

Contingency and Emergency Closure Policy

Allstars

Office Address: 3 Crewe Road, Sandbach, CW11 4NE

Email: office@weareallstars.co.uk

1. Policy Statement

Allstars is committed to providing reliable and continuous care for children and families. However, in exceptional circumstances, it may be necessary to close the club temporarily for safety, legal, or operational reasons. This policy sets out how decisions regarding emergency or unplanned closure will be made, communicated, and managed.

2. Reasons for Closure

Emergency closure may occur due to:

- Severe weather (e.g. snow, flooding, storms)
- Utility failure (e.g. no heating, water, electricity)
- Fire, accident, or structural damage to premises
- Outbreak of infectious illness (e.g. norovirus, COVID-19)
- Staff shortages that make safe operation impossible
- Security threats or lockdown incidents
- A directive from public health or regulatory authorities (e.g. Ofsted, local authority)

3. Decision Making

The decision to close will be made by the **Club Manager** in consultation with the **Directors** and/or **Designated Safeguarding Lead (DSL)** where appropriate.

The overriding priority will always be the safety and welfare of the children and staff.

Where possible, a risk assessment will be carried out before confirming a closure.

4. Communication with Parents and Carers

- Parents will be notified **as soon as possible** via multiple methods:
 - Text message or WhatsApp
 - Email
 - Website or social media updates
- If closure occurs during a session, parents will be asked to collect children promptly.
- Regular updates will be provided until normal service can resume.
- Contact details for all families are kept securely and updated regularly to support fast communication.

5. During the Closure

- Staff may continue working remotely (e.g. completing training, admin tasks, planning) if appropriate.
- If a closure extends beyond one day, contingency plans will be reviewed, and parents updated.
- We will work with the host venue (e.g. school or hall) and emergency services as needed.

6. Reopening the Setting

Allstars will reopen once it is safe to do so, and:

- The premises are secure and operational
- Minimum staff ratios can be met
- Risks have been reassessed
- Relevant authorities (if applicable) have given approval

A thorough check of the site, equipment, and food safety will be completed before reopening.

7. Fees and Refunds

- Where closure is **beyond Allstars' control**, fees may still be payable unless otherwise stated in the booking terms.
- In prolonged closures, we will communicate openly with families and offer refunds, credits, or rescheduling where possible and appropriate.
- Each situation will be assessed on a case-by-case basis.

8. Review

This policy is reviewed annually, or following any emergency event or operational closure.

Date of next review: August 2026

Policy lead: Club Manager / DSL