



Dear Parents

4th June 2020

UK settings are advised to start in accordance to the Government guidance when planning their reopening measures from the 1st June. This requires us to think about what it means for our setting, staff and families. Picking out things we want to focus on and start to assemble a risk assessment, policies and procedures around it, ensuring that how we, as a team, are going to deliver a safe environment and reassure our families.

Essentially, it's about handwashing and deep cleaning and cleaning throughout the day, as well as staggering pick-up and drop-offs. It is about opening windows and making sure you are outdoors more. We know that one-to-one contact is naturally going to come to us. But in terms of safeguarding and wellbeing – if these protective measures are in place – we will be able to come together with children and be as normal as possible.

Throughout this period, we, like all businesses, have recognised that our decisions have consequences, and our focus on ensuring that we act with integrity has, at times, impacted the business. Many of our decisions, including not to charge nursery fees and kept the nursery open to accommodate our key worker families when required, absorbing losses into the business, have come at a great cost to us but have been absolutely the right thing to do in these unprecedented times. Whilst many doors probably have opened on the 1st June, we will be reopening the nursery at a 33% occupancy rate on the **15th June**.

We know that not everyone is ready to return right now, and we stand by our commitment to you to be as flexible as we can to meet your needs. If you have not already spoken to the Manager about your return date, please do not worry we are here to help and support with any further queries.

Over the coming months we will be looking to rebuild our business with your support, to enable us to secure jobs for our loyal staff, maintain the investment required in our nursery, support our staff in training and development and offer every child the best start.

For us to open the nursery we must execute a plan as follows, please read and follow what we all have to do as a family to safeguard one another, and understand how things have changed and must be followed through with everyone coming back to the nursery now and in the near future.

Reena Pharma
Nursery Manager

Covid-19 Planning and Organising at Little Stars Day Nursery

Preparing the premises

The nursery requires a great deal of preparatory activity, which we embarked upon immediately primarily taking into consideration especially what level of interest we have from parents in their child returning to nursery. Compassionate leadership is at the heart of this reopening and we will do everything we can to be honest, open and to communicate with you. There will be a lot of anxieties and we acknowledge that it is OK to feel worried and that COVID-19 and the lockdown has had an impact on everyone.

The team and I at Little Stars have had to do the following:

Health and safety check of the building – we are considering taking a health and safety check as the nursery has been closed and we are refreshing our health and safety advice for children, staff, parents and carers and any other visitors in light of coronavirus.

Risk assessments - The government guidelines stipulate that this must be in place prior to re-opening on 1st June. It is essential that a risk assessment should directly address risks associated with coronavirus (COVID-19), so that sensible measures can be put in place to control those risks for children, staff, parents, and visitors.

The new risk assessment will include things like planned activities, Social Distancing Drop off/collection, Isolation periods, Sickness/illness (staff & children) Emergency contact details/procedures, Handwashing Provision, Cleaning of equipment, Sharing of resources, Key groups/Bubble working, Keeping doors and windows open, Operational hours, Fire evacuation procedure and assembly point, Using outdoor space and equipment, Supply of PPE, Supply of food, Use of Transport to and from nursery, COSHH and RIDDOR.

Cleaning and hygiene - Once children are back in the setting, all frequently touched surfaces, equipment, door handles, and toilets, used during the day, will need to be cleaned thoroughly several times a day. The nursery will be cleaned by our cleaning company every evening. In the morning, all staff will make sure we are set up and made sure all the necessary precautions have been taken and again before the afternoon session and then again before closing time. Daily there will be a lot more washing and cleaning routine.

Space management - We will have capped numbers on children to support social distancing by having small, consistent groups of children together throughout the day, and to keep the groups apart from each other. We will have floor markings inside and outdoors to help parents and children.

How we prepare to implement practical measures to reduce risk

We know that, unlike older children and adults, children in the early years cannot be expected to remain 2 metres apart from each other and staff. Therefore, we will work through the hierarchy of measures set out in the protective measure's guidance:

- ensure parents are advised to keep children with any symptoms at home
- ensure staff who are symptomatic do not attend work
- frequent hand cleaning and good respiratory hygiene practices
- regular cleaning
- minimising contact and mixing

Keeping children and staff together in small groups - We will maintain this by capping our numbers. We will have no more than 16 children in a group of pre-schoolers at a time in our nursery and having a maximum of 8 children in a bubble group. We will only have a maximum of 8 children in our toddler room with 4 in each bubble group. They will be assigned a key group teacher and will remain in that group and with that teacher for the remainder of the term. We are still following the EYFS ratios but just reduced the number of children we have a day.

