



Sacred Heart R.C. Primary School



SACRED HEART 140 1879 2019



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so that, in all things, God may be glorified...

DIOCESE OF  SALFORD

8th July 2020

Dear Parents,

Re: Kingswood residential.

Dear Families,

Initially please can we apologise for the delay in issuing this newsletter. The delay is due to difficulties in obtaining information from Kingswood as a provider due to their staffing constraints and the centre awaiting updates on Government travel advice.

At the outset we received information from Kingswood that there would realistically be no refund at all on any monies paid.

This decision was challenged and after protracted emails their decision was reversed and an offer of a full refund apart from each child's deposit has been made.

The cost of the coach travel has also been secured as a full refund.

I am still working with Kingswood as there is a possibility that the amount not refunded so far may be able to be carried forward as a future deposit for school should we use their centre in the future. If this amount is honoured by Kingswood should we travel with a future cohort we will then refund this directly to you all at that time.

School has persisted in attempting to recover 100% of monies collected from parents for this trip but despite our best efforts this has not been possible.

Once Kingswood have refunded the total amount payable we will issue individual cheques to families accordingly. This will likely be over the Summer holiday period and will be a refund of all amounts paid less £40. Thankfully this offer is significantly more than indicated at the initial stages of the trip being cancelled.

We understand that this is not the perfect outcome of a 100% refund per child that we had all hoped for, but once again please can I assure you that we have done everything possible (and more) to support our families during these uncertain times.

Thank you for your patience and understanding.

Yours sincerely,

Mrs S. Owen.
School Business Manager.



 Inspire a generation...

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