Good afternoon,

As you know the situation with COVID-19 continues to evolve. We are dedicated to our partnership with your school as you focus on the health and safety of your students, staff and families. We know it was a difficult decision to close schools and it placed additional burdens on your staff and families. I am confident we'll all find ourselves on the better side at the end of all this!

Based on the announcement of schools being closed until April 24th, we have cancelled any Picture Day event you may have scheduled this Spring. Any family that pre-ordered a picture package for a Picture Day that has been cancelled will receive a refund - and we have emailed families to share this information. Lifetouch's dedicated Customer Service team is also available to answer any questions families may have about the refund process, or how to access to ordering codes for Picture Dates that were completed before the closures.

With that being said, I'm really looking forward to working together again in the Fall. See attached contract if you need for your records.

Again, we are honored to be your partner in helping your families capture and preserve life's precious memories. Let me know if there is anything you think I can do to help support you or your families!

Best Wishes,
Dennis and Melissa

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Lifetouch