Hello XXXX and XXX~~X~~

My name is XXXX, your Phonak Accredited Trainer and I work for FM Hearing Systems who supplied your equipment in collaboration with Symphony Hearing. (\*\*\*\*XXXX Replace / delete if a different organisation or not appropriate\*\*\*\*).  I have been assigned to help you with the setup and familiarisation of your Phonak Roger Room System.

The set-up and training should last between 1.5 to 3 hours. Please allow 3 hours but it may take less than this.

Initially, we recommend **a quiet room or meeting room is booked**, so I can explain the system and how it works.

Once we have been through all the basics I will be able to demonstrate how to use the equipment effectively in a range of group situations, and generally to help users overcome background noise, issues with reverberant environments and hearing at a distance – I can show you how well the equipment deals with these challenging aspects.

**Please let reception know of my visit beforehand and, if possible please meet me in reception at the time of the appointment.**

**Multimedia Equipment**

If you would like to connect the Phonak Roger Room System to a TV or any multimedia devices, please ensure that these are available and charged (if they run off a battery) at the time of the training appointment – this may include mobile devices such as tablets.

**Arranging a day for the training**

Please consider the following dates:

* **Wednesday 25th September – 10am onwards**
* **Wednesday 2nd October – 10am onwards**
* **Wednesday 9th October – 10am onwards**

The time allocated is approximate as traffic conditions can cause delays but I will try my best not to be late.

Email is the best method of communication as I am often in training / assessments. That said, I am able to receive emails directly to my mobile phone and will endeavour to contact you or confirm receipt of your correspondence even if I can’t reply in full immediately. For a faster response please contact the office email address below.

Following on from your Phonak Roger Room System training, we can be contacted for help at [help@fmhearingsystems.co.uk](mailto:help@fmhearingsystems.co.uk) if you require ongoing technical support. Please email in the first instance as this method usually receives the faster response.

Many thanks for choosing the set-up and training of the Phonak Roger Room System and I look forward to seeing you soon. Please do not hesitate to email me beforehand if you have anything you wish to discuss regarding the equipment or training.

**Things to note before the training session:**

* Please ensure that all equipment stays in the boxes we ship, ideally unopened and ready for the trainer to check on the day. There should be a parcel from Royal Mail and also one from Parcelforce as per our previous email.
* Please can you inform reception/security of my arrival before the day
* It is important that at least two staff members are present on site for the session as well as ideally (if it can be arranged) a reasonably technically aware resident / helpful homeowner who can sit in too.
* Please make a note of our **cancellation policy** (below)

We also have some really useful videos you may want to watch beforehand;

<https://www.fmhearingsystems.co.uk/room-kits-documentation/>

This should give you a broad overview of how Phonak Roger Room Systems work.

**CANCELLATION POLICY**

I have to plan my time in advance and travel costs are incurred to arrive at a site visit on a particular date at a particular time. The training should begin at the time allocated as I may have to visit another customer following this. Please be considerate regarding the appointment that is booked.

Visits can be rearranged if necessary, circumstances can change, people can be ill etc. We have a standard cancellation policy. We will try to be flexible of course but the standard policy applies:

* If you need to rearrange or cancel a site visit 5 business days or more from the due date, no charge is incurred.
* If you need to rearrange or cancel a site visit between 1 and 4 business days from the due date there is a cancellation charge of 50% of the training session.
* If you rearrange or cancel on the day of the visit there is no return of the fee, a full fee would be required for a return visit.

Kind regards

XXXX

Accredited Phonak Roger Installer / Trainer