

Good morning

Further to recent correspondence, I am writing to advise of the latest situation with regard to the cancelled school trip.

We have been in touch with the tour company and in line with advice from ABTA have submitted a claim for a refund in full to our insurers who have advised that this is now being processed by CHUBB who are the company with which this policy was placed.

The policy is in the name of Alderbrook School and represents all of the families involved and therefore cannot be dealt with on an individual basis, but collectively, with Alderbrook School being the point of contact. It would not be appropriate to share details of this claim individually or ask our insurers to share these details on this basis.

We are all mindful that matters are taking longer to resolve than would normally be expected and can share our families' frustration. However, we have received acknowledgement of the claim and we are expecting a decision to be reached shortly. We are keen to resolve this matter and just ask for continued support and patience from you all, as many businesses, including insurers, are in uncharted territory which unfortunately creates new and unexpected delays whilst processes are established and enacted upon.

We will be back in touch with you all as soon as news is received and please be assured that the progress of the claim is being monitored regularly by the school.

With best wishes

Mr T Beveridge