



16 June 2020

Paul Strachan
Colaiste na hInse
Bettystown
Co Meath
A92 NY30

Dear Paul

Further to previous correspondence on your School Tour to Lake Garda, I'm writing to update you on the current situation.

We have received (or are in the process of receiving) back recoverable amounts from the suppliers for your tour.

This has been a slow process with many hotels, coach companies etc closed during the lockdown period; but this is currently what we are working on.

Each student will receive a refund of €349.38 which represents 68% of the tour price less the insurance cost. This is for all Students that paid in full for the tour as per GTI booking conditions.

In addition to this we have applied for the refunds for the flights with Ryanair. Ryanair are not making refunds currently as you have probably already heard. They do promise to make them eventually but it is still unclear when, it could take 6 months or more.

In the mean time we will be providing you with insurance documentation to pass on to the parents for the unrecoverable amount of €163.03. We do not have capacity to make 2 refund transactions to the parents so we do have to wait for the refund to come back from Ryanair before we can provide the refund from ourselves. I am sure you can appreciate that we cannot refund the parents without receiving the refund first from our suppliers/airlines.

Following GDPR and legal advice, it transpires that since the insurance has been taken out in the students' names, the parents/guardians need to put in the claims directly. This wasn't how we'd planned to do it. We have put an enormous amount of preparatory work into lodging the claim, dealing with the airlines, hotels, coach companies, guides & itinerary visits along with Blue Insurance themselves.

One plus side of us having put in such work in means that we've been able to simplify the process for the parents/guardians. We've drawn up a claim letter where they need only fill in their contact details, we've completed all the information fields. We've enclosed a booking invoice and cancellation invoice for each student*. These should be sent to MAPFRE along with the signed claim letter.

The following information is all included on the parent/guardian's claim letter but I'm including it here so you'll have it to hand:

The Insurance policy was taken out with Blue Insurance, Blanchardstown, Dublin 15, D15 A4TP ☎ (0818) 484 484.

Their underwriters are MAPFRE, 22 - 26 Prospect Hill, Galway H91 TVF8 ☎ 091 560 638.

Your Insurance Policy Number is BIGTIPS/1.

Here's the link to the insurance policy https://www.blueinsurance.ie/policy_travel.asp.

** One thing to mention is Insurance Claim packs are only included for those who met the booking conditions and payment terms. Where a student has only paid the deposit and chosen not to pay the balance, a claim pack has not been issued.*

You may receive queries from parents/guardians on the process and procedure, and if you do, please feel free to send these queries on to us. We are operating with significantly reduced staffing levels and the replies may take longer than usual, but we remain here to answer any of your questions.

We hope that you are keeping well and we look forward to planning your next school tour when these turbid times are behind us!

With best regards,
GTI Travel Team