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## Out of School Club

## Emergency Shutdown Policy

Dainty Little Hands Ltd. will make every effort to keep the Nursery/Club open, but in exceptional circumstances, we may need to close at short notice. This decision will not have been taken lightly and may well have been determined by an external body such as the local authority. Should this situation arise, we will make every effort to minimise the inconvenience to staff, children and parents, and will aim to re-open as soon as is practicable.

Possible reasons for emergency shutdown of the setting include, but are not limited to:

1. Serious weather conditions
2. A pandemic
3. Heating system failure, burst water pipes, or loss of power supply
4. Fire or bomb scare/explosion
5. Death, or serious accident or illness, of a member of staff or child
6. Assault on a staff member or child
7. Directive by government agency (e.g., Local Authority, Health Authority, Environment Agency, Security Services, the Government, etc)

Should we need to evacuate the premises whilst the Club is in session, we will follow our **Emergency Evacuation procedure**.

**Notifying parents of closure**

If the setting is forced to close at short notice, the Support Managers will use the emergency contact details we have on file to notify parents as soon as possible by telephone and email. To ensure that all parents receive the information, we will post a notice on the main entrance door of the Nursery/Club premises. In addition, we will notify the relevant Host school, and ask that they display a notice informing parents of the closure.

If the setting has been forced to close for a specific period of time, we will also inform parents of the planned date for reopening.

**Session fees**

There will be no refund of fees if the setting closes for a one-off short-term incident e.g., a snow day.

In the event of a prolonged forced closure, we must ensure that the setting remains financially viable. We have fixed costs which continue even when the setting is closed. If the closure is forced by an event that is covered by our insurance, we will not charge for sessions when we are closed. Unfortunately, not all events can be insured against, so in situations that are not covered by our insurance we must still charge a retainer fee up to and no more than 50% of your normal charges per week to retain your child’s place for nursery/club, and to ensure we can continue to maintain the viability of the business.

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| This policy was adopted by: Jayne Dainty | Date: 11/08/2022 |
| Reviewed :  01/08/2023  01/08/2024 |  |
| To be reviewed: 01/08/2025 | Signed: JAYNE DAINTY |