



**Education Resources**  
Executive Director **Tony McDaid**  
**Head of Education**

Parent/Carer

**Our ref:** LS/LB  
**Your ref:**  
**If calling ask for:** Lynn Sherry  
**Phone:** 01698 455620  
**Date:** 21 May 2020

Dear Parent/Carer

**School Trips**

I am writing to provide some information on the cancellation of school trips as a result of the Covid-19 pandemic.

Before the recent lockdown measures were imposed South Lanarkshire schools were planning around 100 school trips scheduled to travel between March and June, with some also planned after August.

We are very aware that for some parents the amount of money paid towards their child's trip was sizeable and, given the current climate, we as a Council have been looking at ways for this to be returned to families as soon as possible.

Mindful of the financial impact on families, the Council has been collating information on the status of each trip. We know the financial position ranges from some parents having paid a deposit to those who have made full payment. The arrangements around each school trip is different and we are currently in discussion with a number of tour operators, our risk management colleagues and the Council's insurers to see what can be done to progress refunds. We have also sought legal advice as this is something we have not faced before on this scale.

The vast majority of the money collected from parents has already been given to the tour operator, and we must be sure of any contractual obligations before returning any monies to you. At this time, given the total number of trips and substantial amount of money involved, the Council is unfortunately unable to reimburse parents prior to the return of monies either direct from tour operators or settled via the Council's insurers.

Realistically we are at the mercy of others as regards timescales beyond our control and we estimate it may be August before we are in a position to be able to make refunds, but if this can be done sooner I would seek to reassure you we will endeavour to do so.

However, on a more positive note we have begun to receive feedback on insurance claims made, with some requesting further information, and a number having been accepted. We will continue to follow-up on these claims and on individual discussions with tour operators with a view to getting refunds for parents as soon as possible, hopefully before the end of June.

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I would conclude by thanking you for your patience and understanding in what has turned out to be a more complicated process with tour operators and insurers than first imagined. Further progress updates relating to your child's trip will provided through the school.

Yours sincerely

A handwritten signature in cursive script that reads "Lynn Sherry". The letters are fluid and connected, with a prominent loop at the end of the word "Sherry".

**Lynn Sherry**  
**Head of Education (East Kilbride)**