



Our Lady of Sorrows Catholic School
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April 8th,

2020

Dear Parents,

We hope you have been keeping well during the social distancing period we are all experiencing.

We are writing to you to confirm that the Our Lady of Sorrows trip to Ottawa on June 10-12, 2020 has been cancelled by the TCDSB due to the global pandemic COVID-19.

Since your trip is more than 60 days away, Brightspark will fully refund any payments you made above the deposit and insurance. If you have purchased Travel Guard Insurance, Brightspark will begin the claim on your behalf for the deposit portion. You will then be contacted by Travel Guard via email to sign and submit some paperwork for your claim.

If you declined the Travel Guard insurance at the time of registration, your \$100 deposit is non-refundable and you will need to follow up with the company from whom you purchased insurance with or we encourage you to check other possible avenues for insurance coverage:

- a) **Call your credit card company:** if you had completed payments for your child's trip using a credit card, please check with your credit card company to see if they have a travel insurance policy. Many Platinum and Travel loyalty cards have travel benefits and insurance that may cover you in this situation.
- b) **Check with your home or work Insurance Policy:** some insurance policies have coverage for family members when travelling outside of Canada and may be able to offer assistance.

Given the volume of cancellations both Brightspark and Travel Guard are trying to process, the claim process could take about 8-12 weeks. We are working with Travel Guard to do everything we can to expedite this process.

If you have any other questions in the meantime, please visit our website for our COVID-19 FAQ page at www.brightsparktravel.ca.

Thank you for your patience and time.

Take care and stay safe.

Our Lady of Sorrows and the Brightspark Team

