

Arrival and Departure Procedure

- Our doors open at 9.15am for the morning session and 12.15 pm for the afternoon session. Collection at the end of the day is at 3.15pm.
- A member of staff will be at the door to prevent children from going back out of the building unaccompanied.
- Children collect their name from the tray and put it on the self-registration board.
- Parents must inform a member of staff if the child is to go home with someone other than a regular collector. A description of the person collecting, and a password will be required.
- **We are unable to release children to anyone under the age of 18.** Should you require a minor aged between 16-18 years of age to collect your children Busy Otters will need it put into writing. We will not release children to anyone under 16 years.
- A member of staff will be at the inner door to welcome the child in, and to receive any messages from parents/carers.
- The gate from the playground will be fastened with the chain as soon as the majority of children have arrived for a session.
- At the end of a session, a member of staff will go out and open the gate. Parents will then enter the playground and wait to receive their child.
- We ask where possible parents/carers do not enter the preschool room, it can be overwhelming with lots of grown-ups in there and upsetting for those who are settling to see other parents come in.
- As part of our Safeguarding procedure the main gate is to be opened for as little time as possible, therefore we ask that you please leave the premises once your children are collected.