

## Rules for swapping care days and incidental care

You've arranged fixed days for your child's care, but it could happen that you need care on a different day. Under certain conditions, with Kinderopvang 2Samen it's possible to swap these days for free. Swapping is only possible if the number of children present and the number of staff members present in the group allow for a swap. Additionally, we strive towards group stability, which could be undermined by too many swaps. It is, therefore, possible that we do not allow certain swaps due to pedagogical reasons.

For swaps, we work with the following conditions:

- Swapping is only possible if there is enough room in the group. This is determined by the manager of the childcare location. The maximum number of children allowed in one group cannot be exceeded by law. We're obliged to (and want to) follow these rules.<sup>1</sup>
- Swapping may happen within a period of 31 calendar days.
- Swaps are personal. It's not possible to use the hours of a day where childcare was not required for one child, to swap a day for a brother or sister.
- If you don't use the agreed upon swap day, you can't request a new swap day for the original day for which you didn't need care (see below).
- A fixed day that falls on an official public holiday, can't be swapped.
- A full day cannot be swapped for 2 half days and vice-versa.
- We strive to get back to you on swapping requests as soon as possible. Sometimes this requires internal consultation, which could take longer. We ask for your understanding in this matter.

### If you want to cancel a swap or extra day ...

When you request an extra day of care for your child, you can cancel this up to 14 days before the placement (on the app with the button 'cancel' (*annuleren*)). In that case, there will be no charge. If there are fewer than 14 days between your cancellation and the extra day, you can only notify us that your child will no longer be present. Unfortunately, we do have to charge in this case. If you request a swap day, you can also change this up to 14 days before the placement. After this time, you may set your child's status as not present, but you can't re-use the swap day.

### 2Samen app

Does your location use the 2Samen app? Then we kindly ask you to request your swaps or extra days using the app. This means our staff have more time to spend with the children, rather than on this administrative task. Thank you in advance for your cooperation.

### Friendly request

Is there a day where your child is meant to come to care but won't attend? Please make sure to sign off your child in the app. This means opportunities for swapping, which could be useful to all parents! Please sign off your child before 9.30 (7.30 for before school care), in order to make sure you can use this day as a swap day.

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<sup>1</sup> Care takes place in so called 'regular groups': a child is taken care of in one regular group. Where possible, we always plan swaps and extra days in the child's own group. Sometimes, this isn't possible. Legally speaking, a child can only be taken care of in one regular group that isn't their own (always the same replacement group), if recorded in writing in advance. Of course, we don't deviate from these legal obligations.