

Glenlola Collegiate School

2 Valentine Road, Bangor, Co Down, Northern Ireland BT20 4TH
Tel: 028 9147 5340 Fax: 028 9147 5345
www.glenlola.collegiate.net info@glenlola.collegiate.bangor.ni.sch.uk
Headmaster: W E Thompson BSc MSc MEd PGCE PQH(NI)



01/10/2020

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

Dear Parent/Guardian,

Following my previous communication on 2nd September, I am writing to confirm the arrangements in place regarding the cancellation of the Berlin trip.

As we waited until the 1st October we now know both flights have been cancelled and we will be receiving a full refund.

- The trip has been cancelled due to the Department of Education's ban on school trips in the current climate.
- The money over and above £150 per pupil will be returned to the School's bank account within 14 working days.
- The School will then endeavour to return any monies paid in over and above £150 per pupil to you as soon as possible.
- Any remaining money will then be given to the School in the form of a Refund Credit Note. This credit note may then either be used to rebook in future (if the situation with COVID-19 becomes more stable) or, on 31st March 2021, be exchanged for a refund of its full value. The travel company has assured School that this scheme is backed by procedures in the Republic of Ireland, as our travel company is based in Dublin.
- After 31st March any remaining money owed to you will be returned to you as soon as possible.

While we recognise the situation regarding the Refund Credit Notes is not ideal, it is the best outcome possible in this difficult situation.

Once more, we recognise that the pupils will be disappointed, having looked forward to the trip for so long. However, in the interest of the health and safety of pupils and staff, and according to Department of Education guidance, we have no option but to cancel.

When School receives our cash refund from the travel company, I will be in contact once again to confirm how any money owed to you at that stage will be returned to you.

Kind regards,

Mrs J McMillan

