

St Crispin's School

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ME/SH

15th September, 2020

Dear Parents/Carers

Re: Austria Ski-Trip 2 Apr-9 Apr 2021

Firstly, thank you for your patience in waiting for an updated communication regarding the Austria Ski Trip planned for April 2021.

As you are already aware the decision was taken in June to cancel the trip for April 2021 in line with Government Policy. At the start of the summer holidays we submitted an insurance claim working with the Travel Operator and our Insurance Provider to retrieve monies for this trip.

We are writing to advise you that the Insurance Provider has confirmed that they will not be in a position to process the claim until one month before the departure date of the trip.

Although disappointed that the time required to resolve this matter has been delayed beyond our control we remain confident that the claim will be successful.

We will keep you updated and we will refund the monies as soon as the decision is finalised.

Thank you again for your patience and understanding with this matter.

Yours faithfully,

Mike Elward
Assistant Head and Educational Visits Coordinator

