



## 8.9 Unexpected Closures

### Policy statement

We endeavour to be open for our usual session times without disruption, however there may be occasions beyond our control which result in the unexpected closure of the Pre-School. Where disruption is unavoidable, we will ensure that we keep channels of communication open between staff, parents and carers, and will re-open at the earliest possible opportunity. Whilst every effort will be made to open in the event of exceptional circumstances, we will not open if this results in a breach of the EYFS welfare requirements and/or our Ofsted registration.

An exceptional circumstance is defined as something which has happened beyond our normal level of control such as:

- Lack or failure of heating.
- Accidental damage or vandalism to the setting making it unfit for purpose.
- Failure in supply of services (water, sewerage, electricity, gas).
- Ratios due to illness or understaffing.
- Extreme weather conditions such as snow, flood or storm.
- War or acts of terrorism.
- Structural problems with the building which cannot be addressed while the building is operational, and which require emergency repairs.
- When an outbreak of illness within the pre-school requires closure in line with Health Protection Agency (HPA) and Ofsted guidelines.

### Procedures

#### *Unexpected closure before a session*

On discovering that a scheduled session is not able to run, the following procedure will be followed:

- The first member of staff on site will inform the manager and/or chairperson. If needed the emergency services will also be contacted.
- The manager and administrator will contact parents immediately to inform them of the session closure and reason.
- A notice of closure will be placed on the website.
- The manager will inform Ofsted and the insurance company if necessary.

#### *Closure during a session*

- If it is necessary to close the pre-school after the session has started, parents and carers will be informed by telephone that they are required to collect their child as soon as possible.

- If the closure is due to an emergency which required the building to be evacuated, then the children will be safely evacuated according to the current Fire Safety & Emergency Evacuation Policy.

*Refunds of session fees*

Refunds will not be issued for sessions missed due to closure due to exceptional circumstances, although every effort will be made to offer alternative sessions providing we have the space and can ensure adequate staff:child ratios.

<b>Version</b>	<b>Changes Made</b>	<b>Author</b>	<b>Date</b>	<b>Review Date</b>
1.0	Baseline version	N Hanlon	16 <sup>th</sup> April 2018	October 2019