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Meeting individual needs...to the best of our ability.

8th June, 2020

Dear Parents,

I am writing to provide you with further details regarding the PGL Little Canada residential trip. I am pleased to inform you that we have received a full refund from the Ferry company and Monkey Haven. Additionally, as we were not due to pay for the cost of the coach until after the trip had taken place, we can also refund the coach travel cost. **The total cost for the ferry crossing, coach and entrance fee to Monkey Haven was £51.93 per child.**

As you are already aware, the total cost for the trip was £238.93 which included bedding at £13. After deducting the amount for the ferry, coach and en route visit to Monkey Haven, the remaining £187, was to cover PGL costs.

As PGL had only received the initial and interim deposit of £70 per child, we can also refund the remaining PGL amount (£104) and bedding (£13) for those of you who had paid and requested it. We are currently trying to claim back the £70 per child which has already been paid to PGL but are experiencing great difficulty in this matter. We will now have to go through our insurance company which may take a while. We will keep you updated once we have further information regarding timescales.

To clarify, the total amount that we can currently refund back to parents is £155.93 for those of you who had not requested and paid for bedding and £168.93 for those of you who had requested and paid for bedding. We will refund the correct amount that applies to you as soon as possible. **Please note that this can only be refunded by cheque.** We aim to start the refunding process this week and will notify you.

I hope that you are all remaining to keep safe and we look forward to seeing some of you soon. We will keep you updated once we know more information, as we would like to ensure that you receive your money back, as soon as possible. We hope that this will provide some reassurance and again we look forward to welcoming some of you back shortly.

Yours sincerely,

Sharon Flowers

