



Tuesday 5th May 2020

Dear Parents and Carers

Reimbursement of contributions and payments for School trips and Events

As I know you are aware, we are in unprecedented times and all of us are trying to find our way around systems and processes, which most of the time seem like second nature but sometimes present us with problems and difficulties!

We are currently trying to work through systems and procedures for reimbursing parents and carers for contributions made towards trips and events that we have had to cancel due to COVID – 19. We have made a start with the Year 1 Milestones Trip which was scheduled to take place in March and this is due for reimbursement in the next few days. We will move on through the other trips over the next few weeks.

Contributions made through the online payment system will be reimbursed through the online (Scopay) system to the card/account which was used for the original payment. We will let you know when to expect it so that you can look out for it.

Contributions that have been made using cash or cheque will be reimbursed by cheque. We will write the cheque to the first named contact on the pupil's data form. Cheques will be hand delivered or posted out to you. Please let us know if there are any issues with this by discussing it with our Finance Officer, Mrs Ebdon in the School Office. This particularly applies to the residential trip payments. Please note that if you paid by two different methods your reimbursement will be by the same two methods.

Thank you so much for your patience while we have been trying to resolve the issues around reimbursements.

With very best wishes to you and your families.

Yours sincerely

Mrs A Fox

Headteacher

