



Dear Parents and Guardians

This email is further to the emails sent yesterday confirming that the PGL trip for Year 8s this month has been cancelled and about the refund arrangements for payments made towards this trip.

We would like to take this opportunity of clarifying how the refund process will happen since there are a number of ways in which payments for this trip were made, and this affects the way that the refund can be made.

Should you wish to check what method/s you used to make payments for the trips since January 6th 2020, please login to SIMS Pay and check you transaction history. Please ensure that you use the arrow next to 'Last Week' and select 'Last Year' and then click on 'Show' to see all transactions.

Payments made on SIMS Pay, on or after 6th January 2020

These payments have now been refunded back to the card on which they were paid. This refund will appear on your statement within 5 working days. The refund is visible immediately on SIMS Pay and can be viewed by checking on 'Transactions' under 'Statements' on the first screen. You may notice that the trip balance has changed, because of this refund having been made.

Payments made on School Gateway or by cash or cheque

Any payments made via School Gateway on or before 20th December 2019, or by cash/cheque at any time, will be refunded by Bacs direct to a bank account. In order to action this refund effectively and securely, it is very important that you send the following requested bank details, but only to:

finance@longdean.herts.sch.uk

Account holder name:

Account number:

Account sort code:

Bank name:

This method of refund is necessary for payments made on School Gateway because making refunds back to the payment card was not possible with the School Gateway software.

Following the Bacs refund having been made, the email in which the bank details are provided, will be deleted from our records.

Alternative - refund by cheque

If you would prefer not to provide your bank details for the purpose of this refund, we will be able to issue refund by cheque around mid-September 2020, pending our return to work on the school grounds. If this is the option you would prefer, you will need to express this by sending an email to finance@longdean.herts.sch.uk.

Should you wish you use any refunded monies towards another school trip that your child is attending, you may do so as normal through SIMS Pay. Unfortunately, we are not able to transfer any refunds directly from one trip towards the payment of another.

If you have any queries, please email finance@longdean.herts.sch.uk.

Kind regards

Finance Office
Longdean School