Physical distancing between groups - While it is not expected that children and staff within a group will keep 2 metres apart, it is important to consider how they can reduce contact between groups of children and staff as far as possible.

We will ensure:

- physical distancing between groups of children and staff as far as possible
- that individual groups use the same area of a setting throughout the day as much as possible
- that the sharing of toys and resources is reduced
- that any toys or resources that are shared can be easily cleaned between different groups' use
- at mealtimes we will space out the children around the table

Handwashing and respiratory hygiene - All staff and children will be washing their hands upon entering the setting, regularly throughout the day, before and after eating and when they leave. We will ensure children are supervised when doing this, especially if using hand rub or sanitiser, and learn how to do it effectively. We will ensure to have a good supply of disposable tissues throughout the setting to implement 'catch it, bin it, kill it' and the availability of lidded bins and that tissues are immediately disposed into bins and that these are emptied throughout the day.

Enhanced cleaning - We will ensure surfaces that children and staff are touching, such as toys, books, doors, sinks, toilets, light switches, are cleaned more regularly than usual by putting in place an enhanced cleaning schedule using disinfection as appropriate. Staff will wear disposable or washing-up gloves and aprons for cleaning.

Reducing face-to-face contact with and between parents and carers - We will be limiting drop off and pick up to one parent or carer per family and staggering timings. We will not allow parents or carers into the setting unless this is essential and arrange for children to be collected at the door. We have markings outside the nursery for you to follow and wait. We will do

handover through First Steps, phone calls if possible and answer parent's emails through the day.

Personal protective equipment (PPE) - Staff will not require PPE, beyond what they would normally need for their work i.e. nappy changing or mealtimes, even if they are not always able to maintain distance of 2 metres from others. PPE is only needed if 2 metres cannot be maintained from any child displaying coronavirus symptoms. But we will not stop any staff from wearing gloves and aprons through the day.

Taking temperatures - Settings do not need to take children's temperatures every morning or throughout the day. Public Health England's guidance is that routine testing of an individual's temperature is not a reliable method for identifying coronavirus. There is no need for anything other than normal personal hygiene and washing of clothes following a day in a childcare setting.

Reviewing our staff for availability to work in the setting

To have a successful nursery and to conduct a risk assessment on my staff availability was the most important as for parents and children returning checking on my staff and their families who may be anxious, need reassurance in returning or may have suffered bereavement and may require support was also very important.

Communication with staff and parents - Staff are aware of and understand all new measures to reduce the transmission of coronavirus and their roles and responsibilities. Staff will need to identify and be able to support parents that return to the nursery, for example, by signposting them to appropriate local services such as health visitors, mental health services, and domestic or substance abuse services if they asked. Contact with our local authority would be made if there is a suspected case of child abuse and safeguarding procedures would follow.

We are here and have been for all our parents as required. We have only been an email away to help and support you as required in these difficult times and we will continue to support as much as we can.

Reporting, testing, and tracing

Everyone over the age of five, children, parents, and members of their households, is now eligible for a COVID-19 test, should they display coronavirus symptoms.

Any suspected or confirmed case must be reported to the Nursery Manager as soon as possible. If a positive result is confirmed, the practitioners and children associated with that group/bubble must self-isolate for 14 days before returning to nursery. Positive tests will be reported to Public Health England and Ofsted by the Nursery Manager.

If there is reasonable evidence that a positive diagnosis was caused by exposure at work, this will be reported to RIDOR.

Ensure we are now prepared - We as a team at Little Stars Day Nursery have understood our responsibility of what we must do, and we have the confidence that we can go ahead and open on Monday 15th June and welcome our children in a safe environment.

