

# Glenlola Collegiate School

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02/09/2020

## History and German Trip to Berlin: 22nd to 25th October 2020

Dear Parent/Guardian,

Since my last letter on 10<sup>th</sup> June, we have received new information from our travel company.

Following a telephone conference with the travel company on 31<sup>st</sup> August, and further communication on 1<sup>st</sup> September, the company has stated that they are still not willing to cancel the trip and issue a full refund unless the flights are cancelled. Therefore, if we cancel now all monies paid over and above £198 will be refunded. However, they have recently set a new deadline for 21 days before the intended departure date, 1<sup>st</sup> October, for us either to make a decision about whether to cancel the trip now, or wait and see if the flights are likely to be cancelled.

If on 1<sup>st</sup> October the current position of the Department of Education remains that overnight trips are not viable, the travel company will cancel the tour, refund all money paid over the deposit, and will issue the school with a credit note for the cost of the flights for each pupil. However, this credit note may only be exchanged for a cash refund on 31<sup>st</sup> March 2021 if the flights were cancelled. Therefore, if the flights are not cancelled on the dates we were supposed to travel no further refund will be issued. Travel insurance is in place but the travel company states that it is not required to cover cancellations due to a pandemic and this is reinforced by the position taken by ABTA.

We recognise that this is not ideal and share your frustration that the travel company has, once again, changed their position on this.

We also recognise that the pupils will be very disappointed not to travel having looked forward to the trip for so long but due to current government guidance on foreign travel, the health and safety of pupils and staff and the choice made by some parents to stop making payments, we have no other responsible choice available to us but to find the best method of cancelling, while ensuring that as much money is recouped as possible.

Between now and 1<sup>st</sup> October, we will continue to communicate with the travel company, and will endeavour to update you as soon as we have any new information.

Kind regards,

**Mrs J McMillan**

Head of History and Politics