

17 April



Dear Parents,

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

Firstly, may I start by extending my continued thanks for your ongoing words of support for our nursery teams and also your patience and understanding as we navigate our way through these uncharted waters.

The UK government has just announced that the lockdown is set to continue and that all nurseries are to remain closed at this time, opening only for those children who are considered vulnerable or whose parents are key workers. The current arrangements for our nurseries will therefore stay in place and we have included some further information below regarding your May nursery fees.

There has been a lot of coverage in the news recently of nursery providers having to make the difficult decision to close their doors through this period, or charge parents some or all of their nursery fees, but at Busy Bees we have taken a different approach. Despite many of our nurseries now loss making, where we can we have tried to remain open for as long as we can, and we are extremely proud right now to have over one hundred of our nurseries open for our country's essential workers.

I am immensely proud of our business today, and thankful to our nursery teams who have allowed us to remain open and continue to work and welcome our families every day. Together our teams and families have dealt with everything that Coronavirus has thrown at us, and thanks to the prompt actions of our teams, and with your understanding and support of our new procedures, we have had very few cases of COV-19 in our nurseries, for which we are extremely grateful.

We will continue to monitor the situation closely and will bring you news when we receive it.

#### **1. Parents who are not key workers and don't have vulnerable children**

For those of you who have been unable to attend our centres since the government directed closure on 23 March, our letter of 20 March confirmed that we would not be asking you to pay April fees, with any overpaid fees for March to be credited to your parent account. Please be assured that your parent account will now be fully updated to reflect this. For the month of May we will once again, not be asking any family who is not using their nursery to pay their fees, provided we remain closed for the whole of this period. I can confirm that you will not receive an invoice for May and your direct debit for this period will not be taken.

#### **2. Parents who are key workers and families who are considered to have vulnerable children**

Despite our best efforts it hasn't been possible to keep every Busy Bees nursery open, where we can we have merged nurseries and have tried to serve as many communities as we can. If you are attending one of our nurseries, then your current flexible arrangements will remain unchanged. Please continue to discuss your requirements with your nursery Centre Director and we will continue to look to support you as best we can.

As a Busy Bees parent you will have exclusive access to Unleashing Potential (UP). UP is free and has an extensive range of songs, games and activities for you to try with your child at home, all designed to support their learning and developing using minimal resources that you'll have around the house. UP also has a library of information covering topics including healthy eating, toilet training and supporting learning through play. To find out more just visit our UP website [upatbusybees.co.uk](http://upatbusybees.co.uk) and please do keep an eye on our social media channels for exciting content, recipes and competitions too.

We remain committed to keep you informed and answer any questions you may have. Please do check our information and FAQs on our website in the first instance but also do not hesitate to get in touch with us through our contact us page. [busybeeschildcare.co.uk](http://busybeeschildcare.co.uk)

We truly value your continued loyalty and support and we are all preparing for, and very much looking forward, to welcoming your children back when the time comes.

Warmest Wishes

Cheryl Creaser  
Chief Executive Officer UK and Europe