



H1N1 Student Enrollment Refund Procedure

Dear Parents.

Due to the closure of the Primary Section at the school for the next two weeks your child will no longer require their remaining school meals provided by Chartwells. We would therefore like to inform you of our procedure to cope with payment made for your Childs remaining meal enrollment.

As this is a huge administrative task we are asking that parents carry over any remaining money for meal enrollment to the next term. This of course may not be possible for some parents so in these cases the parents may then ask for a refund for the remaining money.

The following procedure should now be followed.

- **If you would like your Child to have their meal enrollment carried over to the new school term please email infochartwells@compass-hk.com and state your child's School, full name and their year then in the new school year simply deduct the outstanding days and pay the difference. We will have an extra section on our enrollment form for August and September to account for this.**
- **If you would like a refund for you Childs remaining meal enrollment please simply fill out the refund form and email the form back to mealrefund@compass-hk.com. The dead line for these forms to be returned to Chartwells will be the 30th June 2009. We will then process the payment by electronic bank transfer to your bank account and make payments by the 31st July 2009. A Refund form can be found on the schools web site or obtained by emailing Chartwells at the information email address above.**

Chartwells will do their very best to make this process as smooth as possible for all parents. If you have any queries or require further information please feel free to email Chartwells at the information email address above. Please state your child's school, name and class in all correspondences.

I would like to thank you for you assistance with this matter.

Regards

Charles Woolmington
Regional Manager Chartwells

Compass Group Hong Kong Limited

18/F, Phase 1, Regency Centre, 39 Wong Chuk Hang Road, Hong Kong

香港黃竹坑道三十九號偉晉中心一期十八樓

Tel: (852) 2518 6888 Fax: (852) 2873 5645 Website: www.compass-hk.com