



Executive Headteacher: Mrs L. A. Gwinnett

Dear Parent,

8<sup>th</sup> May 2020

## Endeavour Ski Trip – Refund Update

We are writing to update you regarding the cancellation of the Endeavour Ski Trip.

We informed parents of the cancellation on the 15<sup>th</sup> March and since then we have been corresponding with the tour operator, our insurance provider and the Department for Education to identify the appropriate steps to obtain a full refund. Unfortunately, our engagement with third party organisations has not been as straightforward as we would have hoped for as a direct result of COVID19 and the Government imposed lockdown. We have been working as pro-actively as possible to progress matters during the period since our last correspondence and we can now confirm the following arrangements:

- We are now finalising our settlement with the tour operator and we will shortly receive confirmation of the final agreement, which will provide a partial refund of the total costs. We propose to refund this settlement figure to parents as soon as the funds are received into our bank account.
- At present we do not have an exact timing on this refund but are pushing the tour operator to finalise and remit funds as soon as possible. An update will be provided as soon as we receive any further information.
- The remaining balance of the refund will be claimed from the School's insurance provider. Our insurance claim is subject to the tour operator settlement figure having been agreed. We propose to refund the insurance payment to parents as soon as funds have cleared our bank account.

We aim to provide all parents with a full refund of the Endeavour Ski Trip cost as soon as possible and would ask for your patience as we work through this difficult and challenging period with our partners and third parties. All refunds will be processed electronically via our cashless payment system and paid to your registered bank details.

If you should have any questions or concerns we would ask to you to contact the school office who will be more than happy to assist you.

Yours sincerely,

Mr J Snowdon  
**Visit Leader**  
**Endeavour Learning Trust**

