



16th November 2023

Dear Parents/Guardians,

We appreciate your patience as we have tried to find a way to organise a trip later this year to replace the cancelled French trip that your daughter was looking forward to. We have also been contacting the various providers to obtain refunds wherever possible and have been successful in the majority of cases.

Unfortunately, we have not been able to reschedule the trip for this academic year. We have explored several options but have faced difficulties with the ferry timetables and the available dates. We are disappointed as the students were really looking forward to it and the staff have invested a lot of time in planning. We hope that we can arrange a future trip for those students who will continue their language studies to GCSE.

We appreciate that this is frustrating and want to assure you that we have considered all possibilities from both ferry companies, against the commitments of the French school and against other trips and events already scheduled; the initially planned October window was the best possible option. We have therefore decided to refund the money that we have been able to recover as soon as possible. As noted, not all refunds have yet been received and we are working to obtain these. Currently we expect to be able to repay approximately £250 per student, which is above the non-refundable deposit as per our initial letter. Please could you provide Natalie Sarl in our Finance Office (nsarl@ladiescollege.ac.gg) with your bank details (sort code, account name and account number) in readiness for when we can make the repayment.

Yours with apologies,

H. Barnes

Mr H Barnes
Director of Studies