

# Bizzie Lizzies Nursery and Pre School.

Nursery Ofsted URN- EY392303  
Preschool Ofsted URN – 2549120  
RP number - 906327

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Visitors

## Visitors Policy – Bizzie Lizzies

### Linked Policies

This policy should be read alongside:

- **Child Protection Policy**
- **Arrivals and Collections Policy**
- **Mobile Phone Policy**
- **Lockdown Policy**

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### Safeguarding Commitment

All staff at Bizzie Lizzies receive **Safeguarding Children Training**. We are committed to ensuring the safety and wellbeing of all children at all times. Visitors must respect and follow these safeguarding procedures.

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### Signing In and Out

- All visitors — including but not limited to prospective parents, current parents, professionals, and contractors — must **sign in and out** using the Visitors Book at reception.
- Visitors must record their **full name, organisation (if applicable), and reason for visit**.
- Visitors must sign out again before leaving the premises.

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## Mobile Phones

- Visitors are **not permitted** to use mobile phones within the nursery.
- Unless required for professional purposes, mobile phones should be **left in vehicles or switched off at reception**.
- If a visitor needs to make or receive a call, they must **leave the building** to do so.
- **Under no circumstances** should a mobile phone or personal device be used in areas where children are present.

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## Arranging Visits

- For prospective parents arranging a show-around, staff must record:
  - **Full name**
  - **Contact telephone number**
  - **Email address**
  - **Date and time of visit** (to be noted in the diary and reception calendar)
- **Spontaneous visits** are discouraged. They may only be facilitated if practical and at the **manager's discretion**. Visitors requesting a walk-in tour must still provide contact details and may be asked to return at a mutually agreed time.

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## Identification and Access

- **Prospective parents/families:** ID is not usually required, but the manager (or staff member conducting the tour) reserves the right to refuse entry if there are any **concerns or suspicions**.
- **Visiting professionals** (e.g., social workers, health visitors) must present **official identification** if they have not visited before.
- **Tradespeople/contractors** visiting during opening hours must:
  - Be **escorted at all times** and never left unsupervised.
  - Have **minimal contact with children**.
  - Work in areas where children's routines (e.g., nappy changing, toileting) are not disrupted. Staff should adjust routines if needed.

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## Unexpected Visitors

- If an **unexpected visitor** arrives, a member of staff must establish the **reason for their visit** before granting entry.
- **Any member of staff has the right to refuse entry** if they feel there is a safeguarding concern or if the visitor's presence cannot be verified.

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### **Key Principle**

The safety of children is our **highest priority**. No visitor will be permitted access to Bizzie Lizzies if their presence poses a risk to children's welfare or disrupts the safe running of the nursery.