



Drop off and Collection Policy

Objective

Sunnydale Nursery aims to provide a safe and secure environment and the objective of this policy is to ensure a smooth drop off and collection process to be in place at all times.

Procedure

To uphold the policy, we must ensure the following:

Drop Off:

- Parents/carers must inform a member of staff of their arrival.
- Sunnydale Nursery must be notified if anyone other than the parent/carer or the persons mentioned as authorised to drop-off or collect your child changes.
- Session times are set due to staff to child ratios that we must comply to.
- Early bird drop off can be arranged with prior notice. There is an additional fee for early bird.
- Parents should inform the member of staff welcoming the child of any important information, such as existing bumps/bruises etc.
- Parents are required to drop children directly at their room door and to not leave them in any common areas. Toddler parents are required to drop their child off upstairs in the Toddler Room.
- Parents and visitors are requested to refrain from entering the building without permission.

Collection :

- Parents are requested to collect their child promptly at collection time. There is a fee for late collection.
- Sunnydale Nursery closes promptly each day at 6:00pm. Parents and other responsible adults should be on the premises by this time.
- Night owl collection can be arranged with prior notice. There is an additional fee for night owl.
- Sunnydale Nursery should be contacted if the Parent or Carer is going to be late for collection.
- If the parent or other responsible adult listed on the registration form are unable to collect the child, the parent should give details to the staff of the person who will be collecting. We operate a password system for non-routine collections.
- Parents are requested to wait in the reception/waiting area and to refrain from entering the building without permission.
- If requiring feedback and handover discussion on collection, to arrive 10-15 minutes before the end of your child's session. Feedback will not be provided if you do not arrive 10-15 minutes prior to your child's session end time e.g. 1pm, 6pm.

Non-collection:

- Room Leader or Person in Charge to contact the parents/carers via phone if the parent is more than 15 minutes late.
- If the Room Leader or Person in Charge is not able to make contact with primary carer, they will try to contact the secondary carer.
- If the Room Leader or Person in Charge is unable to make contact with any of the carers, they will contact the emergency contact and ask them to collect the child.
- After 3 hours, Sunnydale Nursery Manager will contact the emergency services.

The policy was adopted on:	March 2024
Date disseminated to staff:	March 2024
Date for review:	March 2025