

Wednesday 10th June 2020

Statement on Coronavirus for Parents/Guardians

Dear Parent/Guardian,

Plas Pencelli is open from Tuesday 1st September 2020

Extended Closure. If your son or daughter was due to attend Plas Pencelli during the summer term we apologise that the visit has now been cancelled. This is due to the Coronavirus Pandemic and follows UK and Welsh Government advice and legislation. As schools will not return fully until September, organising an educational visit before then is not possible for schools. Although Plas Pencelli has lost all income this year, which brings risk to the centre, a decision has been made to give reasonable notice to schools of cancellation to avoid staff anxiety and also to give reassurance to parents.

Intention to Reopen. We are now due to open on 1st September. This is almost 3 months away during which time we may see many changes. We need to be optimistic about the future so that if the UK continues to move back towards normal we are once again able to offer life changing experiences at Plas Pencelli. Arrangements will be in place at the centre to ensure that they reflect national good practice guidelines at that time and the environment will be at least as safe as the school environment.

Approach your School for Information. If your son or daughter is due to attend Plas Pencelli during the Autumn term you may have concerns whether the course will go ahead. The intention is for all courses to run during Autumn. We will however be liaising with schools during this time forwards and if there are any changes to this we will give reasonable notice of this. We intend to always give at least 4 weeks notice. Best to approach your school for updates.

The Contract is with the School. You may also have questions about arrangements at Plas Pencelli such as safety issues, sleeping, eating or other particular arrangements for individuals etc. However, when a school makes a booking at Plas Pencelli the contract established is between the centre and the school. All our systems reflect this and at all times we work through the school to avoid any confusion.

We Liaise with Schools. For this reason it is difficult to discuss your financial obligations or other arrangements directly as these are matters between yourselves and the school. The best advice is to approach the school to seek advice on all aspects of the visit. Meanwhile we issue advice for schools and liaise individually with them. You will note for instance the latest advice on coronavirus for schools on this website. You are welcome to read this. Infrequently we do liaise with parents/guardians directly to add detail or reassure but this really should be agreed by the school.

Reassurance. Of course we aren't staffed to deal with numerous individual enquiries. We do however, via our website and detail we provide to schools, ensure that there is plenty of information to explain all aspects of a typical visit to Plas Pencelli. At this time our discussions with schools are particularly focused on the Coronavirus Pandemic. Plas Pencelli has made substantial losses in this period which poses some risk to the centre's future. However, during this time no school has been financially penalised and I don't believe any parent or guardian has faced any financial loss. One of the strengths of Plas Pencelli is that we do value our customers highly and ensure that we always act in a reasonable way to all. Thanks for your continued support.

Thank you

www.plaspencelli.co.uk

The centre is closed but occupied for administration & security purposes. Staff and centre resources have been made available to assist with the well-being of Swindon residents and the local community at this time.