



CM Sports – Late Collection Policy

This version date	September 2026
Review date	September 2027

Purpose

CM Sports is committed to providing a safe, secure, and well-supervised environment for all children attending our wraparound care provision. We ask all parents/carers to collect their child promptly at the end of their booked session to ensure the smooth running of our service and to respect staff working hours.

Collection Times

Parents/carers are responsible for collecting their child by the end of their booked session.

Late Collection Charges

If a child is collected after their booked session has ended, a late collection fee of £5 for every 5 minutes (or part thereof) will be charged.

For example:

Up to 5 minutes late – £5

6–10 minutes late – £10

11–15 minutes late – £15

Late collection fees are payable before the child's next booked session. CM Sports reserves the right to suspend future bookings until outstanding fees have been paid.

If You Are Running Late

If you know you are going to be delayed, please contact the club as soon as possible. While we understand that emergencies can occur, notifying us allows staff to reassure your child and make appropriate arrangements.

Persistent Late Collection

Repeated late collections place additional demands on staff and affect the operation of the club. Parents/carers who regularly collect their child late may be asked to attend a meeting with CM Sports management. Continued breaches of this policy may result in the withdrawal of the child's place at the club.

Uncollected Children

If a child has not been collected and we have received no contact from a parent/carer:

Staff will attempt to contact the parent/carer using all available telephone numbers.

If unsuccessful, staff will contact the emergency contacts listed on the child's registration form.

If a child remains uncollected after a reasonable period and all contact attempts have failed, CM Sports will follow its Uncollected Child Procedure, which may include contacting the local authority children's services and/or the police to ensure the child's welfare.