

# GLENELG PRIMARY SCHOOL

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19-3-2020

Dear Families,

Thank you so much to a couple of very kind individuals today for letting the staff know how you have appreciated their efforts; it was certainly a welcome boost to the morale of the staff.

## **Volunteer training**

We had been intending to hold a volunteer training session on April 8<sup>th</sup>. However, due to the current (and highly regrettable) suspension of assistance by our amazing volunteers at school and 'social distancing' requirements, we are postponing this session until later. Hopefully we can announce new details when the situation becomes clearer.

## **Refunds process**

There have been a large number of school activities that have been cancelled as a result of COVID-19. We estimate that there will be well over 3,000 individual transactions needing to be refunded. Accordingly, families that have paid for any activity of \$10 or under will receive a credit note on their account. The credit note can be used towards school fees, future excursions, incursions, school camps and the uniform shop. The credit doesn't have an 'expiry date' i.e. can be used this year or even next year for the listed uses.

Families that have paid for cancelled school activities which were more than \$10 will be given the option of a credit note or a refund. Because we are currently inundated by the number of refunds/credit notes that need to be issued to families, we will be issuing the refunds/credit notes systematically by class and activity type. Everyone will be contacted in due course so that you can let the school know your preference, so please refrain from ringing the school about the refunds situation. We will be contacting families by phone or email to request bank account details. We ask that you do not simply bring in and leave your details with us for the refund (unless we have contacted you and specifically requested it).

For those that opt for refunds, this may mean that you could receive several separate refunds, each stating what the refund is for (ie. Zoo Snooze \$100, Cubby Building \$30 etc). Approaching it in this systematic way will allow us to ensure that no refund/credit note is missed.

All refunds will be made by EFT. We are unable to issue refunds using the EFTPOS machine.

We will endeavour to have this massive and complicated process completed by the end of the Term 1 holidays. We appreciate your patience during this process.

Thank you for your ongoing understanding and support in these unprecedented times.

Kind regards,  
Anthony Fischer  
Principal