

20th March 2020

Dear Parents,

### **Enforced Nursery Closure in relation to Coronavirus (COVID-19)**

Firstly, may I start by offering our heartfelt thanks for all your positive and supportive comments to the dedicated team at your nursery setting. I know you appreciate this is a challenging time for them all given the uncertainty that lies ahead, and I know they value your support tremendously.

Their unfaltering dedication as they have continued to come into work with a smile on their face and offer an escape for your child. We are so proud of our teams and hope you and your family have found comfort in how they have approached every day.

Following the government announcement on Wednesday, all schools and nurseries in the UK will close in order to suppress the spread of Coronavirus. This directive has come from the Prime Minister and his expert public health advisors as the best way to tackle the virus and protect people and communities, and we support that request.

Whilst your nursery is closed for non key worker parent/carers, we have looked at ways of keeping our nursery settings open for those children who are vulnerable or whose parents are key workers who provide crucial services. However, as a private day nursery and the minimal take up of this service from our key worker parent/ carers, this is unfortunately something we are not able to facilitate. The services would not be sustainable and cause even further disruption at these uncertain times. Your nursery, unfortunately, will fully close until such time the government and their public health advisors allows us to reopen. Your child place will be secured until we reopen and we can welcome you all back.

May I personally reassure you that we will be monitoring the situation closely and will share with you any news as soon as we have it. These are the most unusual and worrying of times for us all.

I know you will want to know about your nursery fees during the time the nursery is closed and how that fits into supporting our nursery team. March fees have (in the main) been paid and we kindly ask those families who have not yet paid to make arrangements to do so, as childcare for most of this month has been delivered. We have paid our nursery staff in full and will be unable, given the timing of the announcement, to reduce other nursery related costs. It is for this reason that we are unable to offer a refund for the period of closure in March at this time, however, please be assured that fees paid for the period of closure at the end of March will be credited to your account to be used when we are allowed to fully reopen.

The Government has announced some incredible support for our teams. Our first priority is to support our dedicated nursery staff through what may be challenging financial times ahead, and so we can ensure we have a full team when we are allowed to reopen.

This is both a challenging and unusual situation and we are doing all we can to get through this and come out the other side, with our staff teams and nurseries intact and ready to go again. I would once again thank you for your understanding and your support to our staff team and to your nursery.



I commit that we will keep you updated with any information as soon as we have it and know what it means for you and for our staff. In the meantime, if you do have any queries then please don't hesitate to email [info@parkwaydaynursery.co.uk](mailto:info@parkwaydaynursery.co.uk) in the first instance.

Please keep healthy and safe.

Warmest Wishes

Rachel Jones & Karen Coulson  
**Director's**