

July 2010

Dear Parents,

RE: MUMPS UPDATE

We would like to update you of the situation regarding your son/daughters Mumps vaccination.

As you are probably aware Choice Healthcare services Ltd are still being affected by the shortage of Mumps. This is a nationwide problem all suppliers of the single vaccine of Mumps are being affected by this. However, this delay does not mean your child will not be vaccinated. We are hopeful we will receive a batch of the vaccine soon, but we have no time scale of how long this will take or when this will be.

We will contact all our patients affected as soon as we have any further information, via email. Your child's appointment is our highest priority and we will confirm the time and date as soon as we can do so. Once we receive our supply of the vaccine we will be holding mumps-only clinics to reduce our backlog and ensure your child gets their vaccine as soon as possible.

Cancellations

We appreciate that you may want to cancel your child's registration with us at this time, as we have no confirmed dates for your son/daughter to receive their mumps vaccine.

If you wish to cancel your registration you will need to email us at: info@choicehealthcare.co.uk. This is the best way for us to deal with your enquiry at this time as we are experiencing a high volume of enquiries in relation to this problem. One of our admin team will email you back with in **48hrs** with a response to your query. The cancellation policy still applies in this situation so refer to this on our website www.choicehealthcare.co.uk as this will affect those that have already made payments in full or a deposit.

The logo for Choice Healthcare Services Ltd, consisting of the letters 'CHS' in white on a blue square background.

Choice Healthcare Services Ltd

Refunds

Refunds are available for all parents. But we advise you to refer to the cancellation policy for full up to date information regarding refunds. **All refund request need to be sent via email with your child's name and the clinic attended** highlighted. You can request your refund at: info@choicehealthcare.co.uk we will respond to your enquiry with in **48hrs**. You can call us on our automated system. **Tel: 0845 834 0091**, if you don't have access to the web. This facility gives you the opportunity to leave a message and someone will respond with in **24hrs**. Refunds are being processed, but this process will take between 6-8 weeks due to the volume of requests going through our accounts system. All refunds will be processed as soon as possible.

We understand this situation can be frustrating, so if you have anymore queries please do not hesitate to contact us via phone or email. We are doing our best to delivery a high quality service to all our clients registered with Choice Healthcare Services Ltd.

Kind Regards,

Mumps Response Team
Choice Healthcare Services