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Date:



Education and Families
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Chryston High School – Cancelled Overseas Trips/Excursions (COVID-19)

Dear Parent/Carer,

Following previous, general communications regarding the cancellation of school trips in line with Government advice due to the COVID-19 pandemic, we are now in a position to be able to provide you with further information about our next steps.

First and foremost, thank you for your ongoing patience and understanding. We have been in close contact with the travel company/operator to initiate the first step in recovering costs and refunds. Depending on booking conditions and contracts, in the event where a travel company/operator cannot provide a full refund, School trip insurance is included within North Lanarkshire Council's general insurance cover and recovery of funds will be pursued through our insurers. With this in mind, we are following all required procedures.

With regard to insurance recovery, North Lanarkshire Council's insurers have advised that in light of the Government's COVID-19 advice that claims are likely to be paid in full. In the event that any school trip insurance claim is rejected or partially rejected then North Lanarkshire Education & Families Service has agreed that due to the exceptional circumstances of the COVID-19 outbreak that any funding shortfall will be supported to ensure parents/carers receive a 100% refund. Therefore, please be advised that you will receive a full reimbursement of costs linked to the cancellation of the trip, however, it is not possible at this stage to confirm the date which payments will be made bearing in mind that all insurance companies are extremely busy at the moment. We can assure you that we will make arrangements for reimbursement as soon as we possibly can and we will continue to communicate all developments with you.

When we are in a position to arrange disbursement of funds to parents/carers, it is most likely that this will take the form of a cheque made payable to you (relevant person in relation to the main contact registered on our school management information system (SEEMIS)).

Please contact the trip/excursion leader or Mr. Cooper (DHT) in the first instance if you have any queries or if you require further information at this stage.

Kind regards.

A handwritten signature in black ink, appearing to read "Jonny Mitchell".

Jonny Mitchell
Head Teacher

