

Dear Parents,

STATEMENT ON LOCH INSH POSITION REGARDING REFUNDS ON CANCELLED COURSES

It has come to our attention that there is a lot of confusion around monies paid by parents towards your school trips coming to Loch Insh, and your ability to claim any refund from Loch Insh for recent actions taken by government to combat the current Coronavirus crisis.

We understand the parents concerns at losing significant sums of money in prepaid bookings should they not have insurance, and we also believe most parents will be understanding that like any company, we operate with terms and conditions which, in this time of crisis, must guide how we respond.

We have seen some correspondence online which has unfortunately misrepresented our communications to schools, so we are sharing here on our website, for the benefit of everyone, what we are actually saying to trip organisers. The following are the terms and conditions that go out to all school bookings and are those to which we are referring, and yes, the bit taking out group cancellation insurance is highlighted in red in our letter to trip organisers as well:

PAYMENT TERMS

A deposit of 25% of the total balance will confirm the booking; this is due to reach us not later than the [date differs depending on school, but typically somewhere between November - February]. All deposits are non-refundable.

The balance due will be invoiced 12 weeks prior to arrival for payment 8 weeks prior to arrival.

YOU ARE LIABLE FOR THE FULL PAYMENT OF COURSE FEES, UNLESS CANCELLED IN WRITING MORE THAN 28 DAYS BEFORE THE COURSES/ACCOMMODATION/ACTIVITIES ARE DUE TO COMMENCE.

We strongly recommend you take out group cancellation insurance cover to protect your payment.

Since hearing of the actions by government this week to close schools, we communicated on Thursday 20th March, an offer to move the school trip to later in the year at no extra cost, indeed if the school was to come in November, we are offering a 25% discount. We offered this as we know how popular these trips are with children and;

1. We know these trips often represent the end of Primary school, and are often the first time P7 pupils from a cluster of smaller schools meet before progressing up to Secondary school together,
2. We also know that logistics of organising the trips make the end of Primary school and Spring particularly popular with trip organisers and we appreciate come the Autumn most children will have moved up to a different Secondary school, however the few schools who do manage the logistics of taking children at the start of Secondary school, as opposed to the end of Primary school, report to us that the benefits are considerable in helping the new S1 intake forge new friendships and for teachers to get to know the personalities of their new charges.

In light of point 2 particularly, we were keen to offer schools the chance to come in the Autumn and not lose any deposit and indeed we are offering a 25% discount should the school come in November when a few less water activities would have been offered due to water temperature.

Should the school not wish to transfer the booking to the Autumn, we will honour our booking terms and conditions that, where we have been notified of a cancellation more than 28 days prior to arrival, we will refund all monies paid less the deposit.

I hope you feel this is a fair and reasonable position to take in light of the T&Cs we advise, as stated above.

Kind regards,

Duncan Freshwater
Executive Chair, CC&SS Ltd