Particularly important measures at Little Stars Day Nursery

Execution plan of expectations when we open:

First and foremost, it goes without saying that the safety of your child and of our staff is our top priority. This will allow us to open successfully and as safely as possible, focusing on measures that will help limit the risk of coronavirus transmitting within our setting. Steps we are taking in readiness for reopening on Monday 15th June include:

- We open on 15th June. Please confirm via email if you would like to return to the nursery if you haven't already to manager@littlestars-daynursery.com and we can allocate you the days and a bubble group, subject to availability.
- We are asking that anyone who is displaying coronavirus symptoms, or who lives with someone who does, not to attend the setting. That includes children and staff who work here.
- I would also like you to consider whether it would be possible for your child to come to nursery for less hours than they usually do. So – if they usually come (30 hours), could you manage with just am or pm sessions? Would it be possible for your child to attend for just the core school day (9 to 3) rather than a long day? Some consideration that we can look at and discuss.
- We will have staffing restrictions and request everyone to be considerate with genuine requests.
- We will not be providing breakfast, lunch, tea, or snacks. Only milk and water at the nursery. Packed lunches will be provided by parents at this moment of time. No food will be cooked or eaten out of shared platters or containers by children and this will be reviewed before the new term in September. We prefer everything children ate for the day comes prepared from home in a named lunch box, we do not want anyone touching or sharing their food.
- Our temporary operational times of the nursery for **morning** will be 8.30am - 12.30pm
- Our temporary operational time of nursery for **afternoon** will be 1.00pm - 5.00pm
- You will have a stagger time of half an hour of each side of drop off and pick up, within those operational hours.
- 6 families every 10 minutes to queue observing the floor markings and maintaining 2 metres distance.
- Only 1 parent to accompany the child at drop/pick up.
- Please do not bring other children/siblings with you to the nursery.

- We do suggest parents to wear gloves to open and close the gates as that will be touched by many and we can keep that gate open due to safety purposes either.
- If there is a specific time you will be dropping and picking please discuss with Manager for the arrangements.
- NO parents are allowed inside unless you are asked to by a member of the staff or allowed by the Manager.
- We have markings outside the nursery if there are parents please wait on the markings and please be prepared it could take some time.
- We request if you finish work to pick your child up and avoid busy periods to avoid unnecessary contact.
- Parents not to gather outside the nursery.
- Please DO NOT bring in toys from home. We will not allow them in.
- Please bring in a bag that can stay **all week** with enough clothes, nappies, and essentials so we are not transporting the bag in and out daily.
- We will be keeping doors and windows open inside the nursery as far as possible to ensure ventilation and use the outdoor garden as much as possible.
- AC will not be used due to the circulation of the same air and brewing of any infection.
- We will limit all external visitors to the setting and ensure they only come into the building when strictly necessary, for example if providing an essential service or essential support for a child's health and wellbeing.
- We will ensure that same teacher is with the bubble group as far as possible but can be a rotation of staff at some point.
- We will ensure that wherever possible children use the same room throughout the day, with a thorough cleaning at the end of the day.
- Children will clean their hands-on arrival at the setting, before and after eating, sneezing, and coughing.
- We will encourage and ensure handwashing with hand and soap is more frequent for 20 seconds and dried thoroughly.
- Children will be encouraged not to touch their mouth, eyes and nose.
- We will encourage children to use a tissue, or elbow to cough and sneeze.
- We will ensure that staff are available to for children who have difficulty cleaning hands independently.

- We will encourage all children through daily activities to learn and practice good habits with songs, games, and repetition.
- We will ensure we empty out the bins through the day more regularly.
- All employees and children should wear clean clothing every day. If you have travelled on public transport, it is advised that you change your clothing on arrival at nursery.
- There is no need for anything other than normal personal hygiene and washing of clothes following a day at nursery for all.
- We will ensure that toilets do not become overcrowded and will be monitored by an adult.
- Garden area will be in use although the outdoor equipment should not be used unless staff are sure it is appropriately cleaned between groups.
- Any shared materials and surfaces will be cleaned and disinfected more frequently through the day.
- Toys and resources that are difficult to clean will be removed, including cushions and soft toys. The children will only share toys and activities within their groups. We will aim to sanitise items at the end of each day and morning, hence why the change of operation hours to allow the staff to be ready and prepared to begin session.
- There is a lot more cleaning involved to be successful and virus free environment with everybody's efforts of involvement.
- If you or anyone in your household are displaying symptoms, then please do not come in and self-isolate and inform us immediately.
- We will be constantly observing and assessing the children, we will try our best to post weekly online observations but will not be able to give you handovers unless very important to share we will call or email you.
- We would always speak with you immediately if we had any concerns. If your child is expressing any concerns or worries, it is important that you inform the keyperson/Nursery Manager.
- An enhanced cleaning schedule will be implemented throughout and at the end of the day by our cleaning company.

