



St Robert of Newminster Catholic School and Sixth Form College

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Head Teacher: Mr. D. Juric
Chair of Governors: Mr. G. Moorhouse

11th February 2021

Dear Parents/Carers

Following the recent email you received from World Challenge, which we also received, the school contacted the company to seek clarification/confirmation over certain points. You may have already contacted World Challenge yourselves and sought confirmation of these same points. However, we are sending this letter with details of their responses for your information.

Unfortunately, it would appear very unlikely that the trip will be able to go ahead. However, as yet, the expedition has not been officially cancelled, and so World Challenge stress the point that in order to remain on the team payments should still continue at present. They state that in the case of cancellation, anyone still on the team will receive a full refund.

As you saw in the email they sent, you do have the opportunity to transfer funds to another trip with World Challenge, if you wish. That would be something to discuss with World Challenge individually yourselves, if it is of interest to you.

Their advice is that the majority of students are up to date with payments, and should continue with their direct debits/ instalments for the present time.

Those students who are slightly behind with payments should continue their direct debits/ instalments for the present time, and also catch up their arrears. If anyone needs to discuss payment of arrears with World Challenge, they should contact their customer service team. Their telephone lines are extremely busy at present and it may prove difficult to get through. Therefore, they advise contact by email customersupport@world-challenge.co.uk. However, if you wish to try to speak to them, the contact number is 01494 427600 (currently 11am to 4pm). World Challenge say they will be as flexible as they can in relation to payments, but that they do need customers to contact them to be able to do that. Because the arrangement as a customer is directly between you and World Challenge, the school cannot have these individual conversations for you, but World Challenge do urge you to contact them if necessary.

World Challenge also say that they themselves will be contacting any students who are more significantly behind with payments. However, they would urge you to pre-empt the discussion by contacting them yourself at customersupport@world-challenge.co.uk or on 01494 427600, as above.

World Challenge also assured us that a final decision regarding cancellation would be taken and communicated prior to the deadline for the final payment. If it is announced that the trip is cancelled prior to this final payment, then the final payment will not be required.



I realise that this situation is far from ideal, but unfortunately it is a fact of the current situation in which the world finds itself. I hope that the information above provides you with some clarification on any points about which you were unsure. If you have further questions for World Challenge, the contact details are those listed above. If we do receive any further information, we shall share it with you.

Yours faithfully



Mr D Juric
Head Teacher

