



Emergency Evacuation/Forced Closure Procedure

TJ's Club (Hampshire) Ltd will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice. This decision will not have been taken lightly and may well have been determined by an external body such as the local authority. Should this situation arise, we will make every effort to minimise the inconvenience, to staff, children and parents, and will aim to re-open as soon as is practical.

Possible reasons for emergency shutdown of the Club include, but are not limited to:

- 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
- Directive by government agency (eg health authority, environment agency, security services, etc)

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 immediately:

- If appropriate management 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 laptop, emergency contact details and mobile phone providing that this does not put anyone at risk.
- Before leaving the building the designated 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.
- Management will contact parents to collect their children, using the emergency contacts list.
- 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.

If, for any reason, we are required to leave the school grounds, staff will take the children to congregate in the car park adjacent to the Rainbow Centre in Palmerston Drive (Redlands Primary), at the far exit out of

school grounds onto Red Barn lane (Orchard Lea Schools), Grassed area adjacent to the turning point on Franklin Road (Grange Schools) and outside the Nimrod centre (Alver Valley Schools) to await collection of children by their parents/carers.

At no point will any member of Club staff communicate details of the emergency to the media, or on any social media site as per our **Social Media Policy**, other than to inform parents of closure on our TJs Club page.

If the Club must close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted. TJ's Club will not operate until the school itself has reopened.

Notifying parents of closure

If the club is forced to close at short notice management will use the emergency contact details we have on file to notify parents as soon as possible by either text, email or telephone call and we will post a notice on our Facebook page. To ensure that all parents receive the information, we will post a notice on the main door into club, if safe to do so. In addition, we will notify the host schools, and ask that they display a notice informing parents of the closure.

If the club has been forced to close for a specific period of time, we will also inform parents of the planned date for opening.

Session fees

There will be no refund of fees if the Club closes for a one-off short-term incident eg a snow day. In the event of a prolonged forced closure, it will be your responsibility to cancel any booked sessions. Full refunds will be given into your online wallet for sessions outside of our normal cancellation terms and conditions.

We understand that any closure may cause significant inconvenience to parents and we will try and keep the impact from us to a minimum and welcome your understanding.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231

This policy was adopted by: TJ's Club (Hampshire) Ltd	Date: November 2025
Signed: J Little	To be reviewed: November 2026