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## Freestyle Wraparound Club – Late Collection Policy

*Updated August 2025*

### **Our Commitment**

We understand that occasional delays can happen. However, repeated late collection causes distress for children and impacts staff and other families. This policy outlines our procedures when a child is not collected on time, and the steps we take to ensure their safety.

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### **Standard Collection**

All children must be collected by their parent, carer, or authorised person at the agreed session end time. If a delay is unavoidable, the Club must be informed **as soon as possible**.

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### **If a Child is Not Collected**

#### **Up to 10 minutes late**

- Parent/carer will be contacted immediately.
- On arrival, they will be reminded to notify us in future if they are delayed.
- They will be informed that a late collection fee will apply (unless the delay was genuinely unavoidable).

#### **Over 15 minutes late**

- Manager will make another attempt to contact the parent/carer using all numbers on file.
- If no response, messages will be left requesting urgent contact.
- Emergency contacts listed on the child's registration form will then be called.
- Child will remain supervised by staff at all times while waiting.
- On arrival, the parent/carer will again be reminded of the importance of informing us of delays and advised of the applicable fees.

#### **Over 30 minutes late**

- If no contact has been made after 30 minutes, the manager will contact the local **Social Care team** for advice.

- The child will remain in our care on Club premises (where possible) until collected by a parent/carer or placed in the care of Social Care.
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### **Persistent Lateness**

- All incidents of late collection are recorded.
  - If lateness becomes a pattern, the manager will arrange a meeting with the parent/carer to discuss solutions.
  - Continued late collection may result in the child's place at the Club being withdrawn.
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**By following this policy, we ensure that children are kept safe, parents understand their responsibilities, and the Club operates smoothly for everyone.**

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