



Non Collection of Children Policy

Bumble & Bloom Childcare

This policy sets out what happens if a child is not collected at the agreed time, so that every child remains safe and cared for.

Agreed collection

- At registration parents provide the names, relationship, photos and contact numbers of all adults authorised to collect their child.
- A password is agreed for unexpected collectors and must be given before the child is released.
- Please contact us as soon as you know you will be late.

If a child is not collected

- We contact the primary parent by phone, text and via the app.
- If we cannot reach the primary parent we contact the additional emergency contacts on file.
- The child is reassured, offered a snack and a quiet activity while we make contact.

If contact cannot be made

- After one hour with no contact and no authorised adult, we will contact children's social care and follow their guidance.
- We will not take the child home with us or hand them to anyone not on the collection list without confirmed parental consent.
- A full written record of the incident is kept and shared with parents.

Late collection charges

- Persistent late collection may result in a late collection fee as set out in our Fees Policy.
- We will discuss any pattern of late collection sensitively with the family and offer support.

Review

- This policy is reviewed at least annually and after any activation.