



Cottesmore St. Mary Catholic Primary School

THE DIOCESE OF ARUNDEL AND BRIGHTON



Headteacher: Rachel Breen B.A. Hons.

2nd July 2020

Letter regarding refund of School Trips due to Covid-19 cancelations.

Dear Parents / Carers

As you are aware, schools had to make the difficult decision to cancel future planned school trips due to the current Coronavirus outbreak and the school closure back in March.

Over the past few months, we have been liaising with the companies we have made payments to in order to discuss refunds as well as contacting our insurers in order to reclaim any other costs that we can. This has now been finalised and although we have not been able to fully recover all our payments, we are able to inform you that, we will be fully refunding the contributions you made towards your child's School Trip. The school is working with the companies involved, with ParentPay and with United Learning, to arrange for the payments that parents have made to be refunded via our ParentPay System.

The following trip amounts will be reimbursed, where parents made a contribution;

- The Year 4 Knockhatch £28.30
- Reception Drusillas £22.00
- Year 5 Blacklands Farm Initial Deposit £50.00
- Year 5 Blacklands Farm Remainder Balance £150
- Year 6 Marchants Hill Initial deposit £50.00
- Year 6 Marchants Hill Remainder Balance £205

How refunds will be managed through our ParentPay System

Parents will receive an email notification from ParentPay to inform you of the refund. These are the steps you will need to take in order to withdraw funds from ParentPay, once you have been informed of a refund. Please note, you can withdraw funds from your ParentPay Account balance up to 3 times within a 3 month period.

1. Log into your ParentPay account
2. From your homepage, select Parent Account
3. At the bottom of your statement summary, select Withdraw
4. Enter an amount between the minimum and maximum shown
5. Select Make Withdrawal The money you have withdrawn will then go back to your payment card.

ParentPay have informed us that it can take up to 5 working days for the payment to reach your bank account. Parents who have made a trip payment by cash will be refunded by cheque and we will contact you individually before the end of term to arrange your refund. A Ping message will be sent out over the next week informing you when the refunds have been processed.

If you have any questions or concerns regarding this process, please do not hesitate to call the school office and if required our will happily call you back.

Kind regards, Natasha Camilleri (School Finance Assistance)

