



Charging Policy

At the point of registration, parents/carers will be asked to inform Pavilion who will be collecting their child on a regular basis. Parents/carers will be asked to provide photographs of all those permitted to collect their child. A password will also be collected on the registration form. We will not allow children to be collected by any person under the age of 18 years old.

Those who have parental responsibility are permitted by law to collect their children unless a court order has been issued and a copy has been given to the Pre School Manager. Those with parental responsibility are legally allowed to collect their child so long as both parents have been introduced to the pre school.

Children should be collected promptly at the end of each session. The morning session ends at 12.00. The afternoon session ends at 15.00. In the event that a child is going to be collected later than the end of each session, parents are required to advise Pavilion staff by telephone on 0151 345 6364. In the event a child is collected later than the end of a session, we refer you to our late collection policy. A member of staff will only release your child to the person permitted to collect them.

If a parent/carer needs to collect their child before the end of a session, please inform staff of your intended collection time and who will be collecting the child. Parents/carers should ring the buzzer on arrival. Your child will be brought to the main gate by a member of staff. In order to safeguard the children in our care, you will not be permitted to enter the site whilst other children remain in a session. In the event of an emergency/unplanned collection by a previously unspecified person, staff will request a password be given to the person collecting.

Drugs and alcohol

In the event of a parent/carer/nominated person being under the influence of or suspicion of being under the influence of drugs or alcohol at the time of collection , the following will apply:

- We will manage the incident tactfully to ensure that the professional working relationship with the family is maintained.



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- In the event that the parent/carer/nominated person arrives at the pre-school under the influence of or on suspicion of being under the influence of drugs or alcohol, we will phone another family member/nominated person to come and collect the child.
- If another parent/carer/nominated person is unavailable or cannot be contacted although we have no legal right to withhold a child from a parent/carer/nominated person, we do reserve the right to safeguard the child and to contact any relevant authorities that we may feel appropriate.
- If a member of staff has any concerns regarding the child's welfare, they will immediately report this to the management team who will endeavour to speak to the parents/carers about the child's needs.
- We will ensure that there are two members of staff present when speaking to the parent so that staff should not jeopardise their own safety or others in these situations.
- Any member of staff feeling under threat will contact the police. Pavilion operates a zero tolerance policy regarding threatening, aggressive and abusive behaviour. Such behaviour may result in the parent/carer/nominated person being excluded from the premises.
- A referral to CASS will be made and a full written report will be made of the incident.

This policy was adopted in June 2025. It will be reviewed annually or as required.
Last updated: 07.07.26

Signed by the Chair of Trustees:

Signed by the Operations Manager: