

RTC EMERGENCY CLOSURE POLICY 2022-2023

The Right Tuition Company makes every effort to keep sites open during all-advertised opening hours. This policy covers situations likely to compromise every effort we make to provide lessons. Please read it and keep the document safe.

In the event of a breakdown of essential services (e.g. heating failure, loss of water supply), severe weather conditions or where the centre must close or partially close due to an illness epidemic, it is important that you are familiar with the following procedures:

SEVERE WEATHER. UTILITY FAILIURE. PANDEMIC

In cases of severe weather, the decision to close will be made by the directors of the company. A director will inform the centre manager, who will then inform the staff. These decisions will be made primarily on the grounds of safety, although it is possible that in the extremely unlikely event of a failure of a utility supply with notification of a long delay in restoration of the supply, we may be forced into early closure. In such cases the following procedures will be implemented:

Our social pages, website and Google Listing will be updated.

We will also contact parents via a range of methods- email, phone call, SMS. To ensure we have the best chance of contacting you in any emergency situation, please ensure we have your up-to-date mobile contact number.

- In the case of severe weather arriving overnight, we recommend you check the sources listed above before bringing a child to RTC.
- If adverse weather occurs once the centre is already in the process of running classes and is forced to close early the centre manager will coordinate staff to contact the parents directly and ask them to collect their child/ren as soon as possible. Staff members who have the longest journey, or staff that are in a problem area for the weather conditions will leave first.
- If we decide to open despite adverse weather conditions, we may offer a limited service or, if mainstream schools are closed, we may open the centre during morning hours.
- As per our terms and conditions, no refunds will be made for absence due to sickness, family holidays, adverse weather conditions or any other reason, with one exception, when a child is in hospital.

Thank you in advance for your support and understanding.