



01.04.20

RE: 1st Year Italy Trip / Italian Exchange / Senior France Trip – Refund update

Dear parent(s)/guardian(s),

We hope you are all keeping well in these challenging times. We wanted to get in touch with you to update you on the situation in relation to refunds for the above trips which were cancelled due to the Covid-19 situation.

We've been continuing to liaise with our tour operator GTI on your behalf. They have been working with airlines, hotels and other vendors as well as our insurance provider to secure refunds for you. Below is the latest update we received today from GTI:

Dear Group Leader

I hope you are keeping safe and well during these very difficult and extraordinary times.

Just to update you on where we are with recouping monies for your cancelled school tour so you can keep the parents updated:

We are now beginning the process of making an insurance claim on behalf of your group. We insured your group with the Premier Plus Insurance Policy by Blue Insurance. Under the Government Travel Advice section of this policy, we are able to make a claim if there is advice against travel to your destination in place 14 days before departure.

As we are now within/approaching this time, we will begin the insurance claim. The insurance company has agreed for us to make the claim on behalf of the group therefore taking this burden from the parents.

We anticipate that this is going to be a somewhat lengthy process given that we are all dealing with an unprecedented amount of cancellations and claims.

We are processing the claims in date order and the claim cannot be submitted until after the departure date so please bear with us as we get through this. As with all claims they can be quite complex especially when it comes to completing the paperwork. Our view is that we stand a better chance of processing the claims correctly for the whole group.

Please note that it is unlikely we will be able to recoup full refunds as with most insurance claims, however be assured we are doing our best to get back as much of the monies we can.

Thank you for your patience

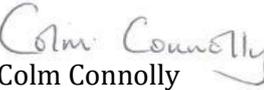
GTI Team

As you will appreciate, GTI like other travel companies as well as our insurance provider are working through an unprecedented situation for them as well. In the interests of doing what we can to move the process along as quickly as possible, we would ask that you avoid making contact with GTI or Blue Insurance directly in relation to your refund and instead filter any queries through the school by email to jmccarthy.rth@lmetb.ie.

We will continue to update you as we receive new information.

Yours faithfully,


Seamus Meehan
Principal


Colm Connolly
Deputy Principal


Donna Kelly
Deputy Principal


John McCarthy
Deputy Principal

Mol an Óige agus Tiocfaidh sí