



29<sup>th</sup> June 2020

Dear Parents/Carers

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

Thank you for your continued patience whilst we have been working on your behalf to pursue reimbursement from tour companies / providers (where possible), submit insurance claims and then start to process refunds. I am pleased to report that we have now been successful in recovering costs and/or receiving an insurance settlement for over 70% of all cancelled trips and events, and my colleagues in the Finance Team have already processed more than 400 individual refunds to parents/carers in recent weeks.

Although the lengthy process of recovering costs is still ongoing for some trips, I am keen to keep you informed of the current situation regarding all trips/events which may concern you, even where there is no further news since my last update. Please consult the summary below for specific details.

#### Day trips / school events

<ul style="list-style-type: none"> <li>▪ Yr 12 Oxbridge Trip to Aintree (16 March)</li> <li>▪ Yr 12 Maths Fest (24 March)</li> <li>▪ Aqua Festival (30 March)</li> <li>▪ Senior Rugby Dinner (30 April)</li> <li>▪ Yr 11 Prom (30 June)</li> </ul>	<p>All monies have now been refunded where parents have responded to our email requesting bank details (or credited to the student's school meals account, where preferred). If you have not yet responded, please do so as soon as possible. Please allow up to 10 working days for refunds to be processed.</p>
<ul style="list-style-type: none"> <li>▪ Yr 12 Geog trip to Scarborough (June)</li> <li>▪ Yr 10 Geog trips to Hornsea (June)</li> </ul>	<p>Refunds of voluntary contributions will not be made as these trips are compulsory curriculum activities which will be re-scheduled for alternative dates.</p>

#### Residential trips (2019/2020)

We have now received a response from all tour companies and other providers regarding the level of refund available. This, in turn, has enabled us to submit insurance claims in order to recover those costs which are not refundable, and I am pleased to confirm that several of these claims have been settled in full over the past few weeks. We know that our insurers are working through a very large volume of claims, but expect our outstanding claims to be settled in due course.

<ul style="list-style-type: none"> <li>▪ Yr 8 Rugby Trip to Rosslyn Park (March)</li> <li>▪ Yr 9/10 Sports Tour to South Africa (April)</li> <li>▪ Yr 9 History Trip to the Battlefields (May)</li> <li>▪ Yr 8 German Trip to Cologne (June)</li> <li>▪ Yr 10/11 Holocaust Trip to Poland (June)</li> <li>▪ Music Tour to London (July)</li> </ul>	<p>All costs have now been recovered for these trips, and monies are being refunded as parents respond to our email requesting bank details. If you have not yet responded, please do so as soon as possible. Please allow up to 10 working days for refunds to be processed.</p>
<ul style="list-style-type: none"> <li>▪ Yr 8 Outdoor Activities Trip to Kingswood (April)</li> </ul>	<p>Last week we finally received confirmation from Kingswood regarding the level of refund which they will provide, enabling us to submit an insurance claim for the shortfall. We will email parents to request bank details when all monies have been recovered.</p>
<ul style="list-style-type: none"> <li>▪ Yr 7 French Trip to the Opal Coast (June)</li> <li>▪ Yr 7 Spanish Trip to Barcelona - A (June)</li> <li>▪ Yr 7 Spanish Trip to Barcelona - B (June)</li> </ul>	<p>We are still awaiting the outcome of insurance claims submitted for these trips. As soon as these have been settled, we will email parents to request 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. No further information is available at this time regarding new dates. Please see Mrs Ellis’ recent letter for advice on how students can continue to work towards completing the other three sections of the Award.

### Residential trips (2020/2021)

▪ GCSE Spanish Study Trip to Cordoba (Oct 2020)	Please see last Friday’s separate letter to obtain a refund for this trip, which has now been cancelled.
▪ GCSE Geography Trip to Iceland (Feb 2021) ▪ Ski Trip to Sunday River (April 2021)	There is no further update regarding confirmed bookings for these trips, as travel restrictions have not yet been lifted (so we are unable to secure bookings with the tour operator, under the terms of our insurance). Refunds have been made, where requested, following our letter in early May.
▪ Volunteering Expedition to Ghana (July 2021)	You are advised to continue to make payments directly to the expedition provider (Venture Force).

Please be assured that we will contact you directly as soon as we have recovered all costs for the particular trip / activity for which your child was enrolled, and are in a position to make refund payments. Be aware that individual communications regarding refunds are sent to the email address with which you have registered for Scopay (online payments).

I would respectfully ask once again 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.

Finally, I want to take this opportunity to acknowledge those members of staff who spent so much time planning and organising these opportunities which, unfortunately, were ultimately not able to take place this year. Likewise, I am grateful to my colleagues in the Finance Team, who are working hard to recover costs and process refunds on your behalf as quickly as possible.

Yours faithfully



Mr C Lillington  
Assistant Headteacher: Learning Community