

21 May 2020

Dear Families,

Masterclass Sports Tour 2020

We know it has been a while since we have been in touch, however we have been working hard with our insurers and Masterclass to obtain updates. Since the cancellation of the trip we have needed to ascertain certain information regarding refunds and we are now in a position to share this with you.

Masterclass have been working hard to recover costs from their connected parties and have been in negotiation with ABTA on this. ABTA have extended companies' refund periods to allow for business continuity during this unprecedented time. A refund credit note will be issued to us shortly from Masterclass for the balance of funds they have been able to recover. The shortfall is being claimed from our insurers. Negotiations are still in progress with our insurers, however we are expecting an answer from them shortly, some academies have now received confirmation on this.

What this means for you

The Misbourne can request to cash in the refund credit note from 1st August. We anticipate refunds will be actioned in a timely manner and upon receipt we will be in a position to refund this amount to you. Once the claim with our insurers is finalised and we receive the funds from them we will pass this onto you. Therefore it is likely the refund will come to you in two parts.

We would also like to offer some assurance around the ABTA guarantee, as some of you may be worried about the going concern of Masterclass. The ABTA guarantee ensures the refund credit note would be honoured should Masterclass experience financial difficulties and cease to operate, this is not the case as far as we are aware. ABTA have worked hard to ensure companies do not go out of business, hence the extension period for providing refunds.

We will be in touch again once we are in a position to offer the refund. In the meantime, if you have any questions or concerns, please do not hesitate to contact either of us.

Kind regards,

Ms L Kelly
School Business Manager

Mr M Lyons
Assistant Headteacher

The Misbourne continues to be a Good School:

"A culture of ambition permeates the school; students are at the heart of everything the school does"

Ofsted

