**1.4 UNCOLLECTED CHILD POLICY**

Children are in the care of the pre-school until they are handed over to parents/carers at the end of the session. Morning sessions end at 12pm and afternoon sessions end at 3pm promptly. The times and procedures for collection from pre-school are made clear to parents and are set out in the admissions policy. Our insurance only covers us for session times and finishes at 3pm when staff are entitled to leave for the day.

In an emergency if a parent/carer is unable to collect their child on time, they MUST phone the pre-school phone 01273 441026 and speak to a member of staff. Shoreham Pre-school reserves the right to charge parents/carers for late collections to cover costs of staff time. This will be £20 an hour or part thereof.

If a parent/carer is 10 minutes late and no phone call has been made by them to the pre-school, the manager/supervisor will endeavour to contact the parent/carer for an explanation.

If we cannot get hold of the parent/carer attempts will be made to contact the child’s emergency contacts from their Registration Form to arrange collection of the child. The child will be reassured by staff.

In the unlikely event that staff are unable to make contact with anyone to collect the child, and no information has been received to explain the non-arrival of the parent/carer, TWO members of staff will wait with the child at pre-school for a maximum of 1 hour. Parents will be billed for staff time. After 1 hour, the Multi-Agency Safeguarding Hub M.A.S.H.(03302227799) will be contacted for advice. The child’s welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process