

Update on Blue Insurance claim Lake Garda School Tour

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Fri 04/12/2020 11:59

To: P.J. Walsh <pj.walsh@goodcounselcollege.ie>

 1 attachments (85 KB)

03.12.20 Insurance Letter to Group Leaders.docx;

Dear PJ,

We hope that you are continuing to keep safe and well.

We are writing to you to update you about the insurance claim made by your group for the tour that was due to depart in 2020. We have some good news.

The insurance underwriters are beginning (and in some cases have already begun) to contact the parents in response to their claim. We attach a letter outlining the situation and also to explain a little about the work we have been doing behind the scenes to get to this point. You will note from the attached letter that our handling fee of €35 has not been included in the amount being refunded by the underwriters and so they will be deducting this amount from the claim amount that was showing on the original insurance claim letter we issued.

We hope that you find this fee to be a fair and an agreeable amount to part cover some of the costs incurred over the last 8 months so that we could remain open to secure supplier refunds, process the insurance documents and then handle complex insurance claims in order to maximise the amounts retrieved for the parents and minimise the amount of disruption to you, our client . We hope you as the group leader can support us on this point should any parents take issue with this, parents would have received just over 94% of their money back based on a tour costing €600.00 (less the insurance costs).

In many cases suppliers(hotels, airlines, coach companies) only offered us credit notes which was consistent with their bookings conditions but we decided to refund the cash amount , hopefully we will be able use this credit note against any future booking once everyone stays in business.

The handling fee was included in the insurance cancellation amount so the clients will receive everything other than this fee. The underwriters MAPFRE will be contacting the clients directly by email or post and **if you are aware of anyone who has still to send in the documentation to MAPFRE please ask them to do so without delay.**

The last eight months having been the most difficult times that our company have experienced since its beginning we have had to let the majority of staff go and all of us are working part time but we are hopeful with the news of a vaccine that 2021 will bring better days ahead.

Would you kindly forward the attached letter to all parents with a footnote on GTI's behalf.

Kind Regards



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Operations Manager



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