

Bee Active Late Collection Policy

This policy is for the protection of children who have been left at a Holiday Club over the agreed collection time or once the Holiday Club has closed.

Bee Active has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal opening hours. Late collection causes additional overhead and cost for Bee Active, potentially unnecessary distress to a child and can be very inconvenient for Bee Active staff and site staff who often have other commitments outside of their working hours.

Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff. We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child.

If you know you are going to be late collecting the child in our care please call the venue on the venue phone at the earliest opportunity and discuss with the Senior Coach the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

Charges and Payment

Late for an afternoon collection - all parents/carers will be given a ten minute grace period on late collection of their child or children. If your child has still not been collected 10 minutes after the 3:30pm session has ended (3:40pm) then the full evening wrap around charge will be levied.

Late for an evening collection - all parents/carers will be given a ten minute grace period on late collection of their child or children. If your child has still not been collected 10 minutes after the session has ended (5:00pm, or 5:30pm depending on the time advertised per venue) then a £10.00 charge will be levied and an additional £10 for every 15 minutes thereafter.

Payment for a late collection can be made to the Senior Coach in cash upon collection or by a card payment over the telephone to the administration team on 01782 205915.

All late collection fees should be paid for at your earliest convenience and **no later than 7 days following the late collection**. Failure to pay within the 7 day period will result in a suspension of future bookings until the balance is settled.

Procedure

If you are late collecting your child, they will be cared for and reassured by a senior member of staff and another coach inside the venue. No late fee will be charged if parent collect within the grace period unless this becomes a regular occurrence.

If your child remains uncollected following the grace period of 10 minutes, the Senior Coach will call the contact details held on your account unless they have already been informed of a late collection.

A Late Collection Fee Notice shall be given to the parent or carer upon collection. This notice shall summarise the date, child's name, final collection time and total fees owed, staff present and be signed by the Senior Coach.

If your child or children remain uncollected 30 minutes beyond the 10 minutes grace period, and we have still not been able to contact you, then the Senior Coach will inform the Police by calling 101. If we know that your child is working with a social worker then they will also be notified via the local authority Safeguarding Children Board:

- Stoke on Trent 01782 234234
- Staffordshire 0345 604 2886
- Cheshire West 01244 977 277
- Shropshire 0345 6789040

Unreasonable and / or persistent lateness may regrettably result in Bee Active terminating any future bookings for your children at our Holiday Clubs.

Please ensure that your account is kept up to date and we have accurate contact details for both the primary and secondary contacts. If your child is being collected in your absence then you will need to ensure that the person collecting knows the 6 digit pin on your account.

We would like to thank all parents and carers for their cooperation and understanding in this matter. Should you have any concerns then please contact Ben Mills the Managing Director on ben@beeactive.co.uk