
Emergency Closure Policy

(Parent and Carer Information)

Our Commitment

Future Stars is committed to providing a safe and reliable service for all children and families. However, there may be occasions where it is necessary to close a club or cancel provision at short notice due to circumstances beyond our control.

The safety and wellbeing of children, staff, and families will always be our priority when making any decision to close.

Reasons for Emergency Closure

Emergency closures may occur due to situations including, but not limited to:

- Severe weather conditions (e.g. snow, ice, extreme heat, flooding)
- Site or facility issues (e.g. loss of heating, water, electricity, or unsafe premises)
- Health and safety concerns
- Staff shortages that impact safe staffing levels
- Public health incidents or guidance
- School closures (where we operate on school sites)
- Any unforeseen circumstance that makes it unsafe to operate

Decision-Making

Decisions to close will be made by Future Stars management based on a risk assessment of the situation.

Where possible, we will:

- Monitor conditions in advance
- Liaise with host schools or venues
- Consider staffing levels and site safety
- Prioritise the safety of all children and staff

Communication with Parents

We will aim to inform parents and carers as early as possible in the event of a closure.

Communication will be made via:

- Email
- Text message (where available)

- Booking system notifications
- Social media (where appropriate)

We recommend that parents ensure their contact details are up to date to receive important updates.

During a Session

If an emergency situation arises while a club is in operation:

- Children will be supervised at all times
- Appropriate safety measures will be put in place
- Parents/carers will be contacted and asked to collect their child if necessary

We ask that parents collect children promptly when requested to do so.

Fees and Cancellations

Where a session is cancelled due to an emergency closure:

- Credits or refunds will be issued in line with our Payment and Cancellation Policy

Further details can be found in our Terms and Conditions.

Our Approach

We understand that closures can be inconvenient for families. However, decisions will always be made with safety as the priority.

We appreciate your understanding and cooperation in these situations.

Further Information

If you have any questions regarding emergency closures, please contact your local Future Stars team.