Late Collection Policy

Reviewed January 2026

At Elite Sports Academy we endeavour to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 10 minutes late

 Parent will be contacted. When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed.

 The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

 If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them again using the contact details on file.

 If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.

 While waiting to be collected, the child will be supervised by Elite Sports Academy staff.

 When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

 If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.

 The child will remain in the care of Elite Sport Academy staff, on the Club's premises, if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

MANAGING PERSISTENT LATENESS

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

USEFUL CONTACTS

Social Care: 01522 782111 Social Care out of hours contact: 01522 782333