

Sawston Childcare Limited
Unforeseen Closure Procedures



Procedure Statement

Whilst aiming to be open throughout the year, Monday to Friday, excepting Bank Holidays, Training Days and the days between Christmas and New Year, it is accepted that the Nursery may need to close due to unforeseen circumstances that include, but are not exclusive to, the following:

Weather Conditions

Rarely are there weather conditions that require the nursery management to ask parents to collect their children early, or to take the decision to keep the nursery closed during a normal working day.

Such a decision will be taken if the weather conditions are deteriorating to such a level that the Police are advising motorists not to travel.

If conditions have worsened overnight the decision will be made first thing in the morning as to whether the Nursery will be open as usual, closed all day, or open for part of the day. The Nursery may be open for half a day, manned by those members of staff who live locally but for no longer than the number of hours that can be continuously worked without a break as defined by the Health and Safety at Work Act, (Six hours).

Utilities Breakdown

If there is a sustained loss of heating, electricity, gas, or water supplies the Nursery will be closed. We cannot operate without these utilities.

Staff Illness

The Nursery cannot operate without the correct ratios of staff to children. Under circumstances where the ratios cannot be maintained the Nursery will be closed for all or part of the day.

At such times parents will be contacted by telephone or e-mail to come and collect their child(ren), or to inform parents that the Nursery is closed for the day, as appropriate to the circumstances. This information would also be published on the nursery Facebook page.

If parents suspect that the Nursery may be closing early, they should come to the Nursery as soon as possible without waiting for a telephone call.

If parents suspect that the Nursery may be closed throughout the day, they should listen to the radio or telephone the Nursery direct on **01223 472018**. Every effort will be made to contact parents by telephone, but this cannot be guaranteed if parent updated information has not been given to the admin team. Parents are encouraged to come and collect their child as soon as they feel it to be appropriate because of the prevailing conditions.

Unexpected Closure before a session:

On discovering a session is unable to run due to unexpected closure, the following procedures will be followed:

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- The member of staff opening the nursery should contact the manager, chairperson, and emergency services.
- Parents should be contacted immediately regarding the reason for the closure via phone, facebook and e mail.
- A notice will be placed on the front door of the nursery so everyone approaching nursery can see a closure sign and the reason for unexpected closure.
- A note will be placed on the website where necessary.
- The manager will inform Ofsted and the Insurance company if necessary.

Unexpected closure during a session:

- If the nursery needs to close due to unforeseen circumstances whilst the nursery is in operation, all parents will be contacted by telephone to collect their child as soon as possible.
- If the closure is due to an emergency the children, staff and any visitors will evacuate the nursery and follow the Fire Safety and Emergency Evacuation Policy.

Please note refunds will not be issued for any sessions affected by closure due to unforeseen circumstances.

It is parents' responsibility to ensure all contact Parents should ensure that the Nursery holds up to date contact details to be used in such a situation.

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| This Policy was adopted by | Sawston Nursery |
| On | December 2016 |
| Updated on | June 2021 |
| Signed on behalf of the setting | |