



Drop off and Collection Policy and Procedure

Objective:

Beautiful Horizons ELC aims to provide a safe and secure environment and the objective of this policy is to ensure a smooth drop off and collection process to be in place at all times.

Policy: In order to provide a safe and secure environment, Beautiful Horizons ELC follows the Drop off and Collections procedure as:

Procedure: To uphold the policy, we must ensure the following:

Drop Off:

- Parents/carers always inform a member of staff of their arrival and departure
- Nursery must be notified if anyone other than the parent/carer or the persons mentioned as authorized to collect your child changes
- To avoid disruption to the routine parents are requested to ensure that their child is dropped off no later than by 8:30 am (if booked for 8:00 am and 9:30 if booked for 9:00 am)
- Early Drop off can be arranged by prior notice. Early drop off fees: 7:30am - 8:00 am = AED 30 per day
- Parents should inform teachers/Managers of any important information, such as existing bumps/bruises etc.
- Parents are to drop off children directly with their teachers or nurse and not leave them at the Nursery door or in any common areas
- Parents and visitors are requested to refrain from looking through the window, as this makes the children anxious

Collection:

- Parents are requested to collect their child promptly at pick up time. Teacher to wait 15 minutes



with the child before informing the manager and transferring the child to the lunch or late room with the rest of the children

- Manager to contact the parents/carers via phone to if the parent is late more than 10 minutes late.
- If the manager is not able to make contact with primary carer, she will try to contact the secondary carer.
- In case manager is unable to make contact with any of the carers, she is to contact the emergency contact and ask them to collect the child.
- After 3 hours, the manager should contact Dubai Police and get an officer to investigate the address listed on the registration file, and the child will be handed over to Dubai Police/Social Care.
- Under no circumstances do staff to go to look for the parent, nor do they take the child home with them
- A full written report of the incident is recorded in the child's file
- Depending on circumstances, parents may be charged for the additional hours worked by the staff
- The Nursery closes promptly each day at 5:30 p.m. Parents and other responsible adult should be on the premises by this time
- The nursery should be contacted should the Parent or carer be late. Contact the nursery on 04 5472500 Late pick-up fees: Before 6: 00 pm = AED 30 per hour, Past 6: 00 = AED 200 every 15 minutes (Same applies to all pick up times agreed upon the time of admissions)
- If the parent or other responsible adult listed on the registration form are unable to collect the child, the parent should give details to the staff of the person who will be collecting
- Parents are requested to wait in the reception area
- Parents who arrive early for collection may wait in reception until the manager has informed them their child is ready for collection