

27 March 2020

Dear Parent/ Guardian

Refunds for cancelled trips and events

I am writing to reassure that we are in the process of reviewing refunds for cancelled trips and events due to COVID-19. In order to avoid any further delay to this, we ask that you do not make individual requests to the school and/or Parentpay.

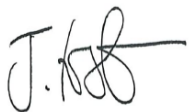
We are liaising with ParentPay directly and expect to have a process completed promptly. Please do not request any charge backs from your bank or ParentPay as this may incur further costs to the school.

If your child has had a trip or event cancelled, we will be in touch to confirm details of the refund as soon as possible.

We appreciate your patience while we are completing the process.

Thank you in advance for your understanding.

Yours sincerely



Julie Foster
School Business Manager