

Emergency Evacuation Procedure

Smartkidz Play and Learn Ltd will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes.
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the Playleader will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk. This May be using the club mobile phone to access Magic Bookings registers and contact details.
- Before leaving the building the nominated person will close all accessible doors and windows if it is safe to do so.
- The register will be taken, and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The playleader/manager will contact parents to collect their children. If the register is not available, the playleader/manager will use the emergency contacts list (these are available via magic bookings. If there is any reason this does not work, the playleader will inform a member of the management team of the incident and they will call the parents).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** 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 by phone to ensure that all parents receive the information, we will post a notice on the main Smartkidz entrance door of the Club premises. In addition, we will notify the feeder schools, and ask that they display a notice informing parents of the closure and send a message via parent mail (or other parent communication system that the school may use) where necessary.

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 e.g., a snow day.

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.

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is:
Ofsted,
Piccadilly Gate,
Store Street,
Manchester
M1 2WD

Telephone: 0300 123 1231

This policy was adopted by: Smarthkidz Play and Learn	Date: August 2025
To be reviewed: August 2026	Signed: 

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2025):
Safeguarding and Welfare Requirements: Safety and suitability of premises environment and equipment (3.79, 3:80)