

9 November 2023



Dear Parents/Carers

We hope this letter finds you well. We would like to address a matter regarding the recent school trip to Barcelona, which was scheduled for October half-term. As you are aware, the trip was unfortunately cancelled due to unforeseen circumstances.

The cancellation of the trip was a result of a technical problem that arose with the aircraft originally booked for the journey. The safety and well-being of our students were of paramount importance, and we could not take any risks in this regard. As a result, the decision was made to cancel the trip.

We understand the disappointment and inconvenience that this situation may have caused for both you and your child. We had been eagerly anticipating an enriching and educational experience in Barcelona, and we regret that it could not proceed as planned. We were as disappointed as you were.

To address the inconvenience and disruption caused by the cancellation, we have ensured that all participating students will receive a full refund for the trip. The refunds have been processed, and you should expect to receive the refunded amount within the next three weeks. We appreciate some people did need visas for this trip and we are unfortunately not able to refund this cost. I am sorry for this eventuality.

We are aware that you may have questions or concerns regarding the trip's cancellation, and we are committed to addressing them. If you have any outstanding queries or require further information, please do not hesitate to contact us by email. We are here to provide any necessary assistance and clarification.

We appreciate your understanding and support throughout this situation. While the trip to Barcelona did not take place as planned, we remain dedicated to providing meaningful experiences and opportunities for our students in the future.

We thank you for your continued involvement with our school's activities and your understanding of this unforeseen event. We look forward to your continued support as we navigate and plan for future educational endeavours.

Yours faithfully

A handwritten signature in black ink that reads 'R. Mapes'.

Rose Mapes
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CC: Executive Principal: Ben Bond

Executive Principal - Mr Benjamin Bond
Head of School - Dr Karen Riding

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