



Visitors Policy

Bright Beginnings (Twickenham) Ltd-RP906072

Riverside Nursery Schools Ltd-RP528720

Twickenham Park Day Nursery-Ltd RP2688574

Riverside Nursery Schools – Grosvenor House - Ofsted ID: EY479787

Riverside Nursery Schools – Holly Road – Ofsted ID: EY479786

Riverside Nursery Schools – Richmond (Richmond Montessori)- Ofsted ID: 2776150

Riverside Nursery Schools – St Margaret’s Montessori - Ofsted ID: EY476828

Riverside Nursery Schools – Twickenham Park- Ofsted ID: 2688575

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Adopted:	June 2026
Last review:	May 2026
Next review due:	September 2026

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1. Scope and Application

- 1.1 This policy applies to: **Bright Beginnings (Twickenham) Ltd-RP906072**
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- 1.2 Under this policy all employees, including directors, apprentices, casual workers, whether on permanent or temporary contracts are collectively referred to as '**staff**'.
- 1.3 This policy applies to anyone who is not a member of staff but is an invited visitor to the nursery (e.g., prospective parent, contractor, guest, health professional).
- 1.4 This policy does not form part of any contract and Riverside Nursery Schools may amend it at any time.

2. Policy Aims

- 2.1 The aim of this policy is to ensure the security and welfare of children is not compromised at any time, and that all visitors of Riverside Nursery Schools comply with the below guidelines.
- 2.2 Riverside Nursery Schools is deemed to have control and responsibility for children anywhere on the nursery site during nursery hours and so it is Riverside Nursery Schools' objective to establish a clear protocol and procedure for the admittance of external visitors to the nursery which is understood by all.

3. Visitors invited to the nursery

- 3.1 Where possible, permission should be granted by the Head of Nursery before any visitor is asked to come into the nursery
- 3.2 All visitors must ring the intercom and speak to staff on arrival and must not enter via any other entrance.
- 3.3 All visitors must state the purpose of their visit and who has invited them.
- 3.4 They should be ready to show formal identification where appropriate.
- 3.5 All visitors will be asked to sign into the automated visitor log/Custer / visitors book.
- 3.6 Each visitor will be issued with a visitor lanyard and informed about the procedures to follow in the event of a fire alarm/drill and if they feel unwell.

- 3.7 All visitors will be shown where the toilet facilities are and explain that, as per the nursery's Personal Devices and Social Media Policy, they are **prohibited from using their personal devices inside the nursery premises and grounds**.
- 3.8 Visitors will then be escorted to their point of contact or their point of contact will be asked to come to reception to receive the visitor.
- 3.9 The contact will then be responsible for them while they are on site.
- 3.10 **At no point should a visitor be left on their own with children** (if the visitor is meeting a member of staff).
- 3.11 On departing the nursery, visitors should leave via the front door, sign out of the automated visitor log Custer / visitors book and return their visitor lanyard.
- 3.12 Visitors must ensure that on entering and exiting the nursery, all gates and doors are closed behind them.
- 4. Visitors whose purpose is to work with the children in some capacity**
- 4.1 Visitors may work with children in a variety of capacities, for example, if they are health professionals or from Children's Services.
- 4.2 Staff should ensure that all normal visitor policy requirements are followed.
- 4.3 Any visitor who is not DBS checked must not be left alone with a child at any point. This includes whole class or small group teaching or one to one interviews of children.
- 4.4 [If a visitor has DBS clearance they may work with children unaccompanied by another member of staff. At times this may be speaking with a group of children or a one to one interview. This must be agreed in advance with the Head of Nursery.
- 4.5 Regular visitors to the nursery must have DBS clearance
- 5. Unknown/uninvited visitors to the nursery**
- 5.1 Any visitor to the nursery site who is not wearing a visitors badge should be challenged politely to enquire who they are and their business on the nursery site.
- 5.2 They should then be escorted to the front desk to sign in using the visitors book and be issued with a visitors badge, having provided details of who their nursery point of contact / who they are visiting.
- 5.3 The point of contact should then be contacted and asked to meet the visitor at the front desk.
- 5.4 In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the Head of Nursery should be informed immediately.
- 5.5 The Head of Nursery and/or members of the Senior Management Team will consider the situation and decide if necessary to inform the police.
- 5.6 If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the school grounds, police assistance will be called for.