



Late Pick-up Policy

The centre closes 30 minutes after the end of the last session. If a child is collected after this time, the Hakuda Ryu Eastern Arts Centre reserves the right to charge a late fee of £5.00 for every 10 minutes after this end time. If your child is not collected by the end of this 30 minute period and the parents have not contacted the centre, then the centre has a duty to inform the local Social Care and Health Office/contact the Police.

The following procedure will be followed in the event of a child not being picked up by the expected time:

- At 10 minutes after the expected pick-up time the Manager should be informed of the non-show of parent/carer.
- The Manager will check with all centre staff (including those that have left) as to whether a message had been received from the parent/carer.
- If a message has been received then the appropriate staff will be informed.
- At 15 minutes after the expected pick-up time, if no message has been received from the parent/carer then the Manager will, in the first instance, try and contact both of the main carers, leaving messages on answer machines if no reply, stating that the centre is trying to contact them as no-one has picked up the child at the expected time and that the other contacts on their list will be rung.
- If the parents or main carers cannot be contacted the Manager will ring the emergency contacts on the list and explain the situation. They will be asked to collect the child as soon as possible. Prior to this time they will be asked to either collect the child or give the centre authority to continue caring for the child until other arrangements are made, emphasising that the child must be picked up as soon as possible. A message must always be left for the parents/main carers clearly stating what arrangements have been made.
- At 30 minutes after the expected pick-up time, if no-one has made contact and the child is still at the centre the Manager must consider contacting the relevant agencies. Social Services childcare team should be contacted to log the situation and get advice on the next course of action.
- All late pick-ups should be treated as an incident and an incident form completed. A complete non-show needs to be treated as a major incident.