



Whipton Barton Federation

Schools Out

TERMS AND CONDITIONS

LATE COLLECTION AND NON COLLECTION POLICY

Schools Out sessions finish at 5:30pm. To avoid late payment fees and additional charges, please adhere to the following:

- Contact Schools Out as soon as possible to advise of any change of situation regarding the collecting of your child. In school hours, parents and carers should call 01392 466072 and out of school hours (after 4pm), call Schools Out on 07506 409026.
- Inform Schools Out of alternative pick up arrangements and ensure the person collecting your child knows your password. Schools Out will not let any child leave if we have not been informed there will be someone different collecting and contact details are not recorded on the original application form.

If a child has not been collected from Schools Out by 5:35pm, the following procedures will be initiated by staff and further charges will be applicable:

- The manager will check for any information regarding changes to normal routines. Parents will be contacted on the numbers provided for their mobile, home or work. If this fails the child's emergency contacts will be called.
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). Staff ratios must be met and planned for accordingly at all times.
- If the parents have still not collected their child, a member of staff will contact numbers available every ten minutes until contact is made. These calls will be logged on full incident record.
- Full details of the incident will be recorded on our safeguarding database, CPOMS
- Two members of staff will stay with the child until suitable arrangements have been made for the collection of the child.
- In order to provide this additional out of hours care a £10 late fee is charged if a child has not been collected by 5.35pm. A further charge of £1 per minute will also be charged, until the child is collected. This will cover additional operational costs that caring for a child outside normal Schools Out hours may incur.
- If collecting after 5:35pm, you will be charged the standard £10 late fee, plus £1 for every minute late.
- In the event of no contact being made by 6:00pm and the child remains in our care, contact will be made with the police on the non-emergency number 101 and charges will continue to accrue.