

19 May 2020

Dear Parents/Guardians,

Ski Trip Easter 2020 - Battlefields Tour 2020 (Covid-19 Update)

Firstly, we hope you and your families are well and you are all keeping safe?

Secondly, we would like to update you on the refund process so far.

The travel companies we are working with, PGL and Study Experiences, are currently operating with a skeleton staff only and due to reduced numbers and an exceptionally high demand of enquiries, mean response times to emails/queries etc. are taking longer than usual. They are also working chronologically in respect to departure dates, this may also impact on settlement time frames.

We are working closely at both Academy and Trust level with the tour operators and work diligently to keep everything moving in these challenging times.

We appreciate it must be frustrating, however it may take time to sort things out and we thank you for your continued patience and understanding.

Please feel free to contact us/Mrs Sansam on d.dsansam@sspp.lincs.sch.uk if you have any concerns regarding this matter.

Kind Regards

Rebecca Le Caplain
Headteacher