



January 2020

Dear Parent/Carer

Tempest Photographs – Year 11 Individual and Whole Year Group Photographs

Due to incorrect information provided by our third party provider, Tempest Photography, there has been confusion regarding the ordering of your son/daughter's photographs and whether purchases can be completed online.

To rectify this, Tempest will be sending out a paper proof of the **whole year group photograph** for you to view and then allow you to choose whether you wish to purchase or not.

The proof will be given to your son/daughter as soon as we receive them from the company.

A 'combination' (individual and group photos) package is **not** currently available for you to buy online. In order to buy an individual image and the whole year group photo as a package you will have to complete the original paper order form that was supplied in December 2019.

To make this as smooth as possible, we ask that you complete **all** (individual, group or combination) orders via the paper order form.

Tempest Photography has extended the deadline due to the issues experienced. **Orders should be now given into Student Services by 3.00p.m. on Wednesday 22 January 2020.**

The cost of delivery to school will be free if orders are made before this date.

The School is disappointed by the experience offered to parents/carers and we apologise on behalf of the company for this.

Yours sincerely,

Ben Elliott
Director of Corporate Services

(BN-AA) Tempest Photographs - January 2020