



Emergency Closure Policy - Fees

Statement of intent

We want to set out a fair and clear framework for how we will charge fees when we have to close unexpectedly.

Method

- The nature of Emergency Planning means that it is difficult to predict the exact circumstances surrounding an unexpected need to close the Pre-School.
- We will always aim to be fair to parents, but we must also preserve the long term financial viability of the pre-school.
- We will follow advice from Surrey County Council in a case of having to close, but our general approach is the following:

For children in receipt of 15 or 30 hour funding

- If the closure is because of something outside our control – e.g. severe weather, flooding, heating breakdown, illness epidemic etc – then Surrey County Council will continue to pay the 15 and 30 hours claims.
- When children take additional hours, closures of up to **two weeks** will not be refunded.
- Children who take up to 3.75 additional hours per week on top of their 15 free hours (i.e. the equivalent of one morning session) will not receive any refund following any closure longer than two weeks as the amounts involved are relatively small.
- Children who take more than 3.75 additional hours per week (i.e more than 18.75 hours per week in total) may be eligible for a refund of the portion of fees above the 18.75 hours, after two weeks of closure.

For children paying full fees

- For children who pay full fees it is obviously more difficult as the amounts involved are potentially much higher.
- Closures of up to **one week** will not be refunded.
- After one week of closure we will aim to be as fair as possible in deciding how to apply refunds. We will assess each case on an individual basis.

This policy was adopted at a meeting of

Child's Play Pre-school

Held on (date)

Signed on behalf of the Proprietor

Role of signatory

owners

This policy was reviewed on

10/03/20

(date)