Also – if you have specific questions that you would like to ask us please email the nursery and we will do our best to help.

Our situation and plans for reopening to more children are under constant review. We hope you understand that whilst we will do our best to work with you and deliver the provision that you need, we may, in the best interests of everyone, need to withdraw the offer at any time if it concerns safety and well being of everybody at the nursery.

COVID – 19 Frequent Questions you may have?

Can you guarantee it will be safe for children and staff?

The Public Health England (PHE) guidance on implementing protective measures for schools and settings will be put in place. This guidance sets out a hierarchy of controls to work through and which, when implemented will help us to prevent the transmission/spread of coronavirus (COVID-19). We will also ensure the highest standards are maintained by a temporary cap on numbers of children allowed to ensure that safety is prioritised.

There is always a risk for everybody as Covid -19 is very much active, but we are doing everything possible to minimise this risk. We aim to work in partnership with parents and trust that everyone understands and follows these safe operating procedures

Our nursery will use a range of protective measures to create safer environments in which the risk of spreading the virus is substantially reduced. These controls are:

- avoiding contact with anyone with symptoms
- frequent hand cleaning and good hygiene practices
- regular cleaning of settings
- minimising contact and mixing

What safety measures will be in place for my child's return to nursery?

In line with government and recommendations we will put many additional measures in place, which include those relating to nursery access restrictions, social distancing, and hygiene practices as we have mentioned throughout our correspondence.

How will you be managing social distancing requirements?

At drop off and pick up times we are asking parents to hand their child to a member of staff at the nursery entrance and remain a 2-metre distance from other parents. We are putting the same measures in place at the end of the day when parents arrive to collect their child. We will make some changes to our indoor environments and the organisation of activities so we can still encourage children to naturally use all areas of the room. Outdoor play will be limited to one group at a time. We recognise that social distancing for our nursery will represent a challenge for young children who like close contact with adults and other children and we want to reassure you that we won't stop hugging children when they need a cuddle or some reassurance.

Why are you welcoming more children back when they cannot stay 2m apart?

We know that, unlike older children and adults, early years and primary age children cannot be expected to remain 2 metres apart from each other and staff. Therefore, we are work through the hierarchy of controls to reduce the risk of transmission – crucially minimising contact and mixing by keeping children and staff in small consistent groups and keeping groups away from each other. So, we are capping numbers of children

and monitoring our occupancy carefully until further notice, under the guidance by the government.

If there is a confirmed case of COVID-19, will parents be told?

If there is a confirmed case connected to the nursery, its staff, or children, we will advise you by email and signs around the nursery, whilst maintaining confidentiality.

How are you managing access to the nursery?

No staff member who has COVID-19 symptoms, (or who has a member of their family displaying symptoms) will be admitted into the nursery until they have either completed self-isolation in line with government guidance or have had a test and tested negative. Parents will be asked to confirm at the nursery entrance that neither their child nor anybody in their household is displaying any COVID-19 symptoms such as a new continuous cough or a high temperature of 37.8°C or more.

Non-essential visitors are not permitted at the nursery.

What additional cleaning and hygiene processes are you putting in place?

The whole team is responsible for regularly cleaning and disinfecting surfaces and objects that are frequently touched by children and adults. These include high-risk contact areas such as door handles and doors, toys and children's resources, phones, keyboards, light switches, taps, toilet flushes, sinks, countertops, handrails and bannisters, shared PCs, including children's computers/iPads. We have removed activities which could pose a risk for cross contamination, such as play dough and sand/water trays. As well as ensuring that staff and children are cleaning hands more often than usual, we are ensuring good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach to any coughs or sneezes. Children will be supported to ensure they wash their hands properly.

Can childcare settings charge me if I am not able to take up my child's place?

During these unprecedented circumstances we have not been charging any parents during our closure but from the 15th June if you have not cancelled your place by giving us a 1 months' notice you will be liable of fees. We know some parent do not want to return now until September term, but you need to contact Manager to discuss what happens next.

Also, children who will be leaving end of this term transitioning to school will need to give provide the last date of this term and any notice if you pay any fees.

What does the latest scientific advice say?

- scientific confidence that younger children are less likely to become unwell if infected with coronavirus (COVID-19)
- limiting the numbers of children going back with a gradual intake over the months reduces risk of increasing the rate of transmission
- limiting the amount of contact between different groups of children (such as smaller class sizes with children and staff spread out more)

- additional protective measures, such as increased cleaning and encouraging good hand and respiratory hygiene
- We recognise that each setting and community is different, and that settings will need to make their own judgements on the most important issues for them.

