



PRESENTATION SECONDARY SCHOOL

Educating the Students of Wexford Since 1818

"Our Best Always"



8th October 2020

To all participants in the New York/ Boston trip 2020,

I would firstly like to thank you all for your patience during what can only be described as an extremely testing and strange time. Since we last spoke, I have been working tirelessly to retrieve refunds for the trip from companies that we had various bookings with. Companies abroad who, were closed for business due to COVID -19 and may never open again. I had to hold several phone-calls, skype meetings and conversations over email to try and get the refunds back. In many cases, even having to go to co-operate level to get the issued resolved. People had lost their jobs, meaning I was communicating with different people each week and companies were not willing to return funds. This took days, weeks and even months out of my time as I tried to get back funds for a trip that took me over two years to organise.

During the last update, I spoke of how I was still challenging Aer Lingus, our flight company, and this still has not changed. Aer Lingus made it very clear that, because our flight to New York and Home from Boston still operated, we were not entitled to a refund, even tho we were in a national lockdown. Again, I was speaking to different representatives daily and receiving different information from each one. I want to make this very clear to everyone. To this date, we have not received any vouchers from Aer Lingus for our students nor have we received any form of refund from Aer Lingus into our accounts. Aer Lingus will continue to be challenged on this. I cannot say how long this will take nor can I say if it will come to any fruition or if we will get anything back from them as a company because the flights still operated.

I have contacted four other schools who were set to travel to America for trips around the same time as us. They have been left in the same position as us. Their flights went ahead as scheduled and because of this they are not entitled to a refund and in all the cases, money has been lost on flights. In some cases, schools were unable to get any refunds back at all.

I have done my upmost and best to get as much of the refunds as possible back for students and it has been an extremely long and most certainly challenging experience in doing so.



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Each student will receive:

- €660 euro each back for their trip. This will be returned in the form of a Cheque and where possible, online Via Vsware. Students will be notified as to which way they will be receiving theirs.

When will this be received?

- Within the next two weeks

Please understand that our flights cost €547.32 per student which makes up almost all of the remaining trip fee and as was mentioned earlier, we will continue to challenge Aer Lingus but there is no guarantee of a positive outcome nor is there any guarantee that we will get anything back.

Thank you all so much again for your patience,

Yours Sincerely,

Mr T Stafford

Tour Organiser

Mr W Ryan

Principal