

## Arrivals and Departures Procedure

This policy applies to both Bus Stop Pre-School and Bus Stop Forest School Holiday Play Scheme. This policy also makes up part of the Collections and Non - Collections policy and procedure.

Bus Stop Pre-School aims to provide a safe and secure environment where parents/carers feel confident to leave their children in the care of the Bus Stop team.

Please note, to comply with our Insurance company and our rental agreement with the National Trust we are unable to allow children on the premises until 9am and all children must have left the premises by 4pm.

### Definitions within Policy and Procedure:

**Small gate** - This refers to the National Trust gate, located in the carpark.

**Main gate** - This refers to the National Trust gate, located on the Lane.

**Pre-School gate** - This refers to the main entrance gate to the Pre-School woodland.

### Reporting a Child Absence

If your child will not be arriving at Pre-School for the day, in the event they are on holiday, sick, attending an appointment or having a day out with family, parents/carers must telephone the Bus Stop mobile on 07947736355. Emails and text messages are not accepted, parents/carers must speak to a member of the team to ensure they have received your message.

### Bus Stop Pre-Schools Arrivals Procedure is as follows:

- When you arrive on the Polesden Lacey Estate, park at the far end of the main car park. Remember to display your Pre-School parking permit on your dashboard.
- Once parked, walk to the small gate in the corner heading out onto the lane. Go through the small gate and turn left.
- Walk along the lane a short way, you will see the Main gate ahead of you on the right. Walk to the Main gate (The Main gate will be open from 8.45am).
- Go through the Main gate. Take the right woodland path and walk along the path. You will see the Bell Tent ahead of you.
- Wait at the Pre-School gate for a member of the team to let you in. The Pre-School gate will be opened at 9am.

- A member of the team will greet the parents and allow between two to four families at a time to enter the Pre-School to drop off their children.
- Parents/carers to give Collection messages and general messages to the Team member at the gate. For confidential messages/conversations, parents/carers will be taken to a private area to talk to a team member.
- Parents/carers to support their child to hang up their coat and bag on their chosen peg and place named pebble above peg.
- Once the children have hung up their coats and bags, another team member will greet the children and parent/carers and welcome the children into the Bell Tent. We encourage parents/carers to say goodbye at the door of the Bell Tent.
- The team will support children to put toys for Show and Tell in their individual trays.
- As children arrive inside the Bell Tent, they will be supported to wash their hands by a team member. Children to sing the Handwashing song.
- The team members in the Bell Tent classroom, welcomes each child and encourages the children to settle at an activity.
- Parents/carers then exit through the Pre-School gate and walk back along the woodland path to the Main gate. Parents/carers walk back along the lane to the car park.
- A team member remains by the Pre-School gate until every child has arrived and in turn every parent/carer has left the Pre-School.
- A team member writes down the arrival times for every child on the Register and any collection messages on the Register for that day.
- Once all parents/carers have left through the Pre-School gate, the gate is locked from the inside. A member of team walks along the woodland path and locks the Main gate. They then rejoin the group.
- The team members in the Bell Tent write down the total number of children on the register and joins the group to say the Good Morning Welcome in the Bell tent classroom.

To prevent the risk of intruders, unexpected visitors or the risk of children leaving the Pre-School unattended, the Pre-School Entrance gate has a key lock and bolt. The key is placed out of the reach of children/intruders. The bolt is placed down low, preventing intruders from stretching over the gate and reaching the bolt. A picket fence gate is placed in front of the Entrance gate, preventing children from accessing the Entrance gate during the day.

Bus Stop Pre-School Departure Procedure is as follows:

