



## Holbeach Primary School – Summer Camp

### Uncollected Children Policy

Holbeach Primary School Summer Camp endeavours to ensure that all children are collected by a parent or carer at the end of each session. Parents and carers are expected to notify us of any delay or change to collection arrangements **by calling the School on 0208 6904713**

If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

#### Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Summer Camp to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).
- If a child is collected late, there is a charge of £5.00 for the first 15 minutes, and £1.00 per minute for each minute thereafter. Any late collection fees will be added to the account for payment and must be paid within one week.

#### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, Summer Camp staff will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Summer Camp immediately. Staff will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

#### Over 30 minutes late

- If staff have been unable to contact the child's parents or carers after 30 minutes, they will contact the local Social Care team for advice.
- The child will remain in the care of the Summer Camp's staff, on the Club's premises, until collected by the parent or carer, or until placed in the care of the Social Care team.

#### Managing persistent lateness

Club staff will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they will lose their place at the Summer Camp.

<b>This policy was adopted by:</b> Holbeach Primary School Summer Camp	<b>Date:</b> January 2026
<b>To be reviewed:</b> September 2026	<b>Signed:</b> 