



Emergency Closure Policy

In extreme circumstances the nursery may need to close, for example due to environmental conditions or events that are outside of our control. We will only make the decision to close if absolutely necessary and for the health & safety of the children in our care.

Possible reasons for closure could be (but are not limited to):

Adverse weather e.g. heavy snow or flooding resulting in staff not being able to attend work, access to the site may not be safe or temperatures are prohibitively low.

Structural problem where we may be unable to provide a safe environment.

Contagious disease or illness outbreak leading to not enough staff being able to maintain safe ratios or to limit cross contamination of children and staff.

Gas leak or power cut leading to lack of heat or light to the setting.

We shall be under no obligation to provide alternative childcare facilities to you, as we have no way of enabling this. If we take the decision to close and this closure exceeds 3 days in duration (excluding any days in which the nursery would ordinarily be closed) we will refund your fees for the number of days the nursery is closed in excess of 3 days. If the closure is enforced by a public body e.g. the Local Authority or Public Health Authority, you will be liable for continuing fees or part fees thereof as agreed by the director until we are permitted to re-open.

When the decision is made to close, parents will be phoned or contacted to request collection as soon as is reasonably practicable for you. If you are unable to collect, we recommend that you have a secondary contact who lives locally registered with us that we can make contact with. It is VITAL that you maintain up to date and relevant emergency contact details with us. This person will be expected to know the password registered with us to enable collection.

Snow and Extreme Weather Conditions

1. If the snow is very bad, and staff are struggling to get in themselves, we must keep within our OFSTED ratios, therefore you may be asked to wait until more staff have arrived before you can leave your child with us.
2. Safety of staff and the children is our ultimate priority. Please ensure it is safe to travel before you set out with your child in the car. Consider the risks and ensure if you were to become stranded that you could keep yourself and your child warm enough.

3. Ensure that you have adequate alternative collection arrangements in place if we are due / have snow. If you work further afield or in London this is particularly important, as in previous years despite heavy snow parents have still travelled and when even more snow arrived they couldn't get here when we had to close and this severely compromised the safety of our staff getting home.
4. If you are not bringing your child in if it has snowed, please ring the nursery and inform us.
5. Please be very careful in the car park, as we cannot guarantee your safety in extreme weather conditions
6. Please ensure your child is VERY well wrapped up with a full change of clothes, as the children absolutely love it and we will take them out to play in it / make a snowman!
7. If we are experiencing problems with opening or staffing, updates will come via email and our Facebook page. Please check these if it has snowed, if there is no update, assume we are open.

Emergency Closure Procedure

Should there be a need to close the nursery prior to the session starting (due to unforeseen circumstances) the Manager and staff will endeavour to contact all parents as early as possible to advise them of the closure and give an idea of when the nursery will re-open. If staff are unable to contact all the parents they will arrange for a notice to be displayed outside the premises or arrange for a representative to be at the premises at the time the setting is due to begin to inform and explain the situation to parents who turn up.

In the case of an emergency closure during a nursery session, the staff will ensure the complete safety of the children either in the main building situated by the car park or follow the evacuation procedure and evacuate them all to the main car park area at the front of the building. Staff will contact parents by telephone and request they come and collect their child as soon as possible. If parents cannot be reached, then the emergency contacts from the child's registration form will be contacted. At least two members of staff will stay with the children until they have all been collected.

In the event of an evacuation, the agreed Emergency Evacuation Policy will be followed.

If we have reason to believe that any child is suffering from a notifiable disease we would inform OFSTED and act on any advice given by the Health Protection Agency (HPA) www.hpa.org.uk and Local Authority.