

Alderbrook School

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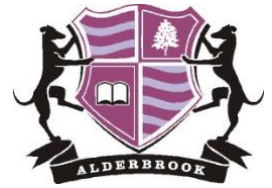
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MBK/ZMOS

2 April 2020

Dear Parent/Carer

Iceland 2020

We are currently working with the tour provider, Izzy Tours, to try and establish what costs will be refundable from their company for the Iceland Trip. Once we have clarified the position we will then be able to reimburse parents with any costs we have been able to recover from Izzy Tours. After those figures have been established, we will then be in a position to make a claim for the remainder of the costs incurred from our travel insurance provider.

We are working hard to gather all the information required to complete our insurer's claim form and we will let you know as soon as we receive the insurance pay-out. At that time we will be able to offer parents and carers a further refund to the extent that we have been reimbursed by our insurers.

Given the number of claims for cancelled school trips being made at the present time, we have been advised by our insurers that it is likely to take longer for them to process our claim than would otherwise have been the case.

Please be assured that we are doing our utmost during this unprecedented situation to try and resolve this matter and we thank you for your continued support and patience.

Yours faithfully

Mrs K Mills
Trip Leader