



Emergency Closure Policy and Procedure

West Byfleet Nursery may close in the event of an emergency, this could be due to:

- Extreme weather conditions
- Flooding
- Electrical Failure or Gas leak
- Fire or smoke damage
- An outbreak of an infectious illness
- Government closure
- Any other situation that may occur that could put children, staff, visitors, and parents at risk of harm.

In the unlikely event of closure, this decision will not be taken lightly.

The final decision will be made by Emergency Services, Local Authority or Shirley James, Managing Director.

If closure decision is made out of hours:

- This information will be made available on our website: www.westbyfleetnursery.co.uk
- Parents should refer to the above website if there is a possible risk of closure.
- Where possible, every attempt will be made to contact parents via email.
- All staff will be informed by telephone of the decision to close the nursery by Ruth Claydon and/or Nicky Welland (Managers).

If the decision to close has to be made during our opening hours with children already on site:

- Parents will be contacted by email and/or phone requesting collection of the child as soon as possible.
- Where it is not possible to contact parents, others on the child's emergency contact list will be contacted and collection requested.
- Closure information will be posted on our website where possible.
- If it has been necessary to evacuate the site, parents will be informed of the children's location when contacted. This will only occur, in the interests of the children's safety, in extreme circumstances.

If the event of a partial re-opening of the nursery site, we will endeavour to accommodate as many children as possible, whilst complying with staff child ratios as set down by Ofsted and in the EYFS (2025).

In the case of emergency closure, full fees remain due, no refunds will apply. Please note we are not able to offer alternatives for missed sessions.

If the nursery site is deemed safe to open, all staff will be expected to make every effort to attend.

Signed: Ruth Claydon

Date: 17th July 2025

Review: July 2026