

24 March 2020

Dear Parent/Carer

Refunds for trips and other payment items

As you will be aware there are a number of trips and events that were planned for the rest of this term and next that are now unlikely to go ahead.

We are working with our suppliers on a case by case basis to either postpone the trip or event to a date in the future where we hope it will be able to go ahead, obtain a refund or make a claim on our insurance where possible. Once we are aware of the situation we will contact parents for each trip separately to inform you of the outcome of these discussions.

Clearly this will take some time and whilst the finance team are continuing to work during this period of school closure, this is on a rota basis to comply with social distancing requirements. The situation with most of our suppliers is that they too are operating on minimum staffing and therefore queries are taking longer than usual to resolve. If refunds are needed we will aim to pass these on to parents within seven days of receipt from the supplier or insurance company.

For those in Year 11 or Year 13 we will refund any school meal balances less a £1 admin charge to cover bank transaction fees. To enable us to get refunds out as quickly as possible where they are required we propose that school meal balances for students in other year groups will be carried over to be utilised when school reopens.

We are however sensitive to the current economic climate and understand some families will be struggling financially at this time therefore if you do want to request a refund on your child's school meal account please email refunds@allsaintslearning.co.uk to request this. Please note at the current time we are unable to automatically process refunds as we normally can therefore these will be done on a weekly basis.

If your child's dinner money account is overdrawn please bring this up to date as soon as possible.

Yours sincerely

W Burroughes (Mrs)
Business Manager