Can you guarantee that eligible children and young people will be able to attend their usual educational setting, school, or childcare provider?

We acknowledge this will be impossible for some. We are allowing LAC, SEN, children of Critical workers/Keyworkers and children who are transitioning to reception in September as a priority and then will be staggering other groups of children. The Government wants us to open to ALL but then contradict their own guidelines. We must cap the numbers and reduce the classroom size for safety, to implement social distancing and bubble working. But we are and will always try our best and still urge parents if you are happy to keep children at home then please do. We will send more home schoolwork links and activities with key teachers.

Will nursery keep their usual opening hours?

We will be making slight changes to start and finish times and have staggered drop-off and collection times to keep children and families safe.

Start and finish times have been clearly written in the **plan** above and will be reviewed, as necessary.

Will parents of eligible children be penalised if they do not send their child to the nursery?

We encourage children to attend if they can unless families are self-isolating or there are other reasons for absence (such as shielding due to health conditions) and if parents are working from home then we still say to keep children at home. Please notify if you are unable to attend or you would like to amend any bookings, we can and will try to accommodate as much as we can, but not penalise you in these unprecedented times.

If I decide not to come now am I still liable to pay my invoice for nursery placement?

From the 15th June all parents who are charged monthly fees will be liable unless you have given a one months' notice of cancellation of your placement or discussed with the manager and a solution is arranged. We at Little Stars have not been charging parents for the time we have been closed. Only those parents if they required services.

Will learning be provided as normal to children who are attending nursery?

We will ensure that children continue to be supported to learn and develop in an environment that meets their needs. Obviously, there will be changes to resources and equipment and some certain things put away and some things will not be accessible and suspend activities such as sand, water and playdough or cooking that pose a higher risk of cross-contamination.

Will my child's key person remain the same as before the closure?

We will try not to change a child's key person: however, due to the need to reduce group sizes we do anticipate that for some children this could mean a key person change. If this is necessary, we will communicate with families.

When will I know which group my child is in and who their keyworker is?

The manager and team are working as fast as they can to accommodate the variety of booking patterns and the bubble groups. We are hopeful that you will hear before Monday but do not want to make any promises as parents changes are being emailed every day.

If a child in the same bubble group as my child is unwell, will I be told?

You will be told if a child in your child's bubble group tests positive for COVID-19, but the child's name will remain confidential.

My employer is saying I must return to work, but I cannot find any childcare, what should I do?

There is an expectation that our nursery will be flexible, taking into account where parents work shifts or typical hours, especially for parents who are critical workers, and so parents are encouraged to communicate their needs to settings as well as their employer at the earliest as we have capped numbers a day.

What precautions should I and my child take when travelling to nursery?

Firstly, we are advising all our parents to avoid public transport. If you can walk or take a car ride, but not an Uber. From the 15th June it has been made mandatory to wear face coverings on public transport and you could be fined. Every precaution must be taken as passenger numbers are expected to increase from the 15th as lockdown eases further. Incredibly young children and disabled people with breathing difficulties would be exempt.

Parents should do all they can to help make sure they and others can travel safely. This can be done through:

- not leaving home if anyone in their household, has symptoms of coronavirus
- avoiding travelling on public transport, particularly at peak times
- maintaining a 2-metre distance from others who are not in their household
- ensuring good respiratory hygiene by using the 'catch it, bin it, kill it' approach
- avoiding touching their face
- washing their hands thoroughly before and after travelling
- wearing a face covering if they need to use public transport

What if my child is poorly (not COVID-19 related) do they have to stay away?

We ask parents to retain their usual vigilance around not sending their child to nursery if unwell, unless it is a very minor illness. Please call your nursery manager if in any doubt.

Is it compulsory for parents of vulnerable children to send their children to school?

In circumstances where a parent does not want to bring their child into nursery, and their child is considered vulnerable, the nursery manager and SENCO would explore the reasons for this directly with the parent.

Where parents are concerned about the risk of the child contracting the virus, the Manager should talk through these anxieties with the parent following the advice set out in the implementing protective measures in education and childcare settings.

