



### **Policy on Early Arrivals and Late Collections**

We ask parents to drop their children off and pick children up within the booked hours.

If that is not possible for a given session, then we charge for children being dropped off before their session has started or being picked up after their session has finished.

The charge is based on the number of minutes outside of the session. For an up-to-date minute's charge rate please refer to our fees list.

If you are going to be more than 10 minutes outside your booked hours, it would be very helpful if you could inform us.

Please note that just because we charge for earlies and lates, this does not put it in the category of a service we provide. It is difficult to staff around children needing care outside their booked hours and we would ask you to kindly make every effort to be within your booked hours.

If you are going to be charged, you will automatically be sent an email as soon as the system logs your child as signed in or signed out. If you get an email in error, please inform us straight away so we can look into it and correct the sign in or sign out times as necessary.