

Hele's School

A great place to learn. A great place to grow.



5th June 2020

Dear Parent/ Carer

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

Thank you also to parents who have individually emailed the school. We are constantly monitoring government advice and applying this across our risk assessments and procedures. We have worked closely with our insurance providers and tour operators and have received regular updates and advice.

Following government guidance, the school is no longer able to proceed with any of the organised 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 Aspiration Week activities and trips (abroad and UK based) will be fully refunded by the school. However, this process will take several weeks to complete. Therefore, we ask all parents and carers to be patient during this period of time.

The residential visits to **Barcelona, Paris and London** will be refunded by **cheque**.

In order for these refunds to be processed, could you please email Mrs. Hamblin (hamblinc@heles.plymouth.sch.uk) with the following details: the city name of the residential trip to be refunded, student name and payee details for the cheque.

All refunds for all other trips 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 school to refund each transaction made. If you have made several payments for a trip via ParentPay, 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 school requesting individual refunds

Continued overleaf ...

Principal: Justine Mason

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Hele's School is part of Westcountry Schools Trust. Registered address: Harford Road, Ivybridge, Devon PL21 0AJ
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Please be assured we are doing our 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 Aspiration Week 2020 and for your understanding during these unprecedented times.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'A Ayres', is centered within a light pink rectangular box.

Mrs A Ayres

Assistant Principal

Hele's School