



**Shelby County Schools
COVID-19 Refund Process
Frequently Asked Questions**

1. Is the District refunding parents for activities paid that didn't take place due to the school closure?

The District is making every effort to reimburse parents for any fees paid. However, we cannot make any guarantees because it depends on the external vendors.

2. How would parents be informed if they are receiving a refund?

Once the schools complete the process of contacting vendors, principals will inform parents directly about their refunds.

3. What activities qualify for refund?

Field trips, school events, class activities (prom, senior picnic, senior trip, etc).

4. How can parents obtain a refund?

Parents can either obtain a refund by mail or general pick-up protocol.

5. Will parents be refunded the full amount paid?

The District is making every effort to refund parents for all fees paid. However, we cannot guarantee that full refunds will be made because it depends on the external vendors.

6. Why can't the District reimburse the full amount that parents paid?

The District is making every effort to refund parents for all fees paid. However, we cannot guarantee that full refunds will be made because it depends on the external vendors.

7. Will parents receive refunds for yearbooks?

Parents will not receive a refund if they have already paid for a yearbook. There may be a delay in yearbook distribution due to production companies being closed.

8. Will parents receive refund for athletic fees?

Athletic refunds are based on the terms and conditions of the individual school's athletic fund and vendor agreements.

9. Does this refund process apply for before and aftercare refunds?

Our Extended Learning Staff is providing refunds to parents through our E-Payment system. All payments including prepayments that were made via credit card will be credited back to the original method of payment. Our team is also contacting parents individually to notify them of the credit amount that will be issued back to their credit card.

10. Who can call if I have additional questions about my refund?

You can contact your school's principal for any additional information pertaining to your specific refund.