Dropping off and Collection Policy

Dropping Off

We ask that parents notify the nursery in advance if they intend to arrive at a different time from the contracted time. If parents arrive unexpectedly early, the staff may not be ready to care for a child and the parents may incur additional charges. Please discuss with the nursery if you need to change your contracted hours.

Collection

Children will only be released from the care of Muddy Puddles to adults who have permission to collect him/her. If any other person than a parent is collecting a child, nursery MUST be informed who that person is, and they will be required to provide a release word.

Parents are reminded that our opening hours are 7.30am -5.30pm. It is important that you arrive at the contracted time to collect your child. Even incredibly young children learn our routine and know when their parents are due. We understand that sometimes delays are unavoidable. If you are delayed, for whatever reason, please contact the nursery as soon as possible and let us know when you expect to arrive.

We reserve the right to make an additional charge for late collection of £30 if a child is collected after the nursery closing time of 5.30pm or the hourly rate if the child is collected after their allotted session time which is before 5.30pm.

Policy adopted on	Signed on behalfof the nursery	Date for Review
01/02/2026	Heather Black	01/02/2027