

**ABBAY ACADEMIES TRUST**  
**Executive Headteacher: Mrs S J Moore**

27<sup>th</sup> March 2020

Dear Parents/Carers

**CORONAVIRUS - REFUNDS**

I know many of you have questions regarding refunds for various school visits and child care – thank you for your patience this week.

We are working through the refunds that need to be made but our Finance team are all self-isolating and are therefore having to do what they can remotely.

So far we have managed to refund ParentMail payments for the following:

- Day visits that were due to take place last week and this week
- Swimming coach fees for Terms 5 and 6 for Bourne Elsea Park
- Abbey Ark from w/c 20<sup>th</sup> March 2020

ParentMail may show some anomalies as a result of these refunds being processed. Please ignore any reminders for payments and we will endeavour to resolve this as soon as possible.

We do still need to rework the Breakfast Club and Kids' Club bills for Term 4 for all 3 schools and will process refunds as soon as possible.

Refunds for payments for Abbey Ark and 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.

In terms of the residential visits for all 3 schools we are checking insurance and payment details and will process refunds as soon as we are able.

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

Bourne Abbey - [BAP.enquiries@abbeyacademies.co.uk](mailto:BAP.enquiries@abbeyacademies.co.uk)

Bourne Elsea Park - [BEP.enquiries@abbeyacademies.co.uk](mailto:BEP.enquiries@abbeyacademies.co.uk)

Colsterworth - [CSW.enquiries@abbeyacademies.co.uk](mailto:CSW.enquiries@abbeyacademies.co.uk)

Thank you.

Yours sincerely



Mrs Sarah Moore  
Executive Headteacher