



15 July 2020

Dear Families

## **Applications for Bus Passes – September 2020 & Compensation for 2019/20**

We are writing to inform families about the Travel Saver and 16+ Travel Saver applications for the 2020/21 academic year and the compensation you are entitled to as a result of the national school closure.

### **Travel Saver Scheme – Years 7-11**

The application process for Travel Saver and 16+ Travel Saver is due to open within the coming days and we advise families to keep an eye on KCC's website [here](#). You will see that this year all applications must be made on line - postal applications will not be accepted. You will note in the link above that KCC Transport Team state that they do not yet know when or how schools will be reopening in September so parents/carers may want to consider this when making their application. You will however have recently received a letter from Daniel Hatley, Executive Principal, confirming that the academy **will be open to all students from September 2020**, and detailed information regarding routines and protocols for September reopening will be shared by Miss Nelson, Head of School, before the end of term. This letter will also provide advice and guidance regarding student transportation to and from the academy each day.

### **Compensation / Refunds for Unused Passes**

KCC are considering the best way to make sure that families are fairly compensated for the months that their child has not been able to use their bus pass as a result of national school closure. Below is an outline of how KCC intend to compensate:

#### **For Under-16 Travel Saver Scheme:**

- **If parents paid by instalments** and had an outstanding balance to pay (which was not collected at the time), as a way of compensating families they will not be seeking to collect this outstanding payment.
- **If parents paid in full** they will compensate with an amount that equates to the most common highest value of the final payment that parents who paid by instalments would have paid. Details can be found on KCC's website [here](#).

#### **For the 16+ Travel Saver scheme:**

The terms and conditions of this scheme allow for refunds, based on the number of full school terms remaining within that school year at the point of cancellation. KCC have calculated that a **refund of £123.34** will be due (because there were two full terms left in the school year).

**If a parent paid in full** when they applied, KCC will refund in accordance with the terms and conditions of the scheme. **If a parent paid by direct debit**, who will have an outstanding payment to make, this will be deducted from the refund amount and they will pay the balance due into your bank account. Further details regarding 16+ Travel Saver refunds can be found [here](#).

KCC are currently processing over 10,000 payments which they hope to complete within the next 6-8 weeks. Parents are advised not to contact them as they will not be able to provide any further information or process payments any quicker.

We hope that you have found the information within this letter useful.

Yours sincerely



Nicki Young  
Head of Academy Administration