

Please familiarise yourself with these T&Cs so that you are able to make best use of the flexibility that we offer:

Definitions and Abbreviations

Core Sessions	Your child's basic pattern of attendance, which includes the Morning (AM), Afternoon (PM), School Day (SD) and Full Day (FD) sessions.
Additional Sessions	Add-on sessions, such as Early Starts (ES), Late Finishes (LF), Sunrise (SR) and Sunset (SS) Sessions. Also included in this section are Cooked Lunches (CL).
Regular Sessions	The combination of Core and Additional Sessions that make up your child's regular attendance.
Extra Sessions	Sessions that are booked for incidental attendance in addition to your child's Regular Sessions.
Change of Attendance (COA)	A long term (min 4 weeks) or permanent change to your child's Regular Sessions.
Swapped Session	An incidental Regular Session that has been swapped to an alternative date (before or after the Swapped Session) to accommodate short term planned absence from nursery.
Swap-to Session	The new session booked in place of the Swapped Session.

General

- Any increase in attendance, Additional Session or Swap is subject to the nursery having the available space and sufficient staff to accommodate the change. There are no exceptions.
- Parents and Carers must contact the office (not their child's room) to arrange all COA and Swaps, or to book/cancel Additional or Extra Sessions.
- Requests for any variation in attendance should be made in writing. For changes to Regular Sessions, a COA form can be completed online: <https://form.jotform.com/youngsussex/change-of-attendance> or you can request a paper form from the nursery manager. All COAs will be confirmed via email once availability has been checked.
- Children registered at Young Sussex may book extra sessions at any one of our three nurseries. A cooked lunch cannot be ordered and so a packed lunch should be provided if required.
- Nursery aged siblings of registered children may also book ad hoc sessions at Young Sussex (such as when emergency or short-notice childcare is required).

Notice periods

- Subject to clause 1, Extra Sessions and increases to Regular Sessions can be accommodated with immediate effect. However, it is advised (and preferable) to give as much notice as possible to better ensure availability.
- One calendar months' notice is required for any reduction in Regular Core Sessions.
- Swaps or the cancellation of Additional Sessions requires notification by the Wednesday of the previous week (i.e. the Wednesday of the week before the week in which the session falls).
- Insufficient notice will result in the original booked session being charged for.

Minimum Attendance

- Any Change of Attendance must result in no fewer than two Core Sessions a week being retained/attended, and must last for a minimum period of 4 weeks before the date of any subsequent session change

- The exception to Point 10 are weeks containing Swapped Sessions where there is no minimum attendance.

Swapping Sessions

- A maximum of 15 session swaps can be made in each calendar year. If a Swap-to session is rescheduled or swapped back to the original session, each change will count towards the annual maximum
- A mid-year start or finish will result in a pro-rata reduction to the maximum number of swaps allowed in that year. For example, children who leave for school in September will be entitled to 10 sessions in the year that they leave.
- Swap-to Sessions must match the Swapped Session type. The exception is AM sessions which can be swapped to PM Sessions (but not vice versa, and without any refund for the shorter session length).
- Swap-to Sessions must be booked at the time that Swapped Sessions are arranged and can take place up to one month before or three months after the Swapped Session
- Once booked, Swap-to Sessions can be rescheduled with the relevant notice.
- Swapped Sessions will be made available to other parents, and as such cannot then be attended. However, with the relevant notice and subject to availability, the swap can be swapped back.
- Missed Swap-to Sessions are deemed to have been lost and cannot be rebooked.
- Swapped Sessions will be charged at the normal rate with Swap-to Sessions booked at zero cost. As such swapping sessions will not result in a variation to your regular booking cost. If a cooked lunch is booked for your Swapped Session, this charge will be cancelled and will appear against your Swap-to Session.
- Children who attend 5 PM, SD or FD sessions, and who attend all year (leaving no sessions to swap to) will receive a refund on their Swapped Sessions.
- Sessions cannot be swapped across nurseries.
- To swap sessions, please complete this online form: <https://form.jotform.com/youngsussex/swap-request>