



# Arrivals & Departures Policy

## **Policy statement**

We believe arrivals and departures should be a calm and relaxed experience for both adult and child. Parents/Carers should be able to communicate with staff during this period and not be rushed away from the premises, and their concerns should be given attention and consideration. Security measures should be at their highest level and staff remain extra vigilant at these times.

## **Procedures**

### Taking the Register -

As children enter the premises, we greet them and sign them in on our electronic register, via the 'Family' App. sign them in. The child is then encouraged to say goodbye to their parent/carer and our team are on hand to support children as they locate their coat peg/hang up belongings before play.

### Personal Belongings –

We allow children to bring in comfort toys as they can help to reassure little ones, especially when they are saying goodbye to their grown-ups at the door. We then explain that a special item can be shown to friends, or held close for a while, and then we will keep it safe on (your) peg. We often use a sand timer to support this situation and help a child understand what is happening and when. We offer comfort and support when things get tricky. We have so many wonderful spaces and things to do at Preschool, it is usually very easy to distract a child's attention and get them involved in something else at these times.

### Late arrivals –

We understand that some families will have other siblings to drop off at school and therefore accept that 'lateness' may be unavoidable.

*Although no penalties are issued due to late arrival, we do suggest that children who are regularly and significantly late (due perhaps to a late bedtime routine) will not receive the full benefit of Pre-school life and that their development within the setting may be hindered. Should staff recognise signs that a child's progress is being affected by late arrivals, they will invite parents in to the setting to discuss how we can work together to best help the child. Meetings between the Pre-school and Families are not uncommon and usually express themselves as an informal chat. They can help to highlight other issues that a family may have and in which case we will do all we can to connect them with an appropriate source of help.*

**Late Fees** – We are an understanding and flexible setting and when parents have the occasional issue surrounding pick up, we appreciate being communicated with and are willing to help where we can.

However, if/when late pick-ups become a regular occurrence the following late fees apply:

**Morning session:** if you pick up later than 12.15pm, you will be charged £5 until 12.30pm  
The fee then doubles thereafter in 15-minute intervals.

**All-Day Children:** if you pick up later than 3.15pm, you will be charged £5 until 3.30pm  
The fee doubles thereafter in 15-minute intervals.

*Please be advised that if you know in advance that you will be late and have pre-arranged this with the Management Team, the implementation of Late Fees is at their discretion.*

Early pick-ups –

Parents are asked to advise staff of the time that their children will be picked up at the end of the session/day. This allows us to plan sessions effectively and to ensure that practical issues are considered.

Security at Home Time –

At the end of each session, staff remain vigilant and are often watching out for parent arrivals.

**We must be informed in advance, if anyone other than a known person is going to collect your child from Pre-school.** This information can be sent to us via the 'Family' app, and a photo can be sent. We also operate a 'password' system. Please inform the person collecting your child of this word as they will be asked to repeat/write it down discreetly when they arrive. Children will not be allowed to leave the premises unless this has been complied with. This is for your child's safety.

If you are delayed and ask another parent/carer to collect your child you must telephone us on the Pre-school Mobile 07889 584 628 to confirm your arrangements.

Thank-you.

**Updated: January 2025**