



## **Emergency Shutdown Policy**

The Den will make every effort to remain 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 Government, Local Authority, or All Saints Primary School. 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 allowable.

Possible reasons for emergency shutdown 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 (eg health authority, environment agency, security services, etc)

Should we need to evacuate the premises whilst we are in session, we will follow our **Emergency Evacuation procedure**.

## **Notifying parents of closure**

If we are forced to close at short notice, Anna Griffin and staff members will use the emergency contact details we have on file to notify parents as soon as possible by telephone, text or email. To ensure that all parents receive the information, we will post a notice on the main entrance door of our premises. In addition, we will notify All Saints Primary School, and ask that they display a notice informing parents of the closure.

If The Den 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 Den 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 Den remains financially viable. We have fixed costs which continue even when we are closed. There are several scenarios that would need to be taken into consideration:

- If the closure is forced by an event that is covered by our insurance, we will not charge for sessions when we are closed.
- Not all events are insured against, so in situations that are not covered by our insurance we must still charge full fees.
- Where The Den closes because we are unable to safely staff a session (not an externally forced closure), a full refund or credit on the account will be available.

Where a singular forced closure extends beyond a two week period there will be a full review of the situation to determine best practice. The Den will continue to monitor the situation and provide relevant information to parents.

