



**HAPPYHOURS**  
childminding

## Dropping off

Please let us know in advance if you intend to arrive at a different time from the contracted time stated. If you arrive unexpectedly early, we may not be able to care for your child. If you are late, we may have to take other children to school/pre-school and will not be able to wait for you. Please discuss with us if you need to change your contracted hours.

### **Collection**

We will only release your child from our care to adults who have permission to collect him/her. We will, therefore, need you to provide us with a list of people authorised to collect your child. If they are not known to us please provide us with a description or a photograph for us to keep on file. Alternatively, we can operate a password system where you can send someone not authorized to collect your child but who is able to give the password. Please discuss this with us if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn routine and know when their parents are due. They can become distressed if you are late. We understand sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason, please contact us and let us know when you expect to arrive.

We will normally be able to accommodate the additional care, however, if we are unable to do so, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on your way and, if necessary, organize additional activities and a meal.

If we have not heard from you within one hour we will try and make contact with you. If we are unsuccessful we will attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will inform Social Services and follow their advice.

We reserve the right to make an additional charge for late collection.