# Arrival Procedure

The nursery opens at 7.30 a.m. and closes at 6.00 p.m. Children may arrive or leave at any pre-arranged times between those hours. (Children accessing the Universal and/or extended funding hours must attend the set funded hours during term time or stretched weeks if it applies).

Each child must attend at least two short days per week (from 9am to 3.30pm) on separate days.

Children should be brought and collected at the times agreed in the contract. Whilst unforeseen circumstances can arise, a phone call should be made if arranged times cannot be adhered to.

If a child has not arrived at nursery on their scheduled day by 10am, and there have been no prior arrangements made for a late drop off, parents will be contacted to establish why their child has not yet arrived, and to ask if we should be expecting them that day. This will be recorded in the day book.

## Entering the nursery

* Children may not arrive before the pre-paid time without agreement from the nursery first.
* Parents should use the coded garage door when arriving at the nursery.
* Once in the garage, the children’s baskets should be collected from their pigeon holes ready to be taken through to the lobby with a member of staff. Bags are to remain in the garage in their named pigeon hole, whilst coats will be taken through with their baskets to the lobby.
* Parents are to ring the doorbell located by the inner garage door (overlooking the garden) and wait to be greeted by a member of staff. No parent is allowed beyond this point without appointment.
* Staff should speak briefly with the parent/carer to gain any information that may be relevant to that child or may impact the behaviour of that child during the day at nursery. E.g. any pre-existing injuries, any medication, any changes to the child’s routine such as a different adult collecting.
* Staff will accompany the children in the lobby where the children will change into their indoor slippers.
* Staff write the child's arrival time in the day book and registers them as present on the eyLog system.

## Child Absence

We understand that children may be kept at home on the odd occasion for whatever reason that may be (illness, parents day off work, family visiting, holiday etc.), but it is important that parents communicate this with the nursery.

Parents are asked to contact the nursery if for any reason their child will be absent from nursery, late in to nursery, or collected earlier than the pre-arranged collection time from nursery.

**It is parents’ responsibility to contact the nursery.** If, by 10am, a child due to attend has not yet arrived, parents will be contacted to establish where the child is and why they have not yet arrived at nursery.