



Child Collection Policy

Aim

To ensure that all children are collected by an appropriate person at the end of their session. Parents/guardians must liaise with the manager regarding the person collecting their child.

Anyone collecting a child must be over the age of sixteen.

We must have prior agreement from the child's parent/guardian if they wish for someone different to collect their child. Authorisation can be given on the admission forms for collection.

If a parent/guardian wishes for someone different to collect their child on a particular day, the parent/guardian must inform the nursery on the day before the child is collected. This must be done by email, text message or telephone call to the nursery.

The parent/guardian must provide:

- The full name of the person collecting the child.
- Their relationship to the child.
- The agreed password.

The person collecting the child must provide the correct password when they arrive. A password alone is not sufficient authorisation. If someone arrives to collect a child with the correct password but the nursery has not been informed by the parent/guardian on the day, the child will not be released to that person. The nursery must receive confirmation from the parent/guardian by email, text message or telephone call before the child can be collected.

Children must be collected from the setting by the appointed collection time each day.

If a child is not collected by the appointed time and we have not heard from their parent/guardian, we will contact all emergency contacts listed on the child's admission form.



If we still receive no contact from the parent/guardian 30 minutes after the appointed collection time, we have an obligation to inform Social Care.

Reviewed: August 2026