



Late Collection Fees Policy

Address: St Matthew's Close, Walsall, WS1 3DG, United Kingdom

Policy Review: Annually

Policy Statement

Walsall Childminding Hub recognises that unforeseen circumstances may occasionally prevent parents or carers from collecting their child on time. However, late collections place additional demands on staff and may affect the safe operation of the setting. This policy explains the procedures that will be followed where a child is collected after their agreed collection time.

Opening Hours

Term Time

- After School: Until 8:00 pm
- Saturday: 10:00 am – 5:00 pm

School Holidays

Opening hours may vary during school holidays. Parents and carers will be informed of any changes in advance.

Collection Times

Parents and carers are expected to collect their child at the agreed contracted collection time.

A delay of up to 10 minutes may occasionally be accepted where parents have informed the setting in advance via WhatsApp. This flexibility is intended for exceptional circumstances only and must not become a regular occurrence.

Repeated late collections may result in a review of childcare arrangements.

Late Collection Charges

- £5.00 for the first 15 minutes
- £5.00 for each additional 15-minute period (or part thereof)

Late collection fees must be paid before the child's next booked session.

Failure to pay outstanding late collection fees may result in childcare being suspended until payment has been received.

Notification of Late Collection

If parents or carers know they will be delayed, they must notify Walsall Childminding Hub as soon as possible via WhatsApp, providing:

- The reason for the delay
- An estimated arrival time
- Details of any authorised person collecting on their behalf (where applicable)

Failure to Collect a Child

1. Staff will attempt to contact the parent or carer immediately.
2. If unsuccessful, staff will contact all emergency contacts listed on the child's enrolment records.
3. Staff will continue supervising the child until an authorised adult arrives.
4. Every attempt to contact parents and emergency contacts will be recorded.

If, after one hour, no authorised adult has been contacted or has arrived, Walsall Childminding Hub will follow safeguarding procedures and may contact Children's Services and/or the Police for advice and assistance.

Exceptional Circumstances

Charges may be waived at the discretion of management in exceptional circumstances, including:

- Road traffic accidents
- Medical emergencies
- Other unforeseen emergencies supported by reasonable evidence

Each situation will be considered individually.

Responsibilities

Parents and carers are responsible for:

- Collecting their child on time.
- Keeping emergency contact details up to date.
- Informing the setting immediately if they are delayed.
- Paying any late collection fees before the child's next session.

Staff are responsible for:

- Ensuring children remain safe and supervised.
- Recording all late collections.
- Applying this policy fairly and consistently.
- Following safeguarding procedures where children remain uncollected.

Review

This policy forms part of the operational policies of Walsall Childminding Hub and should be read alongside the Safeguarding, Behaviour Management and Admissions Policies.