



## **School Closure Policy for Kingswood Education Catering Ltd**

### **Purpose:**

This policy outlines the procedure for Kingswood Education Catering Ltd and the School in the event of an unexpected school Closure (e.g. Snow, Flooding, Powercut, Water Supply) ensuring the continuation of service whenever possible.

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### **1. Notification of School Closure**

- **School Notification:** Kingswood Education Catering Ltd will rely on the school to inform us of the closure along with the reason and with as much information as possible including the re-opening date. School must inform Kingswood Education Catering Ltd by telephone call to 07538812417 or 01536 201203 no later than 8.30am.
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### **2. Closure Procedures •**

#### **Catering Operations:**

- If the school is closed due to inclement weather, catering services (including meal preparation, delivery, and serving) will be suspended.
  - All meal services scheduled for that day will be cancelled unless otherwise notified by the school administration.
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### **3. Meal Orders and Refunds**

- If your school is closed for an unforeseen reason for example Snow, Flooding, Power cut Kingswood Education Catering Ltd will not invoice you for the first day in any closure period. After which Kingswood Education Catering Ltd will invoice you for the daily average number of UIFSM and PPFSM at \*£1.80 per meal (\*subject to change). However, if the school closure results in a loss of food for the first day of closure Kingswood Education Catering Ltd will invoice you for the average daily number of UIFSM and PPFSM at your schools agreed meal price.
- Kingswood Education Catering Ltd will keep records of cancellations and refunds notified by school to ensure transparency and accurate reporting.



#### 4. Special Circumstances

- In cases where only certain schools are closed, Kingswood Education Catering Ltd will adjust its operations to serve those schools that remain open, assuming it is safe to do so.
- If extreme weather conditions persist for multiple days, Kingswood Education Catering Ltd will communicate with the school to reassess service options.

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#### 5. Communication

- Kingswood Education Catering Ltd. will require a phone call from school to advise of the closure, we require being kept up to date and the expected date for reopening.

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#### 6. Conclusion

The health, safety, and well-being of our employees and clients are of utmost importance. While we strive to provide consistent service, school closure days may require flexibility. This policy ensures clear communication and efficient management throughout the closure.

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**Approved by:** Julie Belford

**Title:** Director

**Date:** February 2025