

# Bisley Base Ltd

## Emergency Shutdown Policy

Bisley Base Ltd 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 staff, children and parents, 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)

Should we need to evacuate the premises whilst the Club is in session, we will follow our **Emergency Evacuation procedure**.

### 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 or phone. To ensure that all parents receive the information, we will post a notice on the our facebook and web page and at the 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.

### Session fees

There will be no refund of fees if the Club closes for a one-off short-term incident eg a snow days.

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.

However, we are able to credit 20% of fees paid for that period of closure against future bookings as a credit on your account.

### Related documents

**Emergency Evacuation procedure, Admissions and Fees policy**

This policy was adopted by: Bisley Base Ltd	Date: March 2020
To be reviewed: March 2021	Signed: Lynda Faithfull