



19/3/2020

Dear Parents & Carers,

Re: Fees during an emergency closure due to Coronavirus (Covid-19).

First of all, thank you very much to those of you who reached out and offered alternative solutions to our updated Terms & Conditions, in particular to clause 5 regarding the payment of fees following an emergency closure.

We understand that the cost of childcare seems expensive and therefore we continue to strive to be the most affordable nursery in your area. As you know, providing a high quality, safe and stimulating service is not cheap. To ensure continued high standards and sustainability of the settings, we would like to ask for your understanding and for your cooperation during this difficult time.

Considering parents' concerns, we have decided to apply the 50 % retainer of fees in accordance with clause 3 of our terms and conditions. Clause 3 re holiday taken will now be applied to the case of a prolonged emergency closure due to the Covid-19. This will be reviewed on a monthly basis or on government directives.

During this time we will continue to support our families and will be rolling out a home learning structure inline with the early years curriculum, which will be accessible to you through your child's tapestry account, nursery app and via email. Staff will monitor this and track any learning against the Early Years Foundation Stage.

We would also like to reassure parents and carers that if the government puts measures in place to cover our loss of fees during such closure, you will of course not be expected to pay the minimum 50%. We hope that this will provide some relief.

In the event that there is not a complete lock down, we will have a skeleton staff working within the nurseries, if you do need anything please contact your managers via email or telephone.

Should you have any further questions please do not hesitate to contact us through your individual nursery managers.

Kind Regards

Kiddiecare Nurseries

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