

Collection & Late Collection Procedure

Effective from: September 2026

Date Adopted: 23rd August 2026 Date of last review: 23rd August 2026

To be reviewed on/before: 23rd August 2027

The safety and wellbeing of every child attending Theatrix UK is our priority. This procedure explains how children should be dropped off and collected from weekly classes, workshops, holiday clubs, show rehearsals, show weeks, performances and other Theatrix activities.

1. Drop-Off Procedure – Weekly Classes

For the safety of all children, a **parent/carer or responsible authorised adult must accompany their child to the entrance door at drop-off.**

Children should not be:

- Dropped off from a vehicle and expected to enter the building alone;
- Left outside the venue without an adult;
- Sent across a road or car park to the venue alone; or
- Left before a member of Theatrix staff is present to receive them.

Parents/carers must ensure that their child has been safely handed over to Theatrix staff before leaving the venue.

Theatrix UK cannot accept responsibility for a child until they have been handed over to a member of staff.

2. Collection Procedure – Weekly Classes

At the end of the session, **parents/carers or authorised collectors must come to the designated entrance door to collect their child.**

Children will not be sent outside to meet a parent waiting in a car, car park or elsewhere away from the designated collection point.

Children will remain under the supervision of Theatrix staff until they have been safely handed over to their parent/carer or authorised collector.

Children will only be released to:

- A parent or legal guardian;
- A person named as an authorised collector; or
- Another person where the parent/carer has informed Theatrix UK of the arrangement in advance.

If somebody different will be collecting your child, please inform Theatrix UK in advance wherever possible.

3. Workshops & Holiday Clubs – Sign In/Sign Out

For **workshops and holiday clubs**, Theatrix UK operates a formal **sign-in and sign-out procedure**.

Sign In

At the beginning of the day/session:

- A parent/carer or authorised adult must accompany the child to the designated entrance or registration point.
- The child must be formally signed in before the parent/carer leaves.
- Theatrix staff will record the child's attendance.
- Any relevant information for that day, including changes to collection arrangements, should be given to staff at sign-in.
- Children must not be left outside the venue or sent into the building unattended.

Once a child has been signed in and handed over to Theatrix staff, they are considered to be in our care for the duration of the session.

Sign Out

At the end of the workshop or holiday club:

- A parent/carer or authorised collector must come to the designated collection point.
- Each child must be formally **signed out** before leaving.
- Staff will ensure the child is leaving with an authorised adult.
- Children will not be sent outside to meet somebody waiting in a vehicle.
- If somebody different is collecting the child, Theatrix must be informed in advance.

A child must **never leave a workshop or holiday club without being signed out**.

4. Show Rehearsals & Show Week – Sign In/Sign Out

During **additional show rehearsals, technical rehearsals, dress rehearsals, show week and performances**, Theatrix UK will also operate a formal **sign-in and sign-out procedure**.

These periods can involve larger numbers of children, different venues, backstage areas and busy arrival/collection

times. It is therefore particularly important that our procedures are followed. **Arrival**

Parents/carers must:

- Bring their child to the designated stage door, entrance or registration point;
- Ensure their child is formally signed in;
- Wait until their child has been accepted into the care of Theatrix staff or an authorised chaperone; and
- Inform staff of any relevant information or changes to collection arrangements.

Children should not be dropped outside a theatre or rehearsal venue and expected to enter alone unless a specific arrangement has been agreed in advance.

Collection

At the end of a rehearsal or performance:

- Parents/carers must collect from the **designated collection point** communicated by Theatrix.
- Children must be formally signed out before leaving.
- Children will only be released once the appropriate member of staff/chaperone has confirmed their collection.
- Parents should not enter backstage or restricted areas unless instructed to do so.
- Children must not leave the venue without staff being made aware.

For safeguarding reasons, collection following performances may take a little longer. We ask parents to remain patient while staff ensure that **every child is safely accounted for and signed out correctly**.

5. Unfamiliar Collectors

If a member of staff does not recognise the person collecting a child, they may ask the collector to confirm identifying information before releasing the child.

