



Play Centers, Inc.

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Play and Learn at Community Place Emergency Closing Policy

Following is our emergency closing policy for unexpected situations such as utility outages (e. g. power, water, etc.), as well as other extreme emergencies. **No refunds or credits will be issued for these days.** In the event of these types of facility closings, Play and Learn will adhere to the following:

1. **CLOSING FOR THE ENTIRE DAY.** If there is a closing due to a utility outage or to other extenuating circumstances, Play and Learn will evaluate the situation with regard to safety issues, licensing issues, etc., to determine the status of operation. If it is necessary for the center to be closed for the entire day, parents will be notified via email/text to all addresses/numbers provided. In addition, a message will be left on the center's voicemail, 410.987.3312, indicating the status of Play and Learn's operating schedule.
2. **CLOSING AFTER THE CENTER HAS OPENED.** If there is a utility outage or other extenuating circumstances after the center has opened for the day, Play and Learn will make every attempt to provide care, contingent upon conditions. In the event of a closing, parents will be notified via email/text to all addresses/numbers provided and the parent or an emergency pick-up person, as stated on the child's Emergency Form, will be contacted by phone. Pick-up by the designated time is required and late pick-up fees may be imposed.
3. **OTHER EXTREME EMERGENCIES.** Other extreme emergencies may prevent the center from opening. Parents will be notified via email/text to all addresses/numbers provided. In addition, parents may access information regarding the center's status of operation via the center's voice messaging service or WBAL-AM radio.

As a reminder, Play and Learn's inclement weather policy is as follows:

When the Governor declares that all Maryland State offices be closed, Play and Learn at Community Place will also be closed. When the Governor declares that all Maryland State offices open late, Play and Learn at Community Place will open the center as early as weather conditions permit. In addition, there may be times when Maryland State Offices are neither delayed nor closed, but when inclement weather affects the opening time of the center. When this occurs, Play and Learn staff will make every effort to open the center in a timely manner. Parents will be notified via email/text to all addresses/numbers provided and parents may call the center's voicemail service or listen to WBAL-AM radio for an announcement as to any changes to Play and Learn's operating schedule. **No refunds or credits will be issued for these days.**

When the Governor declares that all Maryland State offices close early, Play and Learn at Community Place will also close early. In addition, there may be times when severe weather conditions necessitate that Play and Learn's Administrative Staff close the center early. In either of these cases, a designated closing time will be established. Parents will be notified via email/text to all addresses/numbers provided and the parent or an emergency pick-up person, as stated on the child's Emergency Form, will be contacted by phone. Pick-up by the designated time is required and late pick-up fees may be imposed.

I have read and understand Play and Learn at Community Place's policy regarding emergency closings.

Parent Signature

Date

Child's Name