

Emergency Closure Policy/procedure (Parents)

Statement

There are certain responsibilities in which could result in The Olive Tree Nursery having to close for a limited time.

The Olive Tree Nursery's liability for safety starts from at point of entry to the nursery building. The nursery will abide by staffing ratio's as set down in their registration certificate.

Aim

We aim to rectify the closure as soon as possible and keep all parents/carers informed of the situation.

In order to achieve this aim, we operate the following Emergency Closure policy:

Bad Weather

What would close the setting?

Adverse weather conditions may cause the nursery to close, i.e. snow, flooding.

Staffing

re-opening The Olive Tree Nursery can only open with a member of the management present.

Decision to close

Initially the Manager and/or the Senior Management Team will contact each other to decide whether it is safe to open or not.

You will be able to contact the Olive Tree Nursery on 01278 457581 or 457609 from 7.50 am and they will be able to tell you whether or not the Olive Tree Nursery will be opening. Please note that the Nursery's Facebook page will provide up to date information.

Should severe weather occur during a session the staff will contact parents/carers to come and collect their children. It is VITAL we have up to date contact numbers.

Service

If The Olive Tree Nursery opens in adverse weather conditions, a limited service may be offered due to limited staffing. (it is important to remember that some members of staff have to travel considerable distances and may be advised not to make the journey to the nursery in severe weather conditions. However, we will endeavour to have as many staff as possible at the nursery when this situation occurs.) We will work to ratio's set down in our registration requirements.

Limited service will work on a 'Priority Basis'.

Fees

What happens if the nursery is open and parents decide not to send child?

All fees are still payable.

What will happen to my Nursery Education Funding? This will be claimed if nursery is open. If nursery closes alternative individual arrangements may be made, for extra sessions to replace the sessions nursery were not able to offer this is dependent on places within the nursery.

Heating breakdown/power cut

Should the heating system which is electrically operated breakdown the Manager and the Senior Management Team will make a decision whether it is warm enough and safe to continue without it. Should it be too cold, parents/carers will be contacted to collect their children.

Staffing – Two members of staff will remain with the children until all of them have been collected.

As both of the above situations are beyond our control refunds for 'closed' or 'partial' sessions will not be given.

Any other need for emergency closure

Should there be any other need for the Nursery to close. The following procedure will be followed:

Closure procedure – If we need to close during a session, the Manager and the Senior Management Team will contact the parents/carers of children present and at least two members of staff will remain on the premises with the children until they have all been collected.

Closure procedure before session opens – If we need to make the decision to close before a session has begun, the Manager and the Senior Management Team will endeavour to contact the parents/carers of all children due to attend that day. If he/she was unable to make contact with all those parents/carers he/she will arrange for a notice to be displayed outside the premises or arrange for a representative to be at the premises at the time a session is due to begin to inform those remaining parents/carers.

Fees/Charges – Depending on the exact circumstances of the above need for closure refunds for 'closed' or 'partial' sessions will only be given at the discretion of the management.

Where the nursery has been closed due to heating failure, power cut etc, please ensure that the nursery has re-opened before bringing your child the following day. We will try to keep parents informed of the ongoing situation.

This policy was adopted on	Signed on behalf of the nursery	Date for review
28.10.2025	Manager: Helen Hazell Date 28.10.2025	28.10.2026