

ABBAY ACADEMIES TRUST
Executive Headteacher: Mrs S J Moore

2nd April 2020

Dear Parents/Carers

CORONAVIRUS – REFUNDS UPDATE

I'm delighted that our Finance team members are now out of self-isolation and are working really hard to clear the remaining refunds that we need to make:

- **Music lessons**
 - Term 3 & 4 Invoices are being reworked and refunds will be made as appropriate
 - Full refunds will be made for Terms 5 & 6

- **Breakfast & Kids' Cub**
 - Term 4 invoices are being reworked and refunds will be made as appropriate through Parentmail. As I indicated in my letter dated 27th March refunds for payments for Kids' Club made through tax free childcare or childcare vouchers are not quite as straight forward and will take longer to work through. Due to the complex nature of making a refund in this way any overpayment will be carried forward and credited against your next bill unless a specific request for a refund is made

- **Residential Visits**
 - I'm sure that it will come as no surprise that we have had no choice but to cancel the Bourne Abbey and Bourne Elsea Park residential visit for Year 5 pupils to Castle Head and for Colsterworth pupils to Ilham Hall
 - I'm also sure that you will appreciate that refunding payments for residential visits is slightly more time consuming, not least because we are having to make insurance claims for some of them. However, I'm delighted that the team should be able to process those refunds by the end of next week

- **Hot School Meals**
 - If you have any queries about refunds for hot school meals please contact Ideal School Meals direct on admin@idealschoolmeals.co.uk

In the meantime if you have any queries or concerns please contact the appropriate school on:

Bourne Abbey - BAP.enquiries@abbeyacademies.co.uk

Bourne Elsea Park - BEP.enquiries@abbeyacademies.co.uk

Colsterworth - CSW.enquiries@abbeyacademies.co.uk

Thank you.

Yours sincerely



Mrs Sarah Moore
Executive Headteacher