

Swapping Sessions Policy

1. All privately funded sessions, and only EYFE-funded sessions when we are closed, can be swapped
2. Notice of a Swap Session for must be given at least 4 weeks prior to the session you wish to swap along with the date you wish to swap it to, the new session will be confirmed in writing subject to availability.
3. 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.
4. All EYFE-funded sessions must be used within the same funding term.
5. For privately funded sessions during bank holiday or Christmas closures, the new session must take place during the month of the original session or within 12 months after the session
6. The swapped session must be in addition to your usual booking pattern (for example they cannot replace sessions in your notice period).
7. 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.
8. Cancellation less than 1 week before a swap session will be fully chargeable.
9. All requests are subject to availability and our normal Terms and Conditions.