Late Pick-Up
&
Uncollected Child Policy

Parents/carers/guardians are asked to telephone our head office on **07389 877 211** or our company Managing Director (07930 397 185) if they are going to be late picking their child(ren) up. We are respectfully aware that parents can sometimes be delayed for several reasons, but we ask for communication wherever physically possible.

All our Club/Camp operating times are displayed very clearly on our banners, flyers, social media pages, and website; therefore, all parents/carers/guardians should be aware of the time that they are expected to be at the Club/Camp to pick up their child(ren). Our Club/Camp operating times are also clearly stated on the *booking confirmation* email that all parents/carers/guardians receive.

For any children uncollected after the scheduled finish time of our Camp 'Camp Day' hours (4.00pm), the parent/carer/guardian will be charged the 'Extended Day' hours rate. Their booking will be automatically adjusted to account for the new pick-up times, and an invoice will be auto generated by our online booking system and emailed to the parent/carer/guardian. This invoice must be paid before any further Club/Camp bookings can be made.

For any children uncollected after the scheduled finish time of the Camp 'Extended Day' hours (5.30pm) without communication from a parent/carer/guardian, the following actions will be applied:

- Parents/carers/guardians detailed on the online booking form will be telephoned. If uncontactable, all 'Emergency Contacts' detailed on the parent/carer/guardian account will then be telephoned. Our staff will stay with your child(ren) until an authorised adult arrives to collect them. On arrival, you (or the authorised adult) will be charged £5 for the first 15 minutes of lateness and then £10 per 15 minutes after that (to a maximum of 1 additional hour after the scheduled Club/Camp finish time).

- If we fail to make communication with the parent/carer/guardian and any of the 'Emergency Contacts' and the child(ren) have not been collected 1 hour after the end of the Club/Camp scheduled finish time, Social Services and/or the local police will be contacted. At this point, the responsibility of the child(ren) will no longer be that of Buzzers Academies staff.

- The contact number for Bromley Social Services is: **020 8461 - 7373** or **7379**
  Out of hours/weekends/public holidays: **0300 303 8671**
  Email for Bromley Children and Families Hub (C&F Hub): **mash@bromley.gov.uk**

- Failure to notify Club/Camp staff and/or the Buzzers Academies Managing Director of a lateness, may result in additional *administration*, *venue hire* and *staff* fees. The parent/carer/guardian will be notified of this in writing, and the fee must be paid in full before they will be allowed to re-book on to one of our Buzzers Academies Clubs/Camps.

- Consistent lateness may result in any remaining booking dates for that parent/carer/guardian being terminated. If this does occur, the parent/carer/guardian will be given a full refund for any remaining dates, minus a £25 *administration fee*.

During the first 15 minutes of the above waiting time, there will always be 2 members of Club/Camp staff (where possible) on site supervising the child(ren), who will offer them as much support and reassurance as is necessary. After the initial 15 minutes have passed, only the Buzzers Academies 'lead' tutor will remain on site (unless additional staff are available to stay). During this waiting time, the 'lead' tutor will continue to try and contact the parent/carer/guardian of the child (as described above).

If Social Services are contacted, the duty Social Care Worker may make collection arrangements for the child until the parent/carer/guardian can be traced. The Buzzers Academies 'lead' tutor will remain with the child at the Club/Camp until the Social Care Worker arrives.

The child will not be left at any time and will not be allowed to leave the Club/Camp premises with anyone other than the parent/carer/guardian, named 'Emergency Contact' or Social Care Worker. If a child is to be collected from the Club/Camp by the 'Emergency Contact' or Social Care Worker, then arrangements should be made for a note to be left for the attention of the parent/carer/guardian should they subsequently arrive at the Club/Camp after the child has left. The note should advise the parent/carer/guardian to contact Children's Social Services. The note should also give full details of the incident that has occurred (including staff names of those involved).

An 'Incident Report Form' should be completed and filed by the 'lead' tutor. The Buzzers Academies DSL (Designated Safeguarding Lead) and/or company Managing Director should be informed of the incident immediately.

This policy was reviewed and/or updated on 20/10/2026