

11 May 2020

Dear Parent or Carer

RE: Educational Visits – Refunds

Thank you for your patience and understanding in awaiting information about refunds of payments that you have made for Educational Visits that are not now taking place.

We are in the process of trying to recoup these repayments from some of the travel operators and/or insurance companies, but due to the unprecedented number of refunds that they are trying to process this has inevitably caused significant delays. We are however conscious of the time this is taking, and we are keen to refund parents as soon as possible. Therefore, despite not yet receiving refunds, we have decided that as a school if your child was due to go on a trip for which the travel date has now passed, we will refund parents from our own funds until either operators and/or insurance companies reimburse us.

Our finance office has already begun work on coordinating the refunds and where possible we would like to do this by BACS transfer. If you are due a refund, we ask that you contact the finance office by email at finance@driffieldschool.org.uk so that they can coordinate the refund with you.

I hope that you can appreciate that this may be a slow process as our systems are not quite as accessible during lockdown. However, we will endeavour to process refunds as soon as possible, with the hope of achieving all refunds over the next few weeks.

If you have any questions please contact the finance office on the email address above, and we will be in touch if we have any further updates.

Yours faithfully



Mr M Evans
Assistant Headteacher