



Emergency Shutdown Policy

Kids Club Ely Ltd will make every effort to keep the setting 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:

- Serious weather conditions
- Heating system failure, burst water pipes, or loss of power supply
- Fire or bomb scare/explosion
- Death, or serious accident or illness, of a member of staff or child
- Assault on a staff member or child
- Directive by government agency (e.g. health authority, environment agency, security services, etc)

Should we need to evacuate the premises whilst the setting 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 Manager or nominated person will use the emergency contact details, we have on file to notify parents as soon as possible by telephone. To ensure that all parents receive the information, we will post a notice on the main entrance door of the setting premises. In addition, we will notify Ely St John's 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 Club 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 full fees.

In the event of a prolonged forced closure which isn't covered by our insurance, and that occurs during Holiday Club we endeavour to share the financial burden with parents and may credit a proportion of fees against future bookings.