5.07

Emergency Closures

Policy statement

At Silver Stars Day Nursery, we have a very committed team of staff, but, on the rare occasion, we may not be able to open the nurseries due to unforeseen circumstances.

The decision to close the nurseries would be made in the case of any Health and Safety issues, as the children and staff's safety is our top priority.

The Management will make the decision to close the nurseries in the event of, for example:

- Unsafe staff ratios due to outbreaks of virus/illness.
- Flood
- No water supply
- No heating
- Adverse weather conditions

If any of the above or similar should happen we will telephone, email or broadcast the 'news' on our Facebook page. This will be done as soon as possible to give parents/carers the opportunity to make alternative arrangements. And we will keep you informed of the situation on a daily basis.

Snow Closure
Snow is usually forecast and, in these circumstances, the Proprietor and Nursery Manager will discuss possible alterations to opening/closing times. A number of Silver Star's staff, including the management and designated safeguarding leads, do not live locally which will greatly impact the safe running of the nursery should they be unable to get to work. We take the view that if we cannot guarantee the safety of the children due to insufficient trained staff, who know the routines and the children being left in their care, we will close the nursery. Should this difficult decision be made, parents/carers will be given as much notice possible.

• If snow falls heavily during the day we will contact parents/carers requesting they collect their children early (at a time to be decided).
• Parents/carers unable to collect early will be advised to organise another appropriate adult to come and collect. If this is still not possible those children will remain at the nursery with the members of staff who live within walking/cycling distance of the nursery until their usual collection time.

If snow falls overnight the Proprietor and Nursery Manager will discuss feasibility of getting to work themselves, as they both do not live locally. If they decide that is not possible, the nursery will close and an email will be sent to all parents/carers before 7.15am notifying

everyone of the decision. We will also place a notice on our Facebook page. Further emails will be sent to parents/carers to keep them updated as the day progresses.

• If you wake up to snow please check your emails or social media!

Any emergency closures made during the year will unfortunately not be re-fundable as per our fees policy.

This policy was adopted by	Silver Stars Day Nursery
Date	January 2026
Review Date	February 2027
Name of signatory	Jenifer Capper
Role of signatory	Proprietor
Signed: Date:	 January 2026