

Dear Parent/Carer

“We are now able to action refunds or transfers to siblings of the remaining dinner money balances on the ParentPay account for those Year 11 students who do not intend to return to school for Year 12.

If you require a refund at this time, please let us know by replying to finance@alderbrook.solihull.sch.uk. The refund will be made via the method that you made the most recent payment. If your payment card has expired we will not be able to action the refund via ParentPay and will contact you about an alternative refund method.

If you would prefer that the unspent balance is transferred to a sibling’s account, please let us know by replying to finance@alderbrook.solihull.sch.uk by Wednesday 6th May 2020.

If your child’s account is overspent, we would request that you settle the balance to nil as soon as you are able.

Thank you”