

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, it's possible to swap these days for free at 2Samen.

Group stability is very important in childcare. With too many swaps, we cannot guarantee this. Therefore, it could happen that swapping is not possible due to pedagogical arguments. In addition, swapping is only possible if the number of children present and the number of staff members present in the group allow for a swap. The manager of the location will decide if this is the case. These are legal obligations that we have to *and* want to follow.¹

For swaps, we work with the following conditions:

- Swapping may happen within a period of 31 calendar days.
- You cannot swap your holidays.
- 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.
- You may have one attempt at using a swap day.
- If you do not use the agreed swap day, you cannot change its date.
- 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.

We try to answer your swap requests as soon as possible. Sometimes this requires internal consultation, which may take longer. Of course, we try to accept as many swap requests as possible. However, we do ask for your understanding if we can't make it happen. Is there a situation that is outside of these rules, but where swapping is crucial to you? Then we'd love to find a fitting solution together with you.

2Samen app

We kindly ask you to request your swaps or extra days using the parent 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.

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.

Should you not need your swap day after all, please cancel it as quickly as possible. This means that another family could use the place that becomes free that day.

Friendly request: signing off!

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! Thank you in advance!

¹ 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.