

**Wednesday 13th May 2020**

## **Statement on Coronavirus for Parents/Guardians**

Dear Parent/Guardian,

If your son or daughter is due to attend Plas Pencelli in the next few months you may have concerns whether the course will go ahead. 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. 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. At times we do liaise with parents/guardians directly to add detail or reassure but this really should be agreed by the school.

Of course we aren't equipped to deal with numerous enquiries. We do however, via our website and information 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 outbreak. 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.

**[www.plaspencelli.co.uk](http://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.*

Thank you