



10th November 2020

To all Students/Parents/Guardians,

Following on from my previous update, it is with great pleasure that I bring you all the following news. After many more emails, phone calls and discussions with Aer Lingus, they have finally authorised the refund of the cost of the flights for our trip. This will mean that all students that were to travel on the trip will now be refunded in full. Aer Lingus are currently in the process of transferring the refunds to our schools account.

Personally, I would like to thank all parents and guardians for your patience throughout this process and for your kind emails and words, they have all been greatly appreciated. As I mentioned in my previous email, so many school trips have lost out on refunds over the last couple of months. Although this has been a long and arduous process, I am delighted that I have been able to get these refunds back for the students and families at presentation Wexford.

So what does this mean now?

- Once Aer Lingus have transferred the refunds back into the school account, we will start to refund the remainder of the trip cost to all students. This refund, again, may take the form of Vsware or cheque.
- Please be patient, as this refund may take up to two or three weeks

I am aware that some students and families are still awaiting the first refund of €660.00. This is due to a glitch on the Vsware system but rest assured that this refund will be with you once this issue has been resolved.

Thank you all again and stay safe,

Tom Stafford (Trip Organiser)