



11th May 2020

Dear Parents/Carers

COVID-19 – Update on cancellation of school trips and events

Further to my previous letter, thank you for respecting our requests not to make individual enquiries regarding refunds for cancelled trips and events whilst we have been working on your behalf to pursue reimbursement from tour companies (where possible), submit insurance claims (where not) and then start to administer refunds. This is a complex and time-consuming process, involving over 800 students who were due to take part in cancelled residential trips or other events.

Although this process is still ongoing, I am keen to keep you updated with progress to date. So that we can prioritise our resources to pursue refunds, you will understand that we do not have the capacity to produce separate communications regarding each individual trip at this time. Therefore, please consult the summary below for an update on any trips/events which apply to your child.

Day trips / school events

<ul style="list-style-type: none"> ▪ Yr 12 Maths Fest (24th March 2020) 	All monies have now been refunded (or credited to the student's school meals account, where requested).
<ul style="list-style-type: none"> ▪ Senior Rugby Dinner (30th April 2020) 	All monies have now been refunded.
<ul style="list-style-type: none"> ▪ Aqua Festival (30th March 2020) 	Money refunded / credited to student's school meals account, as parents reply to email sent out last week.
<ul style="list-style-type: none"> ▪ Yr 12 Geog trip to Scarborough (10th June 2020) ▪ Yr 10 Geog trips to Hornsea (June 2020) 	Refunds of voluntary contributions will not be made as these trips are compulsory curriculum activities which will be re-scheduled for alternative dates.
<ul style="list-style-type: none"> ▪ Yr 11 Prom (30th June 2020) 	Please reply asap to last week's email to request a refund / credit to school meals account (Y11 or sibling).

Residential trips (2019/2020)

As we reported at the end of March, all residential trips planned for this school year are expected to be covered through the RPA insurance scheme. We therefore expect to be able to secure a full refund for parents/carers. We have subsequently been working through a lengthy process, which involves:

1. Contacting each travel company, tour operator, venue, activity provider etc for all of these trips to ascertain how much money we can recover from them directly (as required by RPA).
2. Obtaining a response from each of these companies to evidence that we have done this.
3. Submitting an insurance claim for all costs which we are unable to recover through step 1.
4. Obtaining bank details and processing refunds to the parents/carers of each student.

We have worked as quickly as possible to complete the first step in this process, though in some cases achieving a prompt, satisfactory response from each company (step 2) has been more challenging. If you have tried to recover costs for your own family holiday, flights or hotel booking in recent weeks, you may well have received "holding emails" in reply from airlines, tour companies etc. These are the same sorts of delays we have had to deal with, in some cases, before we have been able to submit insurance claims.

Recovering costs and submitting insurance claims is easier for those trips which were due to depart later in the school year. The situation is more complicated for trips which had an imminent departure date, where all monies had already been paid to the tour company. This is often because they, in turn,

are still trying to recover costs from third parties. You may also have seen in the press that many companies are currently issuing a Refund Credit Note whilst they try to recover costs, with the option for customers to obtain a cash refund later in the summer. Clearly, this option is not helpful in the case of a school booking, so we have not accepted offers of this type.

<p>March 2020 + Easter holidays</p> <ul style="list-style-type: none"> ▪ Yr 8 Rugby Trip to Rosslyn Park ▪ Yr 9/10 Sports Tour to South Africa 	<p>We are awaiting confirmation from the tour operator regarding the final sum which they have been able to recover from third parties. However, in order to minimise the delay in obtaining refunds, we have also submitted an insurance claim for each of these trips, whilst this information is pending. We will email parents to request bank details when all monies have been recovered.</p>
<p>April 2020</p> <ul style="list-style-type: none"> ▪ Yr 8 Outdoor Activities Trip to Kingswood 	<p>Travel costs have been recovered, but we are still awaiting confirmation of what refund is available from the venue, to enable us to submit an insurance claim for any shortfall (we have not accepted the offer to transfer the booking to a later date). We will email parents to request bank details when all monies have been recovered.</p>
<p>May - June 2020</p> <ul style="list-style-type: none"> ▪ Yr 9 History Trip to the Battlefields ▪ Yr 8 German Trip to Cologne ▪ Yr 7 French Trip to the Opal Coast ▪ Yr 7 Spanish Trip to Barcelona (A) ▪ Yr 10/11 Holocaust Trip to Poland ▪ Yr 7 Spanish Trip to Barcelona (B) 	<p>We have contacted, and now obtained satisfactory responses from, all tour operators, airlines, venues, hotels etc. This has enabled us to submit an insurance claim for each of these six trips. As soon as claims have been settled for each trip in turn, we will email parents to request bank details so that refunds can be made.</p>
<p>July 2020</p> <ul style="list-style-type: none"> ▪ Music Tour to London 	<p>All monies are recoverable without submitting an insurance claim. We expect to receive a refund from the accommodation provider imminently. Look out for an email asking you to provide your bank details.</p>

DofE Award Scheme

Although the *expedition* element of the Award is currently “on hold”, students continue to be enrolled in the DofE scheme. No refunds will be made as expeditions will be re-scheduled for a later date.

Residential trips (2020/2021)

<ul style="list-style-type: none"> ▪ GCSE Spanish Study Trip to Cordoba (Oct 2020) 	<p>We are monitoring the situation and will make a firm decision regarding this trip by the end of June.</p>
<ul style="list-style-type: none"> ▪ GCSE Geography Trip to Iceland (Feb 2021) ▪ Ski Trip to Sunday River (April 2021) 	<p>Please see the important letter which was emailed to parents last week regarding each of these trips (copy available on the ‘school closure’ page of our website).</p>
<ul style="list-style-type: none"> ▪ Volunteering Expedition to Ghana (July 2021) 	<p>You are advised to continue to make payments to Venture Force.</p>

I am grateful for your continued patience, and will provide a further update next month. In the meantime, please be assured that my colleagues in the Finance Team will contact you as soon as we have received full refunds and are in a position to make refund payments for the particular trip / activity.

Finally, we would respectfully ask that you do not contact us to provide your bank details until we ask you to. This will enable us to deal with each trip/activity refund at the appropriate time. Please be aware that individual communications regarding refunds are sent to the email address with which you have registered for Scopay (online payments).

Yours faithfully



Mr C Lillington
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