**Day Swap Policy**

At [Nursery Name], we understand that unforeseen circumstances may occasionally require flexibility in your child’s nursery schedule. To support our families while ensuring the smooth operation of our nursery, we have implemented the following policy on day swaps:

1. **General Policy:**
   * Day swaps are not guaranteed and are offered at the sole discretion of [Nursery Name].
   * Swaps must be requested at least [X] days in advance to allow for planning.
2. **Conditions for Approval:**
   * Swaps will only be considered if staffing and child-to-staff ratios remain compliant.
   * A maximum of [X] swaps per term/year is allowed per child.
   * Swaps are subject to availability and cannot disrupt scheduled activities or group dynamics.
3. **Fees and Charges:**
   * A processing fee of ¥[X] per swap request applies.
   * Any additional costs incurred (e.g., extra staffing) will be billed to the parent.
4. **Exceptions:**
   * Emergency situations (e.g., medical appointments) may be exempt from fees, at the manager’s discretion.
   * Swaps for leisure activities (e.g., shopping, spa days) are not permitted.
5. **How to Request a Swap:**
   * Complete a Day Swap Request Form, available at reception or on our website.
   * Submit the form to [email/contact person] for review. Decisions will be communicated within [X] business days.
6. **Alternatives to Swaps:**
   * Parents may book an additional session at the standard rate if a swap cannot be accommodated.
7. **Final Decision:**
   * The nursery manager’s decision on all swap requests is final.

By adhering to this policy, we can maintain a safe, well-staffed, and predictable environment for all children while supporting families as best as we can.