



DELVES LANE PRIMARY SCHOOL

Delves Lane, Consett, Co Durham, DH8 7ES

Head Teacher: Mrs R A Woods

Tel: 01207 503984 Fax: 01207 588880 delveslaneprimary@durhamlearning.net

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1 May 2020

Dear Parents/Carers

KINGSWAY RESIDENTIAL VISIT 2020

It is with regret that we have to inform you that we have decided to cancel the residential visit to Kingsway due to take place in October 2020. We have taken advice from Durham Local Authority when coming to this extremely difficult decision and can assure you that it has not been taken lightly. We understand just how disappointed the children will be with this news and we are so sorry that our plans have had to change.

We are following all the current Government, Public Health England and DfE advice and guidelines regarding the COVID-19 (Coronavirus). As such we have made the decision to cancel Kingsway to help prevent the potential spread of the virus.

Given that it is Delves Lane Primary School that has made this decision, all money paid by parents will be refunded in full. You have two options to receive your refund:

1. **A cheque** – we will need the name of the person the cheque should be made payable to, and it can be issued and posted out next week.
2. **ParentPay** – if you have paid by ParentPay we can refund you via ParentPay, however we would need to wait for funds to clear back into your ParentPay account to be able to action the refund. This could take several weeks as the system is quite complicated due to the lockdown.

Unfortunately, due to auditing purposes we are unable to offer you a cash refund and sadly cannot welcome you into the building at this time.

Can you please contact us via email, text message or alternatively you can telephone **01207 503984** to discuss your options. A member of the admin team will be available next week from 9am until 12 o'clock from Monday to Thursday to assist you.

Again, we are sincerely sorry to have to cancel this trip and for any inconvenience this may have caused. If you have any further questions then please do not hesitate to contact me on 01207 503984 or by email to delveslaneprimary@durhamlearning.net

Yours sincerely,

R Woods

Mrs R Woods
Head Teacher

