



20 March 2020

Dear Parents,

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

Firstly, may I start by offering my heartfelt thanks for all your positive and supportive comments to the dedicated team at your nursery. I know you appreciate this a challenging time for them all given the uncertainty that lies ahead, and I know they value your support tremendously. For my own part I have heard about their unfaltering dedication as they have continued to come into work with a smile on their face and offer an escape for your child when the world around us is trying to re-establish itself. We are so proud of our teams and hope you and your family have found comfort in how they have approached every day. They have faced new challenges never experienced before, allowing us to remain open and welcome you with open arms. Your kind words and wishes have gone a long way during a challenging week.

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. We fully appreciate the impact it will have on you and we are looking at ways we can still support you and your family.

As with schools, all of our nurseries will remain open to those children who are vulnerable or whose parents are key workers who provide crucial services. We are proud to open for those who need us, and play our part in the community and the greater society need at this time.

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

If you are a key worker or are considered to have a vulnerable child, you can continue to attend your nursery as normal and your fees will remain unchanged. If you choose for your child not to attend the nursery you will not be expected to pay fees as normal (and the message to parents whose children cannot attend the nursery below will apply). You may have already spoken with your nursery Centre Director on this and we ask for your patience and understanding as we all work together in readiness to welcome you on Monday. If you are unsure whether you are represented within the key worker category then please refer to our website [busybeeschildcare.co.uk/coronavirus](https://busybeeschildcare.co.uk/coronavirus) or speak with your Nursery Director.

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



In line with Government guidance the nursery will be closed to you from the end of today. This closure is for an unspecified time, therefore please can we kindly ask that you make arrangements with your nursery to pick up any belongings your child needs for the foreseeable future. Do remember to collect medications and much needed comforters too.

Whilst we hope to be allowed to reopen in full soon, the decision on when that happens is in the hands of the Government and their public health advisors. May I personally reassure you that we will be monitoring the situation closely and will share with you and our educators any news as soon as we have it. These are the most unusual and worrying of times for us all, and our priority will be to support our families and staff to avoid financial hardship. 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, however, please be assured that overpaid fees for this period will be credited to your parent account to be used when we are allowed to fully reopen.

I absolutely understand many of your questions relate to your April fees so in an effort to reassure you we updated our website earlier today. If you are not eligible, or if you are eligible but choose not to use our nursery in April then we will not be asking you to pay your April fees, provided we have to remain closed for the whole of this period. I am sorry that you will already have received an invoice for your April fees, this is regrettable but is a result of the timing of the closure announcement, which meant we weren't able to stop our automated invoices going out.

The Government has just announced some incredible support for our teams which we will now work through and communicate as a matter of priority to provide the reassurance we know that everyone is waiting to hear. We have been in close contact this week with all of our teams, through their nursery Centre Directors, and we will continue to support and update them. Our first priority is to support our dedicated nursery staff through what may be challenging financial times ahead, this support is extended to you, our families too, so if you are struggling to meet your nursery fees please talk to us so we can try and find a solution together.

Closure of all nurseries was always a possible scenario and in readiness our Academic team have been working behind the scenes to ensure that the education of your children doesn't stop. Children soak up a massive amount of information and learning in their early years and we are supporting parents with children at home by providing activities that will stimulate them and satisfy their thirst for learning. As Busy Bees parents you have exclusive access to our digital learning programme, Unleashing Potential (UP) that has many enjoyable activities you can share together whilst your child is at home. If you



haven't downloaded UP yet then you will find this on the App or Play Store, just search 'Busy Bees UP' and the green icon will pop up. Setting up your account is easy; just enter the email address that you have registered with the nursery. You can also refer to our UP website for more information [upatbusybees.co.uk](http://upatbusybees.co.uk).

The current situation is moving rapidly and there is positive news in that China has reported no new cases of Coronavirus in the last 24 hours. Whilst we are not at the end of the situation in the United Kingdom by any means, there may be some light at the end of the tunnel.

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 contact your Centre Director in the first instance. If they are unable to help please do get in touch with us via our enquiry page on our website [busybeeschildcare.co.uk/contact-head-office](http://busybeeschildcare.co.uk/contact-head-office) and we commit to responding to everyone personally either by email or a phone call over the coming days. We will also post a FAQ section on our Coronavirus web page over the weekend, and will endeavour to keep this as informative and current as possible.

Please keep healthy and safe.

Warmest Wishes

Cheryl Creaser  
Chief Executive Officer UK and Europe