

returning to the nursery.

- Coronavirus pandemics and clusters of contagious diseases that may affect the children attending the nursery. We will take advice from Public Health England on whether to close the nursery to contain the spread of infection.
- Damage to the building, where the damage is seen to pose a significant risk to the children attending.
- In the case of excessive cold inside or outside, the Nursery Manager or a Director, will determine if the wellbeing of the children attending the nursery is being affected and will close the nursery accordingly. There is no legal maximum temperature inside or outside but we have installed Air Conditioners in all our rooms to help manage high temperatures. In extreme heat, parents will be contacted and given the option to collect their child

Fee Refunds

In the event Happy Days Nursery closes due to circumstances beyond our control, fees cannot be refunded. These types of closures are outside the scope of our insurance cover.

We appreciate this will be disappointing to parents but in some circumstances we may be able to offer alternative sessions at the discretion

Parents are able to update their own contact information on our Family App. Please ensure changes are made as soon as possible so we always have current contact details for use in emergency situations. Thank you.

of the Nursery Manager and/or subject to availability.

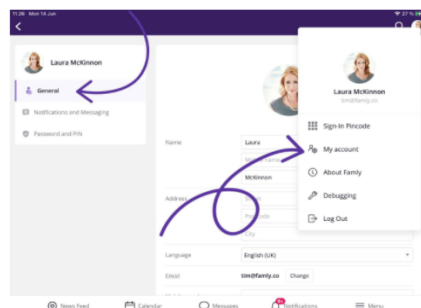
For information of updating contact details on Family App please click on the following link:

<https://help.family.co/en/articles/4912446-parents-update-your-contact-details>

How do I update my details?

It's key to your child's care in their setting that you keep your details up-to-date. You can change your details in the app by doing as follows:

- Log in to the app
- Click on **your photo** in the upper right corner of the screen
- Select **'My account'** in the drop down menu
- You end up on the tab called **'General'**. Here you can change all your details such as profile picture, name, address and contact details.
- When you have updated all the desired details, finish off by clicking the **'Save profile'** button in the bottom of the page.



Happy Days UK Ltd

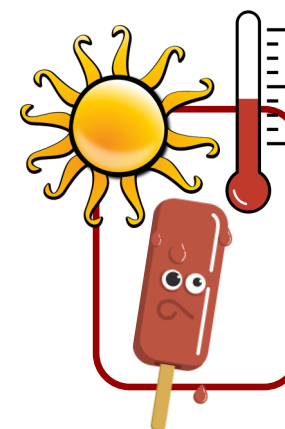
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Emergency Closure/ Adverse Weather

Updated July 2026



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Emergency Closure/Severe Weather

At Happy Days Nursery we know how reliant parents and carers are on our service & how important it is for a child's development to attend nursery regularly. As an all-year-round Early Years Nursery, we pride ourselves on remaining open 51 weeks of the year. Our only planned closures are Bank Holidays and the week between Christmas and New Year.

However, despite our best efforts there may be times when, due to exceptional circumstances, we are forced to shut the nursery at short notice. The safety of our children, staff and parents will always be our priority and any closure will be based on a comprehensive risk assessment. Reasons for an emergency closure may include, but are not limited to:

- Insufficient staff available to ensure the safe running of nursery if we are unable to meet the legal adult to child ratios of the Statutory EYFS Framework
- Conditions on site are dangerous or health and safety cannot be maintained
- Conditions are considered to be or are anticipated to become too hazardous for travel.

This may be due to a variety of difficulties, such as a severe change in weather

conditions (heat or snow), flooding, a gas leak or power cut leading to lack of heating/light to the nursery, or structural problems within the building or surrounding area.

The decision to close at short notice will be made by either a Director or our Nursery Manager. We will communicate any closure to parents via the Newsfeed within our Family platform and, where appropriate, via our Facebook page.

Adverse or Worsening Weather (Heat/Snow)

We very much appreciate worsening adverse weather conditions, and the ongoing uncertainty it brings with it, makes life complicated for everyone, particularly working parents. Unfortunately, in these types of situations it is difficult to please everyone. Some parents are displeased if the decision to close is given at short notice, whereas if a decision is made too soon, others become annoyed that conditions have not deteriorated sufficiently overnight to warrant closure. Please be assured decisions of this magnitude are not made easily and at every point any decision is centred around the safety of both the children and staff.

We will make all practicable efforts to keep parents informed as a situation develops during the onset of adverse weather conditions. If there is a deterioration of weather conditions during the day we will alert parents via Family to collect children as soon as

feasibly possible. If parents cannot be reached then the people listed for emergency contact purposes will be called to arrange pick up. Please be assured at least two members of staff will remain with the children until all have been collected.

Our staff will often go above and beyond to get to work in bad weather as they know how important our service is for parents. We will endeavour to have as many staff available as possible to keep our service running. Although we encourage our staff to come in to nursery if feasible, we always advise them not to make the journey if severe weather conditions make travel potentially hazardous for them. If we can safely open in adverse weather conditions, a limited service may be offered dependant on the staff to child ratio.

Health and Safety

Our Nursery Manager or a Director will advise parents and carers as soon as possible in the event of a Health and Safety issue, which results in a nursery closure, such as:

- Clusters of vomiting and diarrhoea, which are notifiable to Public Health England. In such cases, we will follow advice received from Public Health England on the procedure to take. This may include closure of the nursery to allow staff to deep clean all resources and equipment prior to children