2.05

Strangers Policy and Procedure for Visitors

At Silver Stars Day Nursery, the safety and security of children is our highest priority. The following procedures ensure that all visitors and unfamiliar adults are managed safely:

Strangers and Unfamiliar Adults

- Members of staff must approach any person on the premises who appears to be a stranger and ask for their name and purpose of their visit.
- If the information provided is insufficient, suspicious, or unverified, staff will take appropriate action. This may include escorting the visitor off the premises or notifying the police.
- No child will be handed over to a person unknown to staff.
- Parents are required to notify the nursery if someone different will be collecting their child and provide both a password and a photograph of that person.
- If an unknown person arrives to collect a child and prior notice has not been given, staff will contact the parents before releasing the child.

Show-Arounds for Prospective Families

- Visits must be booked by management, recording the visitor's full name, child's name, and contact information.
- All prospective parents must sign in on arrival and sign out when leaving to maintain an accurate record of people on the premises.
- Visitors are informed of fire exits before the visit begins.
- A strict 'No Phone Policy' is enforced; phones must remain in bags or pockets. Visitors using phones during the visit may be asked to leave immediately.
- Only management staff are permitted to conduct show-arounds and provide accurate information about the nursery.
- Prospective parents are never left unsupervised during the visit.

Visitor Procedures

- All visitors must sign the Visitor's Book, recording their name, time of arrival, and reason for the visit.
- Visitors are required to read and sign the 'Use of Technology Devices' agreement, acknowledging that they understand and will abide by it.
- Visitors using any technology during their visit must be supervised and comply with the nursery's 'Use of Technology Devices' agreement.
- Visitors must sign out on departure, noting the time of leaving.
  By following these procedures, Silver Stars Day Nursery ensures the safety of children while maintaining a welcoming environment for visitors.

This policy was adopted by	Silver Stars Day Nursery
Date	February 2026
Review Date	February 2027
Name of signatory	Jenifer Capper
Role of signatory	Proprietor
Signed: Date:	 February 2026