



## **OOSC Procedure for Unforeseen Closure**

The Out of School Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice. This decision will not have been taken lightly and may well have been determined by an external body such as the local authority. Should this situation arise, we will make every effort to minimise the inconvenience to children, parents and staff, and will aim to re-open as soon as is practicable.

Possible reasons for emergency shutdown of the Club include, but are not limited to:

- Serious weather conditions
- Heating system failure, burst water pipes, or loss of power supply
- Fire or bomb scare/explosion
- Death, or serious accident or illness, of a member of staff or child
- Assault on a staff member or child
- Directive by government agency (eg health authority, environment agency, security services, etc)
- Industrial Action by teaching staff

Should we need to evacuate the premises whilst the Club is in session, we will follow our emergency evacuation procedures.

### **Notifying parents of closure**

If the Club is forced to close at short notice the Manager will use the emergency contact details we have on file to notify parents as soon as possible by email and via the website at [www.oosc.co.uk](http://www.oosc.co.uk) . If practical, we will also post a notice on the main entrance door of the Club premises. In addition, we will notify the feeder schools, and ask that they display a notice informing parents of the closure.

If the Club has been forced to close for a specific period of time, we will also inform parents of the planned date for reopening.

It is the responsibility of the parents to ensure that OOSC holds all up-to-date contact details to be used in such a situation.

### **Session fees**

There will be no refund of fees if the Club closes for a one-off short-term incident eg a snow day, as per our Procedure for Severe Weather Conditions.

**If the school has made the decision to close, then OOSC will also be closed with no refunds due for sessions closed.**

The status of the school in terms of being open or closed will be available also on the Local Authority website.

**If OOSC have made the decision to close a session**, whereas the partner school remains open, this session will be credited to parents/carers accounts to use at a later date.

In the event of a prolonged forced closure, we must ensure that the Club remains financially viable. We have fixed costs which continue even when the club is closed. If the closure is forced by an event that is covered by our insurance, we will not charge for sessions when we are closed. Unfortunately, not all events can be insured against, so in situations that are not covered by our insurance we must still charge full fees.

Reviewed January 2023