



Arrival and Departure Policy

Arrival and Departure Arrangements

We ask all parents and carers who drive to Pavilion Pre-School to be safe, considerate and responsible when parking. Please do not park across the driveways of our neighbours.

Arrival

Pavilion Pre-School opens at 9:00 am for the morning session and 12:00 pm for the afternoon session.

Please ensure your child arrives promptly at the start of their session to minimise disruption and help them settle into the day's activities. If you anticipate regularly arriving late, please speak to your child's key person so that appropriate arrangements can be discussed.

Departure

The morning session finishes at 12:00 pm, and the afternoon session finishes at 3:00 pm.

Parents and carers are expected to collect their child promptly at the end of their session. If you are unavoidably delayed, please telephone the pre-school as soon as possible to inform a member of staff. Failure to notify the setting, or repeated late collections, may result in a late collection charge in accordance with our fees policy.

Children will only be released to adults who have been authorised by their parent(s) or carer. Parents are required to provide:

- A list of authorised collectors.
- A recent photograph of each authorised collector, where possible.
- A collection password for safeguarding purposes.

If someone different is collecting your child, you must inform the pre-school in advance and ensure that the person collecting knows the agreed password. Staff will not release a child to an unauthorised person or to anyone who is unable to provide the correct password unless alternative arrangements have been confirmed with the parent or carer.



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If a Child Is Not Collected

If a child has not been collected at the expected time, staff will initially attempt to contact the parent(s) or carer using the contact details held by the pre-school. If the parent or carer cannot be contacted, staff will contact the child's authorised emergency contacts and/or other authorised collectors.

The child will remain safely supervised by appropriate staff while attempts are made to establish contact and arrange collection. Staff will reassure the child and ensure they are cared for in a calm and supportive environment.

If the child remains uncollected and the pre-school is unable to contact the parent, carer or authorised emergency contacts, the setting will follow its Non Collection of a Child and Safeguarding policies. This may include contacting the relevant local authority children's social care/emergency duty team and, where necessary, the police, in accordance with safeguarding guidance.

Staff will not leave a child unattended or take them home with them. A full record will be made of the circumstances, attempts to contact the family and any actions taken.

Parents and carers are responsible for ensuring that the pre-school has up-to-date contact details and emergency contact information and must notify the setting immediately of any changes.

The policy was reviewed September 2025

Last updated 07.07.26

Signed by Chair of Trustees:

Signed by Operations Manager: