

Policy for exchanging childcare days

Please note: Exchanging childcare days is an extra service that our organisation provides to our clients. Days that cannot be exchanged are not eligible for compensation. We cannot always accommodate your exchange request. Your request for an incidental exchange of days must be made via the [parent portal](#).

Instructions and conditions for exchange days requests:

- Only childcare days that are cancelled via the parent portal at least 24 hours before the start of the childcare day (7:30 am) may be exchanged. This condition also applies to exchanging a sick day.
- With a timely cancellation (at least 24 hours in advance) you will receive an exchange day credit. You can use this credit to request a new day. After placing an exchange day request, the available credit days become visible via the button 'New Request/Nieuwe Aanvraag' under the tab 'Requests/Aanvragen'.
- An exchange day can be used up to a maximum of 90 days after the cancelled date.
- If you cancel a childcare day more than 90 days in the future, the exchange day becomes available no more than 90 days before the cancelled date.

Although we will always do our best to meet your request for this extra service, the following conditions apply:

- There is room in the group for your child(ren).
- No additional staff are required.
- The exchange request is incidental in nature. This means that if you request an exchange day too often, we will contact you to see if an extension or adjustment of your contract is necessary.
- There are no payment arrears.
- Only days requested for future dates will be considered for the exchange days service.
- A full care day can only be exchanged for a future full care day, and cannot be exchanged for two half days.
- Officially recognized public holidays on which childcare centres are closed cannot be exchanged.
- Holidays or school-free days that deviate from official holiday days stipulated in the school guide cannot be exchanged with a regular contract day.
- Logged out days cannot be exchanged for the weeks that do not fall within your contract (school weeks or 48-week contract).
- Days that cannot be exchanged are not eligible for compensation.
- The exchange days service is not included in all contract types.

Play together, share together:

We kindly request that you use the exchange days policy consciously and honestly. It is a service we provide to parents and one in which we strive to offer everyone the same opportunity. However, the availability of places in the groups is limited. This means that if some parents exchange days too often, other parents cannot use the service we provide. We therefore ask you not to use the exchange days option as a standard solution, but only occasionally.