



MAIDEN ERLEGH

CHILTERN EDGE

Headteacher: Mr A. Hartley
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Dear Parent/Guardian

Refund for cancelled trips and/or events due to COVID-19

We are in the process of reviewing refunds for cancelled trips or events 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 a process completed promptly. Please do not request any charge backs from your bank or ParentPay as this will incur further costs to the school.

If your child has a trip or event cancelled - we will be in touch to confirm details of the refund.

We appreciate your patience while we are completing the process.

Thank you for your understanding.

Kind regards

Mrs S Perry
Operations & Business Manager