



# Hamper Booking Process

**Contact Us: Please call our main office at 403-948-0063 to book your hamper appointment.**

## **Information Collection:**

- Once you've provided your contact information, you can anticipate a callback within 2 business days.
- We kindly request that you make just one call and wait for our team to call you back.

## **Callback Procedure:**

Our intake team will attempt to leave a message, if we are unable to leave a message we will try to call back one more time.

If you miss the callback from Intake or do not have an answering service, please return the call promptly to prioritize your request.

## **Scheduling:**

Once our intake team has spoken with you directly, you will be scheduled within 5 business days to receive your hamper.

Please note that our business days are Monday to Friday.

## **Cancellation Policy:**

If you need to cancel or reschedule your hamper appointment or no longer require a hamper, please notify us at the latest the day before your scheduled pickup. After hours, please leave a voicemail.

Please call as soon as you know you are unable to keep your hamper appointment, this allows us to give your appointment to another family.

## **No Shows**

If you miss your scheduled hamper appointment without cancelling or rescheduling, you may need to wait 30 days for another appointment.

For the first instance of a no-show, no-call, or same-day cancellation, you will be rescheduled in the next available hamper slot. However, for repeat occurrences of no-shows or same-day cancellations, there will be a 30-day waiting period before you can rebook.

## **Compassionate Reasons:**

We understand circumstances such as illness, transportation issues, family crises, or work-related obligations may arise.

We will do our best to offer options to reschedule your hamper.

**We currently serve 600 families each week, and our dedicated volunteers carefully handpick each hamper. It's essential that every family in need has access to food support. When appointments are not cancelled in advance, it may prevent another family from receiving the assistance they require. We understand that emergencies can happen unexpectedly, and we're here to support you through difficult times. However, failing to pick up a hamper can lead to wasted resources. Your cooperation ensures that we can continue to serve our community effectively and help those who depend on our services. Thank you for your understanding and support.**