

Attendance, Collection & Non-Arrival Policy

1. Policy Statement

Clever Clogs Academy is committed to the safety of all students. This policy outlines the procedures for the safe arrival and departure of students and the steps we will take if a student fails to arrive for a scheduled session.

2. Attendance & Punctuality

- Arrival Time:** Parents/students should aim to arrive at the contracted start time. If you arrive early, you may be asked to wait outside until we are ready to accept children safely.
- Lateness:** If you are running late, please phone ahead to let us know. No refunds will be issued for time missed due to lateness.
- Absence:** If a student cannot attend, parents must notify us as soon as possible. (Please refer to the Attendance, Cancellation & Notice section in your Quick Reference Guide regarding fees).

3. Collection Procedure

We will only release a child from our care to adults who have parent/carer permission to collect them.

Authorised Collectors

Parents must provide a list of people authorised to collect their child on the Tutor-Client Contract.

New Collectors

If someone different is collecting the child, parents must inform us in advance. We may ask for a description or photo.

Password System

We operate a password system. If a person we have not met before arrives to collect a child, we will ask for the agreed password before releasing the child.

Independent Travel

Students in Year 6 or above may walk home alone only if we have received specific written permission from the parent/guardian and Clever Clogs Academy agrees to the student walking home alone. Without this, they must be collected by an adult.

Clever Clogs Academy

41 Turnham Close, Winslow, Buckinghamshire, MK18 3GQ | contact@cleverclogsacademy.com | 01296 711786

4. Late Collection

- Notification:** If you are running late to collect your child, please contact us immediately giving an estimated time of arrival.
- Fees:** Late collection impacts our ability to run subsequent sessions or personal commitments. We reserve the right to charge a late collection fee of £20 for every 15 minutes over the agreed collection time as per the Tutor-Client Contract.

5. Uncollected Child Procedure

If a child is not collected at the end of their session and we have not been contacted:

- We will keep the child safe and reassured on the premises.
- We will wait 15 minutes before taking further action.
- We will attempt to contact the Primary Contact.
- If unsuccessful, we will contact the designated Emergency Contacts.
- If, after 30 minutes, no contact has been made and no one has arrived, we are required to contact the LADO or the Police for advice.

6. Missing Student Procedure (Non-Arrival)

If a student fails to arrive for a scheduled session and we have received no notification of absence, we treat this as a potential safeguarding concern.

Procedure:

- Check:** We will double-check the timetable and messages to ensure the session was scheduled and no cancellation was received.
- Wait:** We will wait 10 minutes past the start time.
- Contact:** We will telephone the Primary Contact to confirm the child's whereabouts.
- Escalate:** If we cannot reach the parents and have serious concerns about the child's safety, we will contact the Emergency Contacts.
- Report:** If the child's whereabouts cannot be established we will contact the Police and/or Children's Social Care.

7. Monitoring and Review

Clever Clogs Academy will review this policy annually or sooner if there are significant changes to legislation or after a serious incident.

Signed: _____ Date: October 2025

Name: Mathew McArthur

Clever Clogs Academy

41 Turnham Close, Winslow, Buckinghamshire, MK18 3GQ | contact@cleverclogsacademy.com | 01296 711786