

What are the rules around swap sessions?

1. Notice of a Standard Swap Session must be given at least 4 weeks prior to the session you wish to swap and the date you wish to swap it to must be given.
2. The "swap" must take place within 2 weeks either side of the cancelled session. For children who attend 4 School Day or Full Day sessions each week the "swap" must take place within 6 weeks either side of the cancelled session.
3. Sessions can only be swapped for another session of the same type. For example, a full day can be swapped for another full day but cannot be swapped for two half days.
4. If less than 4 weeks' notice is given there is a £5 fee per child per swap. If less than 7 days' notice is given there is a £10 fee per child per swap. The latest notice is 1 hour before start of the session and the date you wish to swap it to must be given.
5. There is no charge if you are swapping a Bank Holiday or Christmas closure session, but the new session must take place during the month of the original session or within 12 months after the session and must be in addition to your usual booking pattern (for example they cannot replace sessions in your notice period).
6. Cancellation less than 1 week before a swap session will be fully chargeable.
7. All requests are subject to availability and our normal Terms and Conditions.