

Arrivals and Departures Policy

Mrs Bonds Village Nursery will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

- During the main arrival and departure times an experienced member of staff will supervise the door to extend a warm welcome to every parent and child on arrival.
- Outside of these hours Parents and visitors must ring the doorbell attached to the main door to notify us of their arrival. Entrance into the Nursery is via a magnetic released door controlled by key fobs and push button release placed in the nursery building.
- If a child arrives sleeping they must be woken by parent/carer that brings the and be fully awake before being left at nursery.
- Each child's attendance and departure will be recorded in the register, and the time noted. We ensure that only a qualified member of staff opens the front door to welcome people and escorted people to exit the building.
- If a child is to be collected by someone other than the parent/guardian, this must be conveyed to the manager/deputy manager and be recorded. A collection card or password system should also be in place
- If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form (see our Medication policy for further information) Departures
- Upon departure of any child, at any time of the day, the register will be marked to show that the child has left the premises.
- If a child is to be collected by someone other than the parent/guardian, the adult must be one of those named on the child's Registration Forms. Only adults – aged 16 years and over – and with suitable identification collection card or prearranged password, will be authorised to collect children. In the event that someone else should arrive without prior knowledge, we will telephone the parent/guardian immediately. A child must never leave the building with an adult that we do not have prior knowledge of.
- If the designated adult is late in picking up their child without prior warning, the provisions of the Non-collection Policy will be activated.

• Absences

- If a child is going to be absent from a session, parents must telephone or email to inform the nursery as soon as possible.
- Attendance check emails will be sent if we have not heard from the parent by the afternoon. If a child is absent without explanation for more than three days concurrently without notification to the nursery, the nursery manager will call the parent/guardian.
- Regular absences from nursery could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. It can be a safeguarding concern. If this is the case parents will be spoken to and support offered. If necessary referrals to relevant agencies will be done.
- Regular absence can also have an effect on funding, and risks the withdrawal of a funded place.

• Visitors

- All visitors must sign in and out in the visitors signing in book.
- Visitors will be seen in and out of the premises by a member of staff
- Visitors are not to be left alone within the setting
- Please see the Visitors Policy for more information

- Policy last updated 25.9.25