half day and you are more than 15 minutes late an additional hours cost will be applied to the bill. If a parent is more than half an hour late to collect their child / children from Noah's Ark we reserve the right to contact the relevant services locally.

We ask you to please inform us of any changes in any personal details or emergency contact details so we can try every available option to contact you if and when needed.

On arrival to nursery you will be seen in by a member of staff who will record your child's arrival time and temperature on the app and will note any information to be passed on, you can also message staff or teams specifically via the app for any information to be passed on or to discuss your child. If medicine is required through the day a form will be filled out at this point. All children attending after school club straight from school will be recorded on the app on collection from school and temperatures will be recorded at this time, any important information to be passed on from school will also be recorded at this time and passed onto parents if and when needed.

If your child is to be collected by another adult to those who normally collect then an agreed procedure must be identified e.g. password system set up on registration, or a temporary password can be used in emergency situations, if a member of staff is unaware of a change in person collecting or does not recognise the person collecting we reserve the right to contact the parent and confirm the arrangement before allowing the child to leave and check personal details to verify identity.

On leaving the nursery / club all relevant belongings should be passed on to the parent including any medication used.

Staff will discuss with parents about the child's day on hand over.