Arrivals and departures

XP Kids recognises that the safe arrival and departure of the children in our care is paramount.

The Manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day.

**Arrivals**

Our staff will greet each child warmly on their arrival at the Club and will record the child’s attendance in the daily register straightaway, including the time of arrival. Parents must complete an online registration form prior to their child starting which also confirms the parent is happy to follow our medical processes in case of an emergency.

Parents must update any changes to contact information, medical information or other details by updating their child’s information on their account.

If a child arrives at the Club and is not on the register, staff must check with the school and the parent before turning the child away. If there is any doubt, ring Customer Care for assistance.

**After School Clubs**

The After School club Staff will ensure the safe collection of the younger aged children which include, Reception, year 1 and year 2 classes. Whilst the older children will find their own way, if a child does not arrive it is the playworker’s responsibility to investigate the whereabouts of that child (Please see the **No Show Policy and Term Conditions relating to charges**).

**Departures**

**After School Clubs and Holiday Clubs**

* Staff will ensure that parents or carers check children out before they leave, including the time of collection.
* Children arriving at the club who are not on the register must be added as a late booking by club staff.
* Children can only be collected by an adult over the age of 16 who has been authorised to collect them on booking system.
* If parents are in dispute, we cannot bar a parent who has parental responsibility from removing their child, unless we have seen and have a copy of a court order stating this.
* Parents or carers must amend their child’s details on the booking system in advance if someone who is not usually listed is to collect their child. Playworkers will contact the main parent or carer for confirmation if there are any concerns regarding departures. The child will be checked out to the parent and an incident form raised for signing on the parent’s next visit.
* If any person collecting a child is not known to staff they will be asked to provide photo identification. If this is not available then staff will ask 2 questions relating to the child taken from the registration form.
* The parent or carer must notify the club if they will be late collecting their child. If XP Kids is not informed, the **Uncollected Children**policy will be followed.
* In all cases a late fee will be charged at £8 per 15 minutes or part thereof after the stated end of the session.
* No child will be allowed to leave the Club unaccompanied unless they are over the age of eight and the parent has consented on the booking system.
* If a parent or carer is perceived to be under the influence of alcohol or drugs, staff will do their utmost to prevent the child from leaving with them especially if they are travelling in a vehicle driven by them. Staff must report this to the designated safeguarding lead for the company- Katie Cameron. If necessary the police will be called.