



# Changes and Cancellations Policy

At Ribbons Preschool we care for a maximum of 40 children between the ages of 3 and 4 during term-time, and 3-7 during breakfast club, after school and holiday sessions. We endeavour to meet your childcare needs to the best of our ability, within our staffing and capacity ratios.

The numbers and ages of children admitted to the preschool comply with the legal space requirements set out in the NMS. When considering any changes to bookings we are mindful of staff to child ratios and the facilities available at the preschool.

## **Cancellations**

If a parent/carer wishes to change the number of sessions taken at the Preschool, this must be communicated in writing to the Preschool at least one month prior to the session and by the 14<sup>th</sup> of the month preceding the cancellation and confirmed by the Preschool Manager. If insufficient notice is given you will be responsible for the full fees for your child.

This is the case for permanent cancellations and temporary cancellations, such as holidays and appointments.

## **Swapping**

The swapping of sessions is permitted for a permanent basis, (eg. If your circumstances change) for which the normal notice period is required.

However, should you wish to book an extra session, space availability must be checked with the Preschool Manager prior to attendance.

Extra sessions or additional charges will be invoiced separately either same month or the following month's invoice.

**Please note that under no circumstances can sessions be swapped if you do not require your child to attend on a booked day or if your child does not attend the Preschool, for whatever reason (eg. Sickness, appointments). These days will need to be cancelled as per the cancellation policy above.**

Policy adopted on: 09.01.2020

Signed on behalf of the preschool: K.Watkins-Freeman