



St. Augustine School

7112 - 7 Street SW, Calgary, AB T2V 1E9

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April 7, 2020

Dear Parents/Guardians,

Thank you for your patience and understanding as we navigate through the school fees that were charged for 2019-2020 and the refunds that are owed to our families. We want to assure parents that a fee refund or adjustment will be made available for any goods or services that were not received during this school year. These include noon-hour supervision, transportation, activity fees, extracurricular activities and course fees. We are working diligently to calculate the amounts owed to you and will update our school fee system once all amounts are known.

Therefore, to assist us in adjusting the 2019-2020 school fees, access to Calgary Catholic's school fee payment website will be temporarily unavailable. Once account balances have been adjusted, anyone who has a credit balance exceeding \$100 will receive a refund. We are currently exploring options to refund via credit card, if that was your original method of payment, or by cheque in cases where credit card refunds are not an option.

Balances that are below \$100 will be left on the account to be applied to next year's fees. For those that require access to those funds prior to next year, you may contact us at feeinquiry@cssd.ab.ca. However, we ask that you wait until we notify you that fee adjustments have been completed. Grade 12 students will receive a refund regardless of balance.

Bus pass rebates for unscanned passes will not be reflected in the adjusted school fee amount. We are working through the bus pass rebate process separately, as rebates will be dependent upon when parents or students will have access to schools to scan their March passes.

The district is also reviewing refunds for cancelled international travel. The refunds on your school fee account will not reflect these amounts. Students affected by trip cancellations will continue to receive updates separately.

We will notify parents once the fee system is available so you can see the amount owed to you. Unfortunately, parents that did not pay their school fees this year will be ineligible for a refund. However, your outstanding fee amounts will be adjusted to reflect the reduced amount owing.

We recognize that some of our families are experiencing tremendous financial hardships during the COVID-19 pandemic. We are working to process the amounts owed to parents as quickly as possible and will notify you with an estimated timeframe for refunds once we have further information.

We hope that you and your loved ones are staying safe and we continue to pray for those in our Calgary Catholic community and around the world who have been affected by this pandemic.

Sincerely,

Robert Brabec, Principal