

Visitors Policy

1. Policy Statement

Peques Anglo-Spanish Nursery Schools are committed to safeguarding and promoting the welfare of all children. Controlling access to the premises is a vital part of keeping children, staff, and families safe.

This policy outlines the procedures for managing parents, carers, visitors, contractors, and prospective families while on nursery premises to ensure children's safety, privacy, and wellbeing at all times.

This policy applies to:

- Parents and carers
- Prospective parents and carers
- Visitors
- Contractors and delivery personnel
- Students, volunteers, and external professionals

2. General Access Principles

- **No visitor is ever permitted to enter the nursery through the main door independently.**
- A member of staff will **always go downstairs to meet and escort visitors into the building.**
- Visitors are **never left unsupervised** while on site.
- All visitors must comply with safeguarding, confidentiality, and mobile phone requirements.

Exception:

Only during organised events (e.g. parent events) and **only when stairs are clear of children**, may a **verified parent or carer** enter or exit the building without an escort.

3. Parents and Carers (Daily Attendance)

- Parents and carers may enter the building **only by appointment** or during planned parent events.
- Children are brought upstairs by staff at drop-off and escorted downstairs by staff at collection.
- Parents do not move freely around the nursery during the day.

4. Prospective Parents – Showarounds

Showarounds are **strictly by appointment only** and scheduled at specific times to minimise disruption to children's routines. Virtual tours are available on request.

On Arrival

All prospective parents or carers must:

1. Be met at the main door by a member of staff and escorted into the building.
2. Provide valid photo ID, which will be checked on arrival.
3. **Sign into the Visitors' Log Book**, recording their name, time of arrival, and purpose of visit.
4. Switch off their mobile phone.
5. Hand their mobile phone to the Manager, who will securely store it in the Manager's office.
6. Have their phone returned at the end of the tour and sign out on departure.

During showarounds:

- Visitors are supervised at all times
- No photographs or videos are permitted
- No access to digital devices is allowed

5. Unknown Visitors, Contractors, and Maintenance Workers

1. Identify the visitor and confirm the purpose of their visit.
2. **Do not allow electronic entry.** A staff member must go downstairs to check credentials.
3. If credentials or information are inconsistent, entry must be refused and the reason explained.
4. Once authorised, the visitor must sign into the Visitors' Log Book.
5. A visitor badge must be worn visibly at all times.
6. Mobile phones must be surrendered in line with the Mobile Phones & Digital Devices Policy and returned on exit.
7. At PPC only, visitors must wear blue shoe covers before entering nursery areas.
8. Visitors must be escorted throughout their entire visit and never left alone.

6. Deliveries

- Delivery personnel are **not permitted upstairs under any circumstances.**
- A member of staff will go downstairs to accept deliveries.
- Delivery personnel will not be allowed entry beyond the delivery point.

7. Mobile Phones and Digital Devices

- All visitors must comply with the Mobile Phones & Digital Devices Policy.
- Phones must be switched off and securely stored where required.
- Photography, video recording, or audio recording is strictly prohibited.

8. Breaches of Policy

Any visitor who fails to comply with this policy may be asked to leave the premises immediately. Repeated or serious breaches may result in access being withdrawn.

This policy should be read in conjunction with:

- Safeguarding Children Policy & Procedure
- Confidentiality & Information Sharing Policy
- Company Code of Conduct Policy
- Access Controlled Security System Protocol
- Missing Child Policy
- Lockdown Policy
- Emergency Closure Policy
- Health and Safety Policy
- Children's Arrival and Departure Policy
- Complaints Policy & Procedure
- Peques Privacy Notice

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Approval route: Head Office