



Headteachers: Mrs. B. Davis M.A. & Miss N. Morris BA (Hons)
Executive Principal: Mrs. M.E. McCarthy M.A., Ed.M

Briar Road, Shepperton
Middlesex, TW17 0JB
Tel: 01932 563035
Fax: 01932 566830
Email: info.saxon@lumenlearningtrust.co.uk
Website: www.lumenlearningtrust.co.uk

13th September 2019

Questions & Answers regarding Year 6 Bristol Trip

Dear Parent / Carer

Following the Bristol Information Meeting held yesterday we were asked for some additional information regarding deposits and cancellations please see details below.

Q. 1 If there are not enough children attending the trip would the cost increase for the other children attending?

A. *The cost of the trip is fixed and is as outlined in the trip letter issued last week. Should we not have sufficient uptake following our deadline we may however be forced to cancel the trip.*

Q. 2 If we do not get the numbers required across the trust for this trip and it is cancelled what will happen to any deposit or money paid so far?

A. *We will review the numbers just after the deadline dates to make a decision whether the trip can go ahead. If in the unfortunate situation we have to cancel the trip, any money paid up until that point will be refunded back to parent/carers.*

Q. 3 In the event the trip goes ahead but then my child is unable to attend due to unforeseen circumstances, will I receive a refund?

A. *Once we have transferred funds to the Youth Hostel Association any refunds will be subject to their terms and conditions. We have been advised that they would look at any exceptional circumstances on a case by case basis, and would make a decision whether any money paid could be refunded.*

It is important that if you wish your child to participate on this trip you consent and pay the deposit (NON refundable except where the trip has been cancelled as outlined in point 2 above) online by **NO Later than Thursday 19th September**. This will enable us to make an informed decision regarding whether the trip can go ahead.



Please be aware that if you do not sign up for this trip by the above deadline and decide at a later stage that you wish your child to participate, we cannot guarantee that we will be able to accommodate this late request as the Youth Hostel may no longer have any capacity. We therefore urge that you make a decision by next week's deadline.

We hope the above information has clarified any concerns that you may have, but should you have any further questions or concerns that you wish to raise, please liase with either the School Office (Mrs Craig), Miss Kober or Miss Revels-Hull as soon as possible.

Kind regards

School Office