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Dear valued customer

Thank you for all of your feedback on the changes that we are having to make to our bookings process. It is really heartening to hear from so many people, how much you value our service and want to support us.

We have been listening to how essential our previous system was for those of you who are shift workers, including those in the NHS and our emergency services. It was never our intention to make our service inaccessible to you, we do, however, need to ensure longer-term booking commitments to enable us to plan effectively for service delivery and staffing.

I am, therefore, pleased to announce that we have developed an additional option for shift workers:

- You must book a minimum of 1 full month in advance and the longer ahead the better, as it would still be subject to availability/capacity.
- Booking requests must be e-mailed to us at [admin@simplyplay.org](mailto:admin@simplyplay.org) No other options are available.
- You must book for a minimum of 2 sessions per week.
- Bookings will not be able to be cancelled, changed or refunded if not used.

From the feedback already received we are confident that the above will meet the needs of shift workers.

If you wish to place a shift booking then please e-mail us ASAP with your requested sessions and give us a little time to process these.

Thank you for your continued understanding and support.

Best wishes

Raymond Branton

CEO

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