



CLOSURE POLICY

Last Update: June 2019

Review Date: June 2022

Agreed by Trustees at meeting held on: 11.7.19



Closure Policy

In the event of disruption caused by adverse weather conditions, staffing issues, site issues etc., the prime concern of the Hollow Lane Club must always be the safety of children/young people and staff.

The decision to close the Club will take account of the safety of all our children/young people and staff, some of whom travel a great distance. We will always endeavour to open the Club as long as it is safe to do so.

If the Club is still running despite other issues the decision as to whether or not to send a child/young person to the Club, however, must be at the discretion of the parent/carer,

The Club appreciates that during adverse weather attendees may arrive later than normal; parents/carers should endeavour to contact the Club to let them know they are on their way if likely to be delayed. The Club recognises there will be isolated instances where families are cut off, even where the clear majority of attendees can get to the Club. In such instances parents/carers should inform the Club that their child/young person is unable to attend. Parents/carers acting on the assumption that the Club would be closed without gaining confirmation, or failing to inform the Club that their child/young person cannot attend may still be charged.

In the event of adverse weather, parents/carers should check to see if the Club is open before travelling to the site by checking our Facebook page or phoning the out of hours number for the club the child/young person attends, details of which are on reminder letters.

If the Club needs to close, we will try and make a decision as early as possible. Parents/carers can make the assumption, that if the school site at which the club is due to run is closed or closes during the day, then the After School Club will be cancelled. If the school site is closed or closes during the day on a Friday any Saturday Club due to run the next day will not run and this will be confirmed via our Facebook page and/or website.

If the Club does open, but extreme weather or other situation develops during the day, we will aim to remain open until the end of the normal day. However this may not always be possible. In which case parents/carers will be contacted and asked to collect their child/young person as soon as possible. Under these conditions we will take verbal permission for their child/children to be collected by a nominated adult.

Normal activities may be curtailed and the remaining children/young people assembled in groups under the supervision of authorised members of staff to await collection. No refunds of fees can be offered in these circumstances.

In adverse weather staff will always make every reasonable effort to undertake the journey to the Club. It is appreciated that the journey may take longer than normal and therefore some staff may not be able to arrive before the normal start of the Club. This may mean that it is not possible to offer the full range of activities originally planned for the session.

The decision to cancel a club will be proposed by the Club Manager and agreed in liaison with the General Manager and/or HR/Admin Manager. If it is agreed, parents/carers and staff will be informed as soon as possible via phone or text. Information will also be posted on the Facebook page and, if time permits, the website. Trustees will be informed as soon as possible.

Where the whole session at the Club is cancelled payment will automatically be carried forward to another club (or requests to be reimbursed will be considered on a case by case basis).