

Dear Parent/Carer

We have been contacted by Visions the tour company responsible for arranging the skiing trip to the USA which as you know has unfortunately had to be cancelled due to the COVID 19 pandemic.

Whilst we can all of course understand that you may feel concerned at the level and timing of when you will get a refund, Visions have reported some misdirected and very regrettably in some cases, abusive and distressing communication with them on this subject. They will not be responding to this directly as communication is between themselves and the school only.

Firstly we would assure you we are communicating regularly with the appropriate bodies to bring this to as speedy a resolution as we can. These are exceptional circumstances and we have to be governed by the correspondence and directions we are being given from those companies with whom the business has been placed. It is in fact ABTA who are directing the school to reclaim this funding from our own insurers rather than from Visions, while they themselves seek further clarification on their response to this unprecedented occurrence.

We will be in touch with all of the families affected as soon as we have further information from our insurers and of course with any additional update from ABTA. In the meantime can I please ask you all to be considerate and polite in your correspondence with any of the organisations involved with this matter. This is a global crisis, the effects of which are being felt by everyone and it has never been so important as now to be calm, kind and polite in our dealings with others.

With best wishes

Dr J Smith
Headteacher