- Go through the Main gate. Take the right woodland path and walk along the path. You will see the Bell Tent ahead of you (The Main gate will be open from 3.45pm).
- Wait at the Pre-School gate for a member of the team to let you in. The Pre-School gate will be opened at 4pm.
- The team member responsible for opening the Pre-School gate and welcoming the parents/carers into Pre-School looks at the Register to see if there is any collection information before opening the gate.
- A member of the team will greet the parents/carers and allow between two to four families at a time to enter the Pre-School to collect their children.
- Parents/carers to collect their child's bag, coat and any messages from the team. Parents to place their child's pebble back into the basket.
- If a person arrives to collect a child and is unknown to the team, the Password System is put into practice. Please refer to the Collections and Non-Collections policy and Photo Collection sheet.
- The team member opening the gate, stands outside the Bell Tent, to ensure each child has been collected by the correct parent/carer and to ensure children do not leave the premises unattended.
- One team member stands by the Bell Tent doorway and calls the children by their names to be collected, when parent/carer can be clearly seen. Children collect Show and tell from their trays.
- A team member goes outside to parents/carers for Accident Forms or Medication Forms to be signed and returns medication if required.
- One team member remains in the Bell Tent with the children waiting for their names to be called.
- Parents/carers/children then exit through the Pre-School gate and walk back along the woodland path to the Main gate. Please remember to stop and read the Road Safety Check sign with your child.  
Parents/carers/children walk back along the lane to the car park.
- A team member remains by the Pre-School gate until every parent/carer/child has left.
- Once all parents/carers/child have left through the Pre-School gate, the gate is locked from the inside. A member of team walks along the woodland path and locks the Main gate. They then rejoin the team.
- The team member in the Bell Tent writes down the departure times of each child.
- Parents/carers arriving late to collect their children will be charged. Please see our Non-Collections and Collections Policy.

Arriving/Departing during the Pre-School Day

If a parent/carer needs to collect their child early or drop them off later during the day, for example, due to attending an appointment or collecting their child due to sickness. Parents/carers should arrive at the Main gate and then telephone the Bus Stop mobile on 07947736355, letting the team know they have arrived. A team member will then give them the Main gate security code and parents/carers can open the Main gate and walk down to the Pre-School.

The security code is changed termly and parents/carers must not share the code with anyone, this is for the safety of the children and team members.

#### Health and Safety Information for Parents/Carers at Arrival and Departure times:

- The Main gate is unlocked 15 minutes before the beginning/end of a full day, allowing children and parents to wait along the woodland path. All children remain the responsibility of their parents/carers whilst waiting outside the Pre-School.
- Whilst waiting to come into Pre-School, children should remain with their parent/carers. We do understand that this might be difficult, as children naturally like to run about with their friends. However, for the safety of the children waiting, please can we ask that parents/carers help them to understand why it is important to stand by their parents whilst waiting.
- If bringing a sibling along during the Arrival and Departure times, parents/carers are reminded to keep them with them and to remind them not to play on the Pre-School equipment, whilst waiting, this is for health, hygiene and safety reasons.
- If parents/carers are running late, they will need to join the queue of waiting parents/carers. Parents/carer are advised not to leave their child with another parent/carer waiting to drop off their child.
- Please be aware that the Main gate will be unlocked and open at Arrival and Departure times. It is the parents/carers responsibility to supervise their children during these times by the Main gate and along the Lane.
- As each parents/carer enters/leaves through the Main gate, please be mindful of other children from the next family exiting on the lane unattended and encourage them to stop at the Road Safety sign and wait for their parent/carer.

- As parents/carers and children exit through the Main gate, please take extra care to stop, look and listen for vehicles before stepping out onto the lane. Remember to read the Road Safety sign. A sign is in place opposite the Small gate, making Drivers aware that children are crossing.
- We strongly advise that parents/carers hold their child/children's hand and walk together, as they exit onto the Lane and walk back to their cars in the National Trust car park.
- We advise parents/carers and children to walk along the woodland path leading to Pre-School and be mindful of their footing, as the path is uneven and tree roots are poking up through the ground, which could result in trips and falls.
- The Main gate is the property of the National Trust and members of the public are not permitted to enter the Estate through the gate. The Bus Stop Pre-School team and families have permission to enter through the gate during Pre-School opening hours. If parents/carers wish to visit the Polesden Lacey Estate during the day /weekends/School holidays, they must go through the Visitor Centre, located by the Polesden Lacey Restaurant.
- A sign is displayed reminding Dog Owners to pick up their Dog waste, however please be mindful to look out for Dog faeces on the woodland path and by the Main gate.

#### Another Person Dropping off and or Collecting

If another person is dropping off and or collecting a child, parents/carers must share and clearly explain the above procedure to them before they arrive at the Pre-School.

This policy was reviewed in September 2024, to be reviewed in September 2025.

Signed by Owner \_\_\_\_\_ Manager \_\_\_\_\_