Dear Parent

We cannot over-emphasise the popularity of this trip. Spaces are limited and we are aware that a lot of students will be disappointed at not getting a place. For this reason, we have tried to make it as fair as possible for all parents to make payment on equal terms and are giving ample time for you to prepare for the launch of the trip.

Payments must be made online via Wisepay. All students have an account, irrespective of when they started at Chauncy School. If you do not know your log in details for your son or daughter’s Wisepay account, please contact the Finance Office on [accounts@chauncy.org.uk](mailto:accounts@chauncy.org.uk)

We recommend you access your Wisepay account before the launch date, especially if you have not done so before, as you will need to set up a more user-friendly password and so you can familiarise yourself with the way the account works. It is recommended that you top up your child’s lunch account, even if with a small amount, to make sure you know there are no security settings that will delay your payment on launch day.

Wisepay is available online via a PC and there is now a Wisepay App for smartphones.

From a PC, you access the Wisepay log in screen via the school website [www.chauncy.org.uk](http://www.chauncy.org.uk) and click on the Wisepay link under Online Resources on the homepage, where you will be directed to the log in screen.

Wise Pay logo in green and purpleIf you wish to download the App, go to your Smartphone App Store and search Wisepay. Please ensure this is the purple and green logo:

You will be required to enter our Establishment Code: 81179874

You will then be asked to register your child’s log in details.

If you have any problems accessing Wisepay on a PC or setting up the App in the next couple of weeks, please contact the Finance Office as soon as you are able so you can be ready for the trip launch.

Please see overleaf for answers to some of the questions that have been raised regarding the Ypres trip in the past.

**Frequently Asked Questions**:

***When I log in, I cannot see the trip***: The trip will be made live for payments at 18.30 on Friday 1st February 2019. No payments will be accepted before this time and the trip will not show in Wisepay until we publish it at 18.30

***As soon as I click on the trip, it shows as full***: The trip is very popular and there are limited places. We will set it for the maximum of 47 spaces. If the trip shows as full, other parents are logged in and making payment.

Click on the trip named Reserve Ypres October 2019. This is to register a place on the reserve list if the main trip is full.

***Why are there so few spaces on the trip?***:

(1) Accommodation: We stay in a Youth Hostel in Messines, which is very popular with school groups and books a long way in advance.

(2) Venues: Due to the nature of the locations we visit, we have found that students benefit greater if the group is smaller.

(3) Staffing: we have to be able to staff adequately for a foreign overnight trip as well as covering lessons in school during the trip.

***If I pay to join the Reserve List and no second trip runs, will I lose my deposit?*** No. If we are not able to accommodate a second coach on the original trip or cannot run a second trip at another time, your payment for a place on the Reserve Trip will be refunded in full. You may, however, choose to remain on the Reserve List in case a place becomes available on the main trip, due to another student dropping out – this can happen, and it can often be at the last minute.

*Main Reasons for students dropping out of the main trip:*

1. No valid passport. All students are required to have their own passport. If you child does have a passport, please check now that it is valid for the duration of the trip plus an additional 6 months thereafter (30th April 2020).
2. Student moves and leaves the school.
3. Student changes mind: Please be aware that if your son or daughter changes their mind about wanting to go on the trip, we will do our best to find a replacement for the place, but we will have to retain £50.00 deposit to cover the costs of changing travel details. If your child drops out very close to the travel date, we may have to charge in full, as would be required for a personal holiday.

***What happens if I am offered a place on the main trip at the last minute?*** If a student drops out of the main trip, we will contact the parent at the top of the Reserve List. If they decline, we will contact the parent of the next placed student. You will be offered the place and payment will be required at that time. This may mean full payment at very short notice. Some parents prefer to continue to pay instalments into the Reserve trip, especially if they are close to the top, in the event a place does become available. You can find out where you are positioned on the Reserve List by contacting the Finance Office accounts@chauncy.org.uk

We hope this answers most of your questions, but if you do have any further queries, please do not hesitate to contact us.