For children who have an education health and care (EHC) plan, attendance is expected where it is determined, following a risk assessment, that their needs can be as safely or more safely met in the educational environment but only if the parent is happy to do so.

Where you may have concerns about your child's return, speak to the nursery special educational needs co-ordinator (SENCo), Reena.

Am I counted as a critical worker?

Critical workers include those who work in health and social care and in other key sectors and that are listed on the government's critical worker list.

Should I keep my child at home if they have an underlying health condition or live with someone in a clinically vulnerable group?

Children who are considered extremely clinically vulnerable and shielding should continue to shield and should not be expected to attend. Children who live in a household with someone who is extremely clinically vulnerable, and shielding should only attend if stringent social distancing can be adhered to and the child is able to understand and follow those instructions.

Can children be tested for the virus?

Children and staff in all settings are eligible for testing if they become ill with coronavirus (COVID-19) symptoms, as are members of their household. If positive, the other children and staff attached to that bubble group will need to self-isolate for 14 days and get tested. This will enable all the other children to get back to nursery, and their parents or carers to get back to work, if their test proves to be negative.

A positive test will ensure rapid action to protect other children and staff in the nursery setting.

What happens if there is a confirmed case of coronavirus (COVID-19) in my child's school, college, or childcare setting?

When a child, young person or staff member develops symptoms compatible with coronavirus (COVID-19), they should be sent home and advised to self-isolate for 7 days. Their fellow household members should self-isolate for 14 days. All staff will have access to a test if they display symptoms of coronavirus (COVID-19).

Where the child, young person, or staff member tests positive, the rest of their bubble group/class within the nursery will be sent home and advised to self-isolate for 14 days.

As part of the national test and trace programme, if other cases are detected within the child or young person's cohort or in the wider education or childcare setting, Public Health England's local Health Protection Teams will conduct a rapid investigation and will advise schools and other settings on the most appropriate action to take.

Where settings are observing guidance on infection prevention and control, which will reduce risk of transmission, closure of the whole setting will not generally be necessary, unless advised.

Will temperature checks be taken daily at the nursery?

No, it is not a reliable method to detect the virus but if the child or staff member was displaying a fever we would check and take precautionary action.

My child is teething and might require Calpol.

One of the main symptoms of COVID-19 is a high temperature and so we cannot accept any children who require Calpol in case it is masking a temperature. If you know your child is teething and maybe looks flushed, please speak with the nursery manager

What is the nursery overall approach to operating the nursery during the pandemic?

Little Stars key priority always is the health, safety, and wellbeing of the children in our care, their families and our staff. In specific regard to the current pandemic, we will be operating to our own comprehensive and regularly updated COVID-19 policies regarding infection control, and we will also continue to introduce additional measures in line with the latest guidance from the NHS, Public Health Bodies, and government.

Are the team aware of all the new procedures?

All the teams have received a re-opening induction and, specifically, information on signs and symptoms and how to react to a suspected case of COVID-19, handwashing, good hygiene, and social distancing. They have been made aware of the track and trace and understand the requirements of them both inside and outside of nursery. All of them will be redoing certain training modules, reading the new COVID-19 policy and associated risk assessment.

I am sure you will appreciate that this is a learning curve for everyone and that they will all be doing their best to keep everyone safe, so we ask for your support as we work through all these adjustments.

Now that the Government has put in place a track and trace system, it will hopefully help to identify any cases of COVID-19. However, we are trying our best to limit any

chance of infection and therefore we have put our safe operating procedures into place.

We do rely on everyone in our community to try and follow the rules outside nursery as well and help keep nursery safe and virus free. We would ask you to be cautious in favour of staying away, rather than bringing in your child in if they seem at all unwell.

Also, we are continually receiving updates to the guidance so please, bear with us if something has changed since we gave you this information.

What happens if my child is sick or if the family must isolate?

We are hoping that as children can only attend when they are fit and healthy, this will mean that there are fewer sick days for everyone. However, if your child is sick or if the family must self-isolate, then full fees will be due, as business have reopened from lockdown.

What happens about fees if the country goes back into lockdown?

Hopefully, this will not happen but if it does then we will have to look at the situation. We did not charge anything during the previous lockdown, but this has had a serious impact on all businesses. We would hope our response would be the same, but it is too early to say at this point.

You may well have other questions and I hope that I will be able to help you with your individual queries on my email:

manager@littlestars-daynursery.com

Kind regards,

Reena Pharma

Nursery Manager

