



Leventhorpe
a business and enterprise academy

29.06.20

Dear Parents /Carer,

We are writing to give you an update on refunds via ParentPay.

To date we have been able to refund the Year 10 Spanish trip and the year 10 Battlefields trip.

At the moment we are unable to give you a date for when refunds may be received for the remaining residential trips. For every trip the school has organised, we are working closely with the companies who organise them for a refund where possible. If this is not possible, we are having to make an insurance claim. As you can imagine in the current climate travel insurance companies are working round the clock to get things sorted.

As stated in an earlier communication school catering balances for years 11 & 13 will be refunded, where requested next week after the deadline of 30th June.

All refunds are made via ParentPay to the Parent Account. Parents can then request funds to be transferred back to their bank. This is the safest way to protect both the payers and the school and once a refund has been made you should receive a notification from ParentPay.

We would like to reassure you that the Finance Office does not close during the summer and we will continue to work at getting money back, after the end of term. We ask for your continued patience with this, but rest assured we are doing everything we can to make sure parents receive refunds as soon as possible. As soon as we know more we will be in touch.

Thank you for your understanding.

Kind regards

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