



## Policy - Dumbleyung Family Day Care

### *Cancellations & Swapping Days of Care*

As Dumbleyung Day Care Educators, we strive to accommodate the needs of our parents and children however do need to ensure the service remains viable. We try to accommodate placement swapping where possible and this policy assists in outlining the correct process.

1. If a parent would like to temporarily swap their usual day of care to an alternative day, please contact all educators simultaneously, via group Facebook message with your preference (Alternatively by group text message).
2. The educators will then send out a group Facebook message asking all parents if anyone is available to swap for that particular day.
3. If a parent is able to swap they can contact the educators directly via the group Facebook message.
4. If a successful swap can be facilitated, involved parents will be charged regular fees for whichever day their child attends that week.
5. If a swap doesn't occur and the parent decides not to send their child on their regular day, they will still incur the full fees for that day.

*Please note: All swapping must be approved first by the educators. Any private swapping between parents will not be honoured.*