



## Non-Attendance Policy

West Byfleet Nursery must keep records relating to individual children and must retain these in line with the Statutory Framework for the Early Years Foundation Stage (EYFS 2024). This includes the non-attendance of any child on the days that they are due to attend the setting.

Please inform us by telephone, text, or email, before 10am, on the first day of absence, if your child is sick or not attending the nursery for any reason. If an illness continues, please update us every 48 hours with the child's progress. This information will be recorded in the register and absence book.

If we have not heard from a parent or carer the Managers, Admin Assistant or Key Person will contact the parents or carers later that day. If we are not able to contact the parents or carers, we would then try to reach other family members, using information from the child's admission form, to confirm reasons for the child's absence.

If we are concerned about the welfare of the child, we will contact Surrey's C-SPA (Children's Single Point of Access) as laid down in our Safeguarding policy.

If you are going away on holiday, we ask you to inform us in writing of the dates either by email or in person.

Poor attendance or holidays lasting for more than two consecutive weeks, without the nursery being informed of a return date, may result in the loss of Early Years Funding. The Early Years Funding team would be contacted by us in these circumstances and should funding be withdrawn, full fees would become payable by the parents or carers as stated in our Terms and Conditions.

When a child is sick, on holiday or in cases of emergency closure during term time, full payment is still required. Please note we are not able to offer alternatives for missed sessions. (Admissions Policy, Emergency Closure Policy).

All parents and carers are informed of our Terms and Conditions on our Registration and Admission forms and sign to agree to abide to them. Terms and Conditions can be found on our website: [www.westbyfleetnursery.co.uk](http://www.westbyfleetnursery.co.uk)

Signed: Ruth Claydon

Date: 7<sup>th</sup> March 2025

Review: March 2026