# Siblings & Company Inclement Weather Policy

For Families

Updated: November 2025

While we aim to remain open whenever possible, staffing availability and weather conditions may require closures at specific locations while others remain open. We appreciate your flexibility and understanding as we navigate winter weather.

## If We Are Open

Our goal is to remain open as often as possible to support working families. However, we also prioritize the safety of our staff, many of whom commute from different towns, with their own children and may encounter hazardous conditions such as icy roads, snow drifts, or reduced visibility.

## What We Ask From Families:

1. Communication: Please notify us if your child will not be attending or will arrive later than usual. This helps us plan proper staffing and allows commuting staff extra time to arrive safely.
2. Flexibility: If travel conditions are not ideal but manageable, we encourage flexible arrival times to accommodate families and staff.
3. Understanding: We may combine classes per DCFS ratios due to limited staffing availability.

## How to Notify Us:

- Send a message to your director on Lillio.
- Use our Facebook page to inform us if Lillio is not working.
- For last-minute changes, call the center as soon as possible in the morning.

## If We Are Closed

In the event of a closure, you will be notified through:

- Siblings & Company Facebook page
- Lillio notifications (which may include SMS alerts)

This also applies to early closures or delayed openings when necessary.

## Tuition and Closures: Trying Something New!

If you've been with us during winter before, you know that when we make the decision to close, full tuition is still due. This year, we are trying something new. While company wide decisions are easier, it makes more sense to make a center by center decision.

**If one of our centers closes while another remains open,** it is likely because staff at that location are having a harder time getting in safely due to weather, road conditions and path of travel. In these situations, families enrolled at the **closed center** will receive **50%** off tuition for that day. This discount is meant to balance things out since some staff at the closed center may still receive pay if they choose to use PTO or UTO for that day.

### COMPANY WIDE CLOSURES

During a company wide closure, the first full-day closure of the season will remain a full-tuition day so that we can continue compensating our full-time staff.

#### First Full Day Closure:

Regular tuition will apply for the first unexpected full-day closure during the winter season. This allows us to continue compensating our full-time staff.

#### Second Full Day Closure:

If a second full-day closure occurs in the same season, it will be considered an Act of God, and the following will apply:
- A 50% tuition reduction will be provided for that day.

We will keep alternating between full and partial tuition days throughout the winter season. For example: If December has 1 closure, that would be a full tuition day. If a week later, there is an ice storm and we are closed for 1 day, that is 50% for the day we are closed. If it requires another day of closure, it would go back to full pay for that day. This will continue on through the winter season.

#### We Appreciate Your Support

This policy reflects our commitment to balancing the safety of our staff, the needs of our families, and the challenges that inclement weather brings. Thank you for your cooperation and trust as we work together to ensure everyone's safety.