

Email Example

Two example emails you can adapt: replying to a first enquiry, and confirming a booking

Please note: the school names, dates, times and group details in these examples are illustrative only. They do not refer to real bookings.

Example 1: Replying to a first enquiry from a school

Use this when a teacher, parent or student first gets in touch asking about Walk2Water.

● ● ● EXAMPLE EMAIL

Hello ...,

Thank you so much for getting in touch about Walk2Water — it's lovely to hear from Example Primary School!

Walk2Water is a free, 90-minute in-school experience run by Time to Help (UK). It helps students understand and really feel the reality of the global water crisis, through an interactive presentation, a hands-on "jerry can rally," and an immersive 360° VR experience. It's a purely educational visit; we're not there to fundraise, and there's no cost to the school.

A little more detail on what's involved:

- A multimedia presentation (20–30 minutes)
- The jerry can rally. Students carry a small, water-filled container over a short distance, with weights adjusted for their age group. No one is ever required to take part.
- A 360° VR experience showing footage from African communities.

All our volunteers are DBS-checked and trained in safeguarding, and we're happy to work entirely within your school's own policies on photography and safeguarding.

If you'd like to go ahead, the next step is to confirm a date, group size and space.

Look forward to hearing from you.

Kind regards

Example 2: Confirming a booked session

Use this once a date has been agreed, to confirm details and attach the paperwork pack.

● ● ● EXAMPLE EMAIL

Hello ...,

Great speaking with you earlier. Really looking forward to bringing Walk2Water to Example Primary. Here's a summary of what we've agreed, plus the paperwork you have required.

- Date & time: Thursday 12 March, 9:30am–11:00am
- Groups: Years 5 and 6 (approx. 60 students, run as two back-to-back sessions of 30)
- Space: School hall, with access to the outdoor courtyard tap for filling jerry cans
- What we'll bring: presentation equipment, VR headsets, jerry cans
- What we'll need on the day: a screen/projector and power socket (already confirmed available in the hall), and a staff member present throughout

Attached to this email you'll find:

- VR safety notice - for parents' information alongside the consent form
- Risk assessment - for your records.

As discussed, we'll run the session in line with your school's photography policy. As requested, no images with visible faces will be taken.

Could you let us know your Designated Safeguarding Lead's name for our records, and confirm a good contact number for the morning of the visit?

Thanks again. We're really looking forward to it.

Kind regards