



The Little Firefly Child Release Policy

Parents must note carefully that The Little Firefly operates from 8:30am – 4.30pm, Monday, Tuesday and Wednesday, Thursday and Friday at both our Upton and Kingston Blount setting. We allow parents to drop off from 8:15am. Parents should ensure children are brought in no earlier than these times and are collected before the nursery closes, unless previously discussed with the nursery manager.

If a parent is unavoidably delayed due to circumstances beyond their control, they should make every effort to phone the nursery to inform them.

Parents need to arrive five minutes prior to closing time which gives enough time to get their child / children organised and for staff to give feedback on your child's day. This will allow enough time to ensure that you have left the nursery at our closing time.

Parents who have not collected their child by 4:30pm will incur a charge. This will be £5 for every 15 minutes additional time. Please ensure that your child / children are collected on time so that we do not have to take this action.

The staff procedures if parents / carers have not arrived at the nursery by closing time are as follows:

- At 4:30pm parents are phoned and requested to collect their child immediately;
- If no contact has been made with the parents by 4:40pm the emergency contact persons are phoned;
- At 5:00pm if staff have been unsuccessful in contacting parents or emergency numbers, the nursery manager/director will be phoned. The nursery manager/director will contact the Police (telephone 999). A note will be left at the nursery entrance and via text message indicating where the child is.

Procedure for drop-off / pick-up by people other than parent / carer

If the child under the care of The Little Firefly is to be dropped off or collected by someone other than their parent or carer, the parent/ carer must notify the staff of this before the end of the session. Parent/ carer will be asked to send a photograph of the person collecting along with their relationship to the child..

If a photograph is not provided that person will not be able to collect the child. In this instance the child's parent / carers will be telephoned immediately and if necessary the Police will be contacted (telephone 999).

Should the parent / carer wish to add another person or people to the approved list of people to drop-off / collect their child, this needs to be done in writing by notifying the Nursery Manager by email.

Emergencies and Illness

For emergencies or illnesses that require immediate collection by the parent / carer, please refer to the appropriate policy (eg Sickness, Medicine and Emergency Treatment Policy, Emergency Evacuation Procedures).