



# The Little Nut Tree Holiday Club



## Emergency Shutdown Policy

The Little Nut Tree Holiday Club will make every effort to keep the 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 Club include, but are not limited to:

- Directive by government agency (eg health authority, environment agency, security services, etc)
- 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 (eg health authority, environment agency, security services, 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 Club is forced to close at short notice the Manager will use the emergency contact details, we have on file to notify parents as soon as possible by Phone, Text and Email. To ensure that all parents receive the information, we will post a notice on the main external entrance door of the Club premises and on the website.

If the Club 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 eg a snow day.

In the event of a prolonged forced closure, we must ensure that the Club remains financially viable. We have fixed costs which continue even when the club 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.

Should the Club close for an extended period of time for example a health pandemic, we are able to credit 50% fees against future bookings.

Due to fixed financial costs we cannot refund the full fee.

This policy was adopted by: The Little Nut Tree Holiday Club	Date: 24/06/2021
To be reviewed: 24/06/22	Signed: Adrianna Pazera

