HAPPY FEET
Nursery & Pre-School

Admissions, Attendance & Collection Arrangements – Parent Guide

Effective from: 1 September 2026

For parents and carers

At Happy Feet Nursery & Pre-School, we aim to keep our admissions, attendance and collection arrangements clear and straightforward for families, while making sure children are safeguarded and the nursery can operate safely and effectively.

Admissions

Places are offered subject to availability, the requested attendance pattern, age-group capacity, staffing and the operational needs of the nursery.

Priority may be given where appropriate to siblings and to booking patterns which support continuity of care and effective use of available nursery places.

To secure a place, parents/carers must complete our registration requirements and accept the nursery's current Terms & Conditions and relevant policies. Funded places are offered in accordance with our published funding arrangements and applicable Local Authority and DfE requirements.

Attendance

We normally require a minimum attendance of two days per week. Regular attendance helps children settle, build secure relationships and benefit consistently from their nursery experience.

Parents/carers must let us know promptly if their child will be absent and provide the reason for absence when requested.

If a child is absent without notification, is absent for a prolonged period, or their pattern of absence causes concern, we will follow this up. This may include contacting parents/carers and emergency contacts and following our safeguarding procedures where appropriate.

Persistent, irregular or unexplained absence may result in a review of the child's place and, where appropriate and lawful, suspension or withdrawal of the place. Persistent non-attendance may also affect a funded place in accordance with applicable funding requirements.

Fees remain payable during absence, including illness and holidays, in accordance with our current Terms & Conditions. Refunds, credits or replacement sessions are not normally provided.

Collection of Children

Children must be collected by the end of their booked session and, where their session runs to nursery closing time, no later than 18:00.

Children will only be released to an authorised adult. If somebody different is collecting, parents/carers must tell the nursery in advance and provide the required details and agreed password.

We will not release a child where staff are not satisfied that collection has been properly authorised, or where staff reasonably believe that releasing the child may create a safeguarding risk.

Late Collection

Late collection is charged at £20 for every 10 minutes, or part thereof, after the end of the child's booked session, in accordance with our current Terms & Conditions.

If you know you are going to be late, please contact the nursery as soon as possible and arrange an alternative authorised collector were reasonably possible.

Persistent or significant late collection may result in a review of the child's place and may ultimately lead to suspension or withdrawal of the place in accordance with our Terms & Conditions.

If a child remains uncollected and we cannot establish satisfactory collection arrangements with a parent/carer or authorised emergency contact, we will follow our safeguarding procedures and may contact Children's Services and/or the Police where appropriate.

Keeping Information Up to Date

Parents/carers are responsible for keeping contact details, emergency contacts and authorised collection information up to date, and for checking nursery communications through Blossom/Ovivio.

Further Information

This is a parentally friendly summary of our arrangements. Full requirements are contained within our Admissions, Attendance & Late Collection Policy and current Parent/Carer Booking Terms & Conditions, which apply to your child's place. Copies are available from the Nursery Manager.