



1 June 2020

Dear Parent/Carer

## **Re: Enrichment Week 2020**

Thank you for your patience and understanding with regard to the Covid-19 outbreak and its impact on our Enrichment Week 2020.

Thank you also to parents who have individually emailed the College. We are constantly monitoring government advice and applying this across our College risk assessments and procedures. The task of unpicking how to move forward with each enrichment package and booking has been complex and individual. We are always hoping for the best, but also preparing for the worst. We have worked closely with our insurance providers and tour operators and have received regular updates and advice.

Following government guidance, the College is no longer able to proceed with the organised enrichment trips and activities occurring in the summer term. While we know this is disappointing, we hope you can understand the steps we are taking to help keep our staff and students safe.

## **Payment Refund**

All enrichment activities and trips (abroad and UK based) will be fully refunded by the College. However, this process will take 2 - 3 weeks to complete. Therefore, we ask all parents and carers to be patient during this period of time.

All refunds will be paid directly back to individual ParentPay accounts. Once the money has been refunded, all parents/carers can log onto ParentPay and find information that explains how to put the money back into your bank account or onto your card.

Please allow time for the College to refund each transaction made. If you have made several payments for a trip, each individual payment has to be refunded.

To assist with the refunding process please may we ask that you:

1. do not make any further payments via ParentPay
2. do not request individual refunds via ParentPay
3. do not email the College requesting individual refunds

Please be assured the College is doing its utmost to ensure the safety of our students and to ensure all refunds are made efficiently. We thank you in advance for your support through this difficult time.

Thank you for your interest in Enrichment Week 2020 and for your understanding during these unprecedented times.

Yours faithfully

Helen Reddy  
**Head of Performing Arts and Enrichment Week Lead**

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