



25th August 2019

Dear Caladenia Helping Hands families

We would like to sincerely thank the families that take the time to complete our parent survey sent out earlier this year.

From your valuable feedback we were pleased to have recently rolled out the new parent App which has significantly improved the ability for families to book, cancel, change bookings and review bills.

We are now also looking to make an adjustment to your cancellation period for Before & After Care. Currently our cancellation policy for Before and After Care is 7days.

Effective from the start of Term 3 we are pleased to be adjusting this to 48hours.

The Vacation Care cancellation policy will remain at 7days to support the planning and booking required for excursions, incursions, bussing etc.

We are sure this improved flexibility will better support family's needs.

Thanks again for your feedback and continued support of the service

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