



Great Hollands
Primary School

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To: All Parents/Carers

Dear Parent/Carer,

We are in the process of reviewing refunds for trips or events cancelled due to COVID-19. To help staff cope at this challenging time, we ask that you do not make individual requests to the school and/or ParentPay, which risks delaying completion of this process.

We are liaising with ParentPay directly and expect to have an agreed process completed soon. Please do not request any charge-backs from your bank or ParentPay as this will incur further costs to the school.

If your child was taking part in a trip or event that we have cancelled, we will be in touch in the near future to confirm details on the refund.

We appreciate your patience while we are completing the process.

Thank you for your understanding.

Yours faithfully

Richard Ferris
Headteacher