

Closure Policy (Due to Circumstances Outside of Our Control)

Willow Cottage will always do its best to provide the robust quality of service that is expected by our parents and carers. However, on occasions we may be forced to partially or fully close the setting due to circumstances outside of our control. This may include severe weather, criminal activity, loss of utilities, or severe damage to the property or diseases such as COVID-19.

The nursery will not usually fully close if it can be avoided. Circumstances may allow us to offer a reduced service by only partially closing. These times can be very frustrating if your child is one of those who are unable to attend, however, we feel that this is usually a better option than a full closure. We will always try to organise a partial closure as fairly as possible.

The managers and staff will not normally verbally discuss the reasons behind why only a certain part of the setting was or is closed. However, this information may be made available if the request is put in writing to the manager.

A partial closure may include:

- Limiting the number of children we can accept.
- Closing or partially closing departments (or Rooms).
- Deciding to stop accepting any further children.
- Not accepting children who are part of a certain key group.
- Shortening the length of our opening hours.
- Not providing cooked meals or other reduction in service.

During a partial closure, we may prioritise spaces available for families of primary care services.

Willow Cottage nursery has a specialist nursery-provider insurance policy. Our current insurer is Dot2Dot (Aviva) <https://www.dot2dot.org.uk/>. If the nursery closes for a reason for which we are insured, the fees will be claimed back and refunded to the individuals who pay them. If the nursery is forced to close for a reason for which we are not insured, parents will still be charged for the period when we are fully or partially closed.

Our managers and staff are all passionately committed to looking after the children in our care. When circumstances make this difficult, we really appreciate the support we receive.