



St Martin's School

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Headteacher Prifathro: Mr. L. Jarvis

04/05/20

Dear Parent/Guardian

Re: Trip to New York Washington - July 2020 - COVID-19

I hope you are all keeping safe and well in these unprecedented times. It was back on the 18th March I last contacted yourselves regarding the COVID-19 and how this may affect our tour. I have made several phone calls to the company Inspire Sport over the past few weeks to seek some clarification on this matter. I received a confirmation email Friday 1st May about the options and discussion points regarding the tour. I have included statements below from the email about our possible options and the current situation.

Statement from Phil Edwards - Head of International Sales Inspire Sport

1. **Defer** the tour to July 2021 – I believe this is the preferred option but not necessarily for all parents. As it stands the only thing preventing us from doing this is the airline (Virgin Atlantic) who are currently assuming 'business as usual' in July. It is our expectation that this will not be the case but until they change their policy to include July departures we remain governed by their terms and conditions. This means we cannot defer flights without incurring a cost, cannot cancel without losing any monies paid to date and are required to pay the balance as stated on the contract – currently the 15th May. Virgin are allowing deferrals on all departures until the end of June and we are expecting an announcement on July departures very soon – although it is not clear whether this will be before the 15th May.

In terms of the deferment option we would look to retain the price agreed for your July 2020 tour. We fully appreciate that the price will have been agreed with parents so we will work with our suppliers, and yourself, to the best of our abilities to ensure that the deferred tour fits within the original parameters. To assist this process this could include, by means of example, changing the dates slightly or tweaking the package inclusions, our team will provide you with options for approval as required.

Given the relationships with our suppliers in destination, we are confident that the prices for the deferred tour will not deviate from those provided in the first instance but, as you may be aware, the flights for your new dates have not been released by the airlines. At present it's unclear what the future strategies will be in the aviation sector, both in terms of frequency of operation and pricing - so once flights are released for your new dates we will be in touch with the details. To reiterate, our intention is to hold the original price agreed with yourself and this will include inspiresport absorbing certain increases as a gesture of good faith however, if the flight prices are materially higher, we will need to discuss the available options.

2. **Cancel** the tour against our [cancellation terms](#). Should you wish to go down this route the advice for schools is to contact their insurance provider (it might be worth checking with them now so you know if this is viable). This could be either the travel insurance or school insurance – this type of insurance will cover the school for several risks such as Liability, Property and Financial and it might

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also include cover for school trips. We would issue you with a cancellation invoice (based on terms and conditions) to assist you with your claim.

I appreciate that you will need to digest this information and may have some questions in relation to the options above. Once I have spoken to the company on 15th May we will have a clearer picture regarding our situation and will send out further updates. This will be an opportunity for you to discuss concerns. We are extremely grateful for your patience and understanding in this matter.

Yours faithfully

Mr M Faulds & Mr C Thomas
Tour Organisers

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