

Cancellation Policy

1. Notice Period

- **Standard Notice:** A minimum of 4 weeks' notice is required for cancelling your child's enrolment at Sunnydale Nursery. This allows us to manage our staffing and resources effectively.
- **Emergency Notice:** In the event of an unforeseen emergency, we may consider a shorter notice period. Please contact the Nursery Manager for more details.

2. Session-Based Cancellations

- **Daily/Weekly Sessions:** For parents/carers who have booked daily or weekly sessions, cancellations made less than 4 weeks in advance will incur a £10.00 cancellation fee.
- **Prepaid Block Sessions:** If you have prepaid for a block of sessions (e.g., a month), cancellations made during the block are chargeable.

3. Deposit Policy

- Any deposits paid upon registration are refundable only if 4 weeks' notice is provided before cancellation. Otherwise, the deposit will be forfeited.

8. Changes to the Policy

- The nursery reserves the right to make changes to this policy at any time. Any changes will be communicated to parents at least 2 weeks in advance.

This policy was adopted on:	September 2024
This policy was updated:	September 2024
Date updated version given to staff & parents/carers:	December 2024
Date for review:	December 2025