If staff are not satisfied that the person has permission to collect the child, **the child will not be released** until permission has been confirmed with the parent/carer.

The safety of the child will always take priority.

6. Independent Arrival or Collection

Children are not permitted to arrive at or leave a Theatrix session independently unless **prior written permission** has been provided by their parent/carer and this arrangement has been specifically agreed by Theatrix UK.

Unless such an arrangement has been agreed, the drop-off and collection procedures apply to all children regardless of age.

Sign-in and sign-out requirements for workshops, holiday clubs and show activities must still be followed where applicable.

7. Collection Time

Parents/carers should arrive at the designated collection point ready to collect their child at the stated finishing time.

Theatrix staff may have another class, venue commitment or responsibility immediately following a session, so prompt collection is essential.

If you know that you are going to be late, please contact Theatrix UK **as soon as possible**.

8. Late Collection Procedure

If a child has not been collected at the end of a session:

Up to 10 Minutes Late

The child will remain safely supervised by a member of Theatrix staff.

Where appropriate, staff will attempt to contact the child's parent/carer.

More Than 10 Minutes Late

Theatrix staff will contact the child's primary parent/carer using the contact details held on file.

If there is no response, staff will attempt to contact:

1. The child's second parent/carer, where applicable; and 2. The child's emergency contact(s).

The child will remain supervised and will **never be left alone**.

Continued Inability to Make Contact

If Theatrix UK is unable to contact a parent/carer or authorised emergency contact and the child remains uncollected for a significant period, the Designated Safeguarding Lead or senior member of staff will assess the situation.

Where there are concerns for the child's welfare, Theatrix UK will follow its safeguarding procedures and, where necessary, contact the appropriate safeguarding service and/or police for advice and assistance.

9. Late Collection Charges

We understand that genuine emergencies and unexpected delays can occur. Parents/carers should contact Theatrix UK as soon as possible if they believe they are going to be late.

Where late collection becomes repeated or significantly impacts staffing or venue arrangements, Theatrix UK reserves the right to introduce or apply a late collection charge.

Parents/carers will be informed where a charge is applicable.

10. Repeated Late Collection

Repeated late collection will be discussed with the parent/carer.

Theatrix UK may:

- Issue a reminder of this procedure;
- Arrange a conversation with the parent/carer;
- Apply a late collection charge where appropriate;
- Record repeated late collections; or
- Review the child's continued place where the procedure is repeatedly not followed.

11. Staff Responsibilities

Theatrix staff must:

- Ensure children are safely received at the beginning of sessions;
- Follow sign-in/sign-out procedures where required;
- Never release a child to an unauthorised person;
- Keep children safely supervised while awaiting collection;
- Make reasonable attempts to contact parents/carers following late collection;
- Maintain accurate attendance records;

- Record significant or repeated late collection incidents; • Inform the Designated Safeguarding Lead of any concerns; and
- Follow Theatrix UK's safeguarding procedures at all times.

12. Parent/Carer Responsibilities

Parents/carers are responsible for:

- **Bringing their child directly to the designated entrance at drop-off;**
- **Coming to the designated entrance/collection point to collect their child;**
- **Signing their child in and out at workshops, holiday clubs, show rehearsals and show week where required;**
- Providing accurate and up-to-date contact details;
- Providing appropriate emergency contacts;
- Informing Theatrix of changes to collection arrangements;
- Ensuring authorised collectors understand this procedure;
- Collecting their child promptly; and
- Contacting Theatrix as soon as possible if they are delayed.

13. Safeguarding

The child's welfare will always be the priority when managing arrival, collection or late collection.

Repeated late collection, inability to contact a parent/carers, an unauthorised person attempting to collect a child, or any other circumstances that raise concerns about a child's welfare will be managed in accordance with the **Theatrix UK Safeguarding & Child Protection Policy**.

This procedure should be read alongside Theatrix UK's Safeguarding & Child Protection Policy and other relevant procedures.

Policy Review: This procedure will be reviewed regularly and updated where necessary.

Theatrix UK – Drama, Musical Theatre & Creative Opportunities for Little Ones