

Late collection/early drop off/ child not collected

Late collection

Here at Little Acorns I aim to make sure each child feels happy and settled and that the parents and carers have trust in my abilities as well as my policies and procedures. In the event that you are late collecting your child from me your child will be well cared for until you turn up. Sometimes things happen and this is not preventable. In the unlikely event that this becomes a regular occurrence I reserve the right to charge you a late fee as agreed in our contract. If it becomes an ongoing problem then I may have to cancel our contract - giving you 28 days notice as per our agreement.

Early drop off

Here at Little Acorns I am open 8.30am till 5.30pm but that does not mean that I am available outside of the times agreed in our contract. If your contract states that you are dropping off your child at 9am I cannot guarantee that I will be ready to accept your child before the agreed time. If you arrive even a few minutes early I may not be available. If we have a contract that states you will collect your child at 3pm it may not be convenient for me if you turn up at 3.15pm. So please think carefully what times you need before we sign our contract. If you have asked a family member or friend to collect your child please ensure they are aware of this policy so you do not incur additional fees being added to your contract. In all cases please inform me beforehand if you need to change the times in a hurry.

Child not collected

If you do not collect your child at the agreed time and some time has passed and I cannot get hold of you or anyone mentioned in our contract I may have to call Social Services. I am not registered to have a child here overnight so alternative arrangements will need to be made. I cannot take the child to go and look for you, and I cannot allow your child to go anywhere with a stranger. The child will stay under my care until either the parent or agreed adult/carer arrives or a social worker comes to collect the child. Depending on the circumstances, additional fees may be added to the invoice and Ofsted may be informed.