



EMERGENCY CLOSURE POLICY

Toptotz will endeavour to stay open, but there may be times when the Nursery may have to close possibly due to extreme weather conditions or an emergency, such unexpected closures should only happen exceptionally, when there is no means of having enough staff on site to run the Nursery effectively.

In the event of the Nursery having to close the following should be attempted, in order of importance:

- A member of staff will put up a notice on the main entrance gate of the Nursery itself.
- The Nursery Manager and Director should have an up-to-date phone list of all parents and should attempt to contact parents and staff between them.
- A member of staff who is online could also email all parents (i.e. they will need to have an up-to-date mailing list at all times) with the notice that the Nursery is closed.
- After the event, once the Nursery is open again, a brief message or email should be sent out with a brief apology for the closure, explaining why the circumstances were exceptional and reassuring parents that this is not going to be a regular event.

If these actions are taken there is then a good chance that all parents will have several opportunities to discover that the Nursery is not open that day and that they need to make alternative arrangements for childcare.