



14/05/2020

A Thuismitheoirí,

Ta suil agam go bhfuil sibh go maith.

After extensive contact with *The School Tour Company*, they have come back to me with the following options. They have worked hard regarding refunds/alternative options and, as you are aware, this can take some time. Please be mindful that I am doing everything in my power to stay abreast of the situation.

Since we last spoke, the Spanish government has agreed that Spanish suppliers are only required to give a voucher/credit note and not a refund so there are 2 options for your group:

Option 1 - to postpone the tour to a later date so that students could enjoy the tour at another stage and parents would not lose any money. There is no rush to decide on a new date and we can wait until things are less uncertain.

Option 2 - to refund parents everything that we have been able to recoup from suppliers which is everything less €98 per student.

Please assure parents that we have worked tirelessly to achieve the best outcome for your group. Unfortunately, pandemics are not covered by the insurance policy but even if they were, parents would have lost the excess of €75 on the policy plus the cost of the insurance (€25) so they are not really any worse off and at least they won't have to deal with all of the hassle of making a claim.

You will probably have seen in the media that Ryanair have been trying to offer vouchers instead of refunds. We have argued this with them and they have agreed to refund but as per the following from their website they will only do this after the COVID-19 emergency has passed, whenever that might be?! "You can request a cash refund however bear in mind we will place your request in the cash refund queue until the COVID-19 emergency has passed."

Parents can be assured that the refund is guaranteed but it may take some time for us to arrange this whilst we wait for Ryanair to process the refund to us.

I am sending you a link, where you can pick which option you'd prefer.

<https://forms.office.com/Pages/ResponsePage.aspx?id=irArRLTIMEO0U476xpARNFYBG3tza71JpFu5oD1sV0pURDNYMUVKRVBaMVRQMjdQOVhDMDRYUko3Qy4u>

As the students have missed out on many *End of year highlights*, Option 1 might be something to consider. I would plan to run the tour in April/May 2021 over a weekend period, adhering to the guidelines from the Dept. of Foreign Affairs.

Thank you for your patience in this matter and I hope this gives you some clarity on the matter.

Is Mise, le meas,
M. Mary