



# Treetops Nursery

## **Uncollected child policy**

If you are more than 5 minutes late collecting your child and we have not heard from you, we will try and make contact with you using the contact numbers provided on your child record form.

If we cannot contact you we will attempt to contact the emergency contact numbers you have provided us with.

If after 30 minutes we are still unable to make contact with you or anyone from your emergency contact list, or suitable collection arrangements have not been made, we will inform the Children's Advice and Duty Service (CADS) of the situation on 0344 800 8021 and follow their advice.

We reserve the right to make an additional charge for late collection, as stated in the terms and conditions section of the joining forms. The charges for this will be £12 per 15 minute period or part thereof.

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