



Nova Hreod Academy

The best in everyone™

Part of United Learning

Executive Principal: Ruth Robinson
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26th March 2020

Dear Parent/carer

As you may know, schools have been instructed to cancel all trips abroad for the foreseeable future. We have also been asked to cancel all UK based trips that are due to take before the end of June 2020. The school is working with the companies involved, with ParentPay and with United Learning to arrange for the payments that parents have made to be refunded. We hope that this will happen by 30th April at the latest.

This is how refunds will be managed:

Parents will receive an email notification from Parentpay to inform you of the refund. You will also receive a text notification from the School Trip Coordinator once the refund has been actioned.

These are the steps you will need to take to withdraw funds from Parentpay once you have been informed of a refund:

You can withdraw funds from your Parent Account balance up to 3 times within a 3 month period.

1. Log into your ParentPay account
2. From your homepage, Select Parent Account
3. At the bottom of your statement summary, select Withdraw.
4. Enter an amount between the minimum and maximum shown
5. Select Make withdrawal

The money you have withdrawn will then go back to your payment card. ParentPay have informed us that it can take up to 5 working days for the payment to reach your bank account.

Parents who have made a trip payment using barcoded letter will be refunded by cheque. You will receive a text from the Educational Visits Coordinator to let you know when a cheque has been posted to you.

If you have any queries, please contact the school's Educational Visits Coordinator, Denise Taylor:

d.taylor@novahreodacademy.org.uk

Yours sincerely

Ruth Robinson
Executive Principal

* Drive * Integrity * Scholarship * Contribution

