Arrival and Departure Policy

Policy Adoption Date: 1st September ,2025

Review Date: 1st September,2027

Responsible Person: Nursery Manager

1. Policy Statement

At Wonder Whiz Kids Nursery, we place the highest priority on the safety, wellbeing, and emotional security of the children in our care. This policy outlines the procedures for the safe arrival and departure of children, ensuring they are supervised at all times and handed over only to authorized individuals.

Our procedures align with EYFS welfare requirements, KHDA guidelines, and best practices for safeguarding and child protection.

2. Nursery Operating Hours

Days: Monday to Friday

Opening Time: 8:00 AM

Closing Time: 5:00 PM

Parents may choose from the following sessions:

Session	Timing
Half Day	8:00 AM – 12:30 pm
Extended Morning	8:00 AM – 2:00 pm
Full Day	8:00 AM – 5:30 pm

Children must be collected promptly at the end of their registered session.

3. Arrival Procedures

Arrival Time: Between 8:00 AM – G:00 AM.
A member of staff will greet each child and parent at the entrance and complete sign-in using our digital attendance system.
Temperature checks and health screening are carried out during arrival if required by local health authority guidance.
Children are escorted to their classroom by staff or parents, depending on age group and settling needs.
Parents are encouraged to share relevant information (sleep, mood, health) with the teacher during drop-off.

4. Departure Procedures

Children are released only to individuals authorized on the child's registration form.
Staff verify the identity of the adult collecting the child.
For new individuals collecting, parents must inform the nursery in advance via email, phone, or app, providing:
Full name of the authorized person
Relationship to the child
Government-issued ID (to be shown on arrival)

No child will be released to anyone under the age 18.

In case of late pickup (after 5:30 PM), a late fee will be charged, and persistent late pickups will trigger a review meeting.

5. Transport Arrivals and Departures

Children enrolled in nursery transportation service are:

Accompanied by a trained bus nanny and driver

Signed in and out by the designated staff on the bus and at nursery

Escorted safely to/from classrooms by staff

Only handed over at home to the authorized adult

All buses are equipped with:

- Child safety seats
- Seat belts
- GPS tracking
- CCTV
- First aid kit

If a parent will not be present at drop-off time, they must inform the nursery in advance.

6. Non-Collection Procedure

If a child is not collected by 30 minutes after their scheduled pickup time, the following steps will be taken:

- Contact parents/guardians using all provided numbers.
- Contact authorized emergency contacts listed on the registration form.
- Continue to supervise the child in a safe, calm environment.
- If no one can be reached within 1 hour, the incident will be escalated to local authorities as per safeguarding protocol.

7. Safeguarding and Security Measures

- A secure entrance gate is used for all arrivals and departures.
- All visitors and non-staff individuals must sign in at reception, wear a visitor badge, and show valid ID.
- CCTV is active in all key areas including entrances, exits, and corridors.
- All staff are trained in safeguarding and emergency procedures.

8. Parent Responsibilities

Parents must:

Ensure timely drop-off and pickup.
Inform the nursery immediately if they will be late or if someone else is collecting.
Keep their authorized collection list updated.
Notify the nursery of any custodial or legal access restrictions (with official documentation).

9. Communication Channels

For changes in pickup or emergencies, please contact:

Phone: 052-538-2481

Email: wonderwhiznursery@gmail.com

Or use our official parent app for real-time updates and alerts.(Seesaw)

10. Review and Compliance

This policy will be reviewed annually or in response to any change in KHDA, health, or safeguarding guidelines.