

Payment for school excursions or events

At Redwood Primary School, we take pride in providing our students with quality education and creating a strong sense of community among our parents and families. Your support and involvement in your child's education are an important part of us working together to support your child's learning.

Over the past year, we've embarked on an exciting journey by implementing a new Education Management System (EMS). This transition has been a learning experience for all of us, and we appreciate your patience and understanding during this time.

However, we want to bring to your attention that the new finance system comes with certain limitations, especially **concerning payments for school events** such as camps, excursions, incursions, and other school activities after the due date. While we understand this might pose some challenges for a few of our families, we want to assure you that we are committed to minimizing any inconveniences and ensuring that all our students can participate in these enriching experiences.

To support you in this process, here are the key details you need to know:

Advance Notice: We will provide you with a minimum of two weeks' notice for whole-school or class events, giving you ample time to plan and pay.

Payment Office Hours: Our payment office will be open on Wednesday mornings from 8:30 AM to 9:15 AM to assist you with payments. **No payments will be accepted via the front office.**

Payment Options: You have two convenient payment options:

A) Online payments via Qkr!

B) In-person payments at the Payment Office

Use of School Credits: You can use any existing school credits if you notify the school before the due date.

Once the due date has passed no payments can be accepted. Please be aware that all payments close off at 9.15am on the last day to pay.

We understand that unforeseen circumstances may arise, and we want to assure you that the school will work with individual families to find suitable solutions in cases of refunds. However, please note that costs such as bus fees for camps and excursions are non-refundable due to contractual obligations with external service providers.

By adhering to payment due dates, we can ensure the smooth operation of these events and guarantee that our finance team can make necessary transactions promptly with bus companies and event managers.

We would like to express our heartfelt gratitude for your continuous support. Working together, we can ensure that our students continue to enjoy exciting and enriching experiences during their time at Redwood Park School.

If you have any questions or concerns about this policy or any other matter, please don't hesitate to reach out to us. We are here to assist you and provide any necessary information.

