



Emergency and Alternative Care

We will endeavor to provide care for your child for the duration of the day as per our childcare contract.

There may however, be situations where unforeseen circumstances arise resulting in the necessary closure of our service. Such events may include, (but not limited to):

- Illness. It may be necessary to close the setting to prevent the spread of infection.
- Loss of services, for example gas, electricity, water or broken heating system
- Flood, fire or other emergency. Should such an incident happen during opening hours, our emergency evacuation procedure shall be followed to ensure the safety of all children.
- Adverse weather.
- Medical emergency.
- Unforeseen/unauthorised Staff Absences.

We will advise parents/carers as soon as possible if the setting is to close. We will strive to inform parents/carers before opening, however, we may be required to close throughout the day. Where we will keep the children safe, contact their parents/carers to collect, where required, contact their emergency contact.

Should a circumstance or emergency arise where you require care for your child out with our contracted hours, please contact us as soon as possible. We will always try to help where we can so long as we have a place available and can accommodate your child within our ratios as determined by The Care Inspectorate.

You will find our permitted ratio information displayed on our registration certificate on our noticeboard or on the care inspector website.

Please note, in the event of emergency closure of the setting, fees are not due and refunds will be made, funded sessions will be offered an alternative session.