

University of Warwick Holiday Scheme

Late Collection fee Policy

Purpose	• Ensure the safety and wellbeing of children who remain on site after the end of their session. • Encourage prompt collection of children. • Provide a fair and transparent process for applying late collection charges. • Ensure additional staffing costs incurred by the Holiday Scheme are recovered.
Review Frequency	Annually
Date approved	September 2026
Date of next review	September 2027

The named staff members (at least 2) responsible for the upkeep of the policy are:

Jo Warren, Nursery manager

Rachael Snell, Holiday Scheme Coordinator

The Holiday Scheme is committed to providing a safe and secure environment for all children. Parents and carers are responsible for ensuring that children are collected promptly at the end of their booked session.

Late collection places additional staffing, safeguarding and operational demands on the Holiday Scheme. This policy sets out the charges and procedures that apply when a child is collected after their scheduled collection time.

Parent/Carer Responsibilities

Parents and carers must:

- Collect their child(ren) before the end of their booked session.
- Inform the Holiday Scheme as soon as possible if they anticipate being delayed.
- Ensure emergency contact details are kept up to date.
- Arrange for an authorised adult to collect their child if they are unable to arrive on time.

Late Collection Procedure

If a child has not been collected by the end of their session:

1. Staff will attempt to contact the parent/carer.
2. If contact cannot be made, staff will contact the emergency contacts provided on the child's registration form.
3. The child will remain supervised by appropriately qualified staff until collected.
4. A record of the late collection will be maintained by the Holiday Scheme.

Late Collection Charges

Late Collection Charge

A charge for late collection ("Late Collection Charge") may be made if a child is not collected before the end of their booked session.

The Late Collection Charge will be:

£5 for every 5 minutes or part thereof, up to a maximum of £40 per late collection incident.

For the avoidance of doubt, the Late Collection Charge will begin to accrue immediately from the end of the booked session.

The Holiday Scheme will notify the parent/carer of the amount due, and payment must be made **within 14 days** of receiving notice that a Late Collection Charge is payable.

Examples

Time Late	Charge
Up to 5 minutes	£5
6 to 10 minutes	£10
11 to 15 minutes	£15
16 to 20 minutes	£20
21 to 25 minutes	£25
26 to 30 minutes	£30
31 to 35 minutes	£35
36 minutes or more	£40 maximum

Persistent Late Collections

Escalated Charges

Where a parent/carer has accumulated **three late collections during the same Holiday Scheme**, the Late Collection Charge will increase for any subsequent late collections during that Holiday Scheme.

The revised charge will be:

£10 for every 5 minutes or part thereof, up to a maximum of £60 per late collection incident.

Examples

Time Late	Charge
Up to 5 minutes	£10
6 to 10 minutes	£20
11 to 15 minutes	£30
16 to 20 minutes	£40
21 to 25 minutes	£50
26 minutes or more	£60 maximum

The Holiday Scheme reserves the right to discuss persistent lateness with parents/carers and to review future bookings where late collection becomes a recurring issue.

Non-Payment of Late Collection Charges

Outstanding Charges

Late Collection Charges must be paid within the timeframe specified by the Holiday Scheme.

Where Late Collection Charges remain outstanding:

- Further bookings may be suspended.
- Parents/carers may be prohibited from making subsequent Holiday Scheme bookings until all outstanding balances have been cleared.
- Outstanding charges may be pursued in accordance with the University's standard debt recovery procedures.

Exceptional Circumstances

The Holiday Scheme recognises that unforeseen emergencies can occur. In exceptional circumstances, the Scheme Manager may exercise discretion regarding the application of Late Collection Charges. Any decision to waive or reduce a charge shall be made at the sole discretion of the Holiday Scheme and will not create a precedent for future occasions.

Review

This policy will be reviewed annually and updated as necessary to ensure it remains effective, fair and compliant with operational requirements.