

## **Cold Ash Pre-school: Closure & Session Amendments Policy**

Cold Ash Pre-school do the utmost to ensure the pre-school is running during its normal opening hours each term.

### *Session Changes:*

There are some occasions during the year when there is a change to pre-school sessions. These can include our Christmas and Start of Summer celebrations. When there is a change to the usual session because of these events, we try to ensure every child is given the opportunity to take part in the event regardless of whether they usually attend on the day or not. We do not offer a refund of fees for the normal session, and we may ask parents of children who don't normally attend to contribute financially to the event.

### *Planned Closure:*

We are able to refund fees when there is an occasional planned closure of the pre-school, e.g. scheduled maintenance to the Acland Hall, which can't take place outside normal pre-school hours or when the hall is used as a polling station. In these instances we will, where possible, inform parents well in advance of the closure and will either omit the fees from the term's invoice or provide a refund the following term if fees have already been paid.

### *Emergency Closure:*

Occasionally the pre-school may need to close with little or no notice to parents.

If staff sickness occurs and the pre-school cannot maintain the correct adult to child ratio with the help of bank staff and committee volunteers, the pre-school will have to close in order to safeguard the children. We may also need to close due to adverse weather conditions or other unforeseen circumstances beyond our control. In these instances, we are unable to offer a refund of fees; please see our Childcare Terms and Conditions Agreement for more information.

The following procedure is adopted for contacting parents:

- The Pre-school Leader (or Deputy) will take the initial decision and notify the Chair who will ratify this.
- The Administrator will issue an email to parents advising of the closure.
- Where possible, phone calls will be made to affected parents and staff by the Pre-school Leader, Deputy Pre-school Leader and Administrator.

Due to the nature of some of the causes of emergency closure, unfortunately we may not be able to inform parents until the time when pre-school normally opens.