



Learning Ladder Nursery

Drop-off and Collection Policy

Objective

Learning Ladder Nursery aims to provide a safe, secure and smooth drop-off and collection process for every child, every day.

Drop-off

- Please let a member of staff know when you arrive and when you leave.
- Please let us know if the person collecting your child is different from those listed as authorised on your registration form.
- To help your child settle into the day's routine, we recommend drop-off by 8:30am where possible.
- If you'd like an earlier drop-off, just let us know in advance — a small additional fee applies.
- Please share anything we should know, such as existing bumps or bruises, with your child's teacher.
- Please bring your child directly to their classroom rather than leaving them at the Nursery entrance or in common areas.
- For the children's comfort, we kindly ask parents and visitors not to watch through the classroom windows.

Collection

- Please aim to collect your child on time. If you're running a little late, your child's teacher will look after them and let the manager know.
- If we haven't heard from you within 15 minutes of pick-up time, we'll try calling you, then your secondary contact, and then your emergency contact, in that order — so please keep these details up to date with us.
- If we're still unable to reach anyone after a reasonable time, we're required to involve the relevant authorities to help ensure your child's safety, as a last resort and in line with child safety regulations.
- Staff will always stay with your child at the Nursery rather than searching for you or taking your child elsewhere — so you always know where to find them.
- Repeated late collection may incur an additional fee to cover extra staffing.
- The Nursery closes at 5:30pm. We'd appreciate collection by this time; a late-collection fee may apply after this.
- If someone other than your usual contacts will be collecting your child, please let staff know their details in advance.
- If you arrive to collect your child before the session ends, we kindly ask parents and carers to wait in the reception area. Our team will bring your child to you as soon as they are ready.



Questions?

If you have any questions about this policy, or need to update your contact or authorised-collection details, please speak to your child's Key Person or contact the Nursery office.