

19<sup>th</sup> March 2020

Dear Parents/Carers,

### PARENTPAY REFUNDS

In line with the government guideline announcement yesterday, I am mindful of the additional financial pressure some families may experience. In light of your child **not** attending school and having made up front payments for breakfast club/school meals/afterschool services into your Parent Pay accounts, the schools will be offering refunds.

If you would like a refund to payments made after your child has stopped attending school or accessing our provisions please email [accounts@newwavefederation.co.uk](mailto:accounts@newwavefederation.co.uk) and our Finance Manager will ensure credits are made back to you via the method of payment you used. If you choose to not request a refund your credit balance will remain on your account until the school resumes back to being fully operational.

I would like to take this opportunity to thank you for your support.

Yours faithfully,



Nicole Reid  
Executive Headteacher

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