Sprouts
Nature School

Late Pick-Up Policy

At Sprouts, we understand that occasional delays happen. We aim to balance flexibility with fairness and staffing needs.

Grace Policy: The first time a family is 10 minutes or more late each session (such as a fall/winter enrollment or a summer enrollment term), no late fee will be charged.

After the first occurrence, **late fees** are:

- 0-9 minutes late — No fee
- 10-14 minutes late — $7
- 15-19 minutes late — $10
- 20+ minutes late — $15

Late time is counted from the scheduled program end time. Late fees are added to the family's next invoice.

Late fees help cover additional staffing time required to supervise children beyond scheduled program hours.

Running Late

Please send a quick text or call Ilsa Spencer at 608-320-9279 if you are running late - communication is always appreciated.

Pickup by Another Adult

Children are released only to their parent/guardian unless the parent/guardian has told Sprouts ahead of time, in writing, that another adult will pick up. A text message is fine. Staff may ask that adult for photo ID. An emergency contact listed at registration may pick up the child when Sprouts calls them.

If a Child Is Not Picked Up

If a child has not been picked up 30 minutes after program end and we have not been able to reach a parent/guardian, an emergency contact will be called. A staff member will stay with the child until they are picked up. If neither a parent/guardian nor an emergency contact can be reached within 60 minutes after program end, Sprouts will contact local police for help.

Contact:

Ilsa Spencer
Sprouts Nature School
ilsa@sproutsnatureschool.com

608-320-9279