



Dear Parents and Carers,

As we near the end of this first week, I would like to offer my personal thanks and congratulations to all of our community. Having recently set up the KH Stars ([KHStars@kingshurst.tgacademy.org.uk](mailto:KHStars@kingshurst.tgacademy.org.uk)), email account, showcasing some amazing and 'out of the box' learning, I am proud of how committed our parents, careers and students are to managing such a diverse change in our 'normal' life routine and making learning at home, purposeful and fun. The road ahead is unknown, but we shall work together to make this exceptional experience the best it can be so that, when we return to normality, we emerge as an even more caring community.

There are several updates you may want to take note of. Please see below.

#### **Dinner money balances and Parents using 'Parent Pay'**

Any unspent school dinner money balances over £5 will be returned to your 'ParentPay' account, automatically. There is no need for you to make an individual request. We have set this limit in order to ensure that we are able to manage the number of transactions this requires as we have a limited number of processors.

To help our staff cope at this challenging time, we would ask that you do not make individual requests to the school. This risks delaying the completion of this process. Only contact us, if you have an outstanding query with your child's account. Once your refund has been processed, you should receive an alert from 'ParentPay' to inform you that you have been credited, at which point you will have the option to withdraw your funds back to the original account used to make payment. We are aiming for all Parent Pay balances to be refunded by 7<sup>th</sup> April 2020 at the latest.

#### **Parents using cash or systems other than Parent Pay**

In order to enable us to refund monies to you, we will require bank details. We have established the following email account and you should email this account directly [finance@kingshurst.tgacademy.org.uk](mailto:finance@kingshurst.tgacademy.org.uk). Please use the template email at the end of this letter to guide you in the details we need you to provide. If, there is any reason why you do not wish to provide your bank details to us, this is fully understood, we can arrange an alternative refund method after the academy is back open.

#### **Educational Visits**

If your child was due to go on an overseas visit that has been cancelled, this academic year, rest assured that a full refund will be issued. For those visits in the UK, once we have further information and clarification on which trips will proceed, or not, we will act accordingly and if required, again, will offer full refunds.

Given the volume of transactions, coupled with the disruption caused by the closures, we are unable at this point to provide a definitive timeline for when refunds will be made but we are prioritising refunds in trip date order. We aim to fully refund all parents/carers for trips, by week ending 17th April 2020.

We fully understand that many families will be impacted financially by the current situation so we will work to return payments as quickly as possible, but please do contact us through the [finance@kingshurst.tgacademy.org.uk](mailto:finance@kingshurst.tgacademy.org.uk) email, should you so require.

**Provision of Free School Meals**

We have set up a scheme to provide vouchers; eligible families should have received text messages or an email yesterday about this scheme. If you did not receive either, and you believe you should have done, please contact us on [fsm@tgacademy.org.uk](mailto:fsm@tgacademy.org.uk). We endeavour to issue all vouchers in two days. If you need support sooner than this, please contact the school on the [finance@kingshurst.tgacademy.org.uk](mailto:finance@kingshurst.tgacademy.org.uk) email address and we look to help you find a solution. Finally, some families may be facing a new loss of income and may now be in the process of applying for support. Please again contact us, if you are in this situation and you feel you may be eligible to free school meal support.

I assure you of our continuing care and attention and please remember that we are a community, here to support each other, through this unprecedented time. I will be in touch with further updates, as and when they arise.

Yours faithfully,

Darren Turner  
Executive Principal

**Bank details required**

Pupil name.....

Pupil's tutor group.....

Bank account number.

Bank sort code

Name of Account.....