

The Gilbert School

Part of the Alpha Trust



KQU/RLI/jma

2nd October 2025

Dear Parents/Carers

Re: Iceland Trip 2025

As you will already be aware from recent news reports, Play Airlines has unfortunately gone into receivership. Play Airlines was the airline scheduled to take our group to Iceland.

Since receiving this news, Rayburn Tours have been working tirelessly to secure alternative flights for our group. Regrettably, given the short timeframe before our departure and the added challenge of half-term demand, no suitable alternatives could be found that would allow us to deliver the trip safely and in line with our itinerary.

The safety and wellbeing of our students, along with the quality of their experience, remain our highest priorities. With this in mind, and after exhausting every possible option, we have reached the very difficult decision to cancel the trip. Please be assured that this was not a decision made lightly, but one taken only when it became clear that no other viable solution was possible.

Rayburn Tours have confirmed that all participants will receive a full refund. We have been told that the school should receive the refund within the next 15 working days. Once these funds have been processed by Alpha Trust, we will then be able to reimburse families. We will contact you once this process begins. If you have any questions regarding payments, thereafter, please direct them to finance@gilberd.com.

We sincerely apologise for the disappointment and the impact that this will cause, especially to the students who were looking forward to this experience. Unfortunately, these circumstances were entirely outside of our control.

Thank you for your understanding and support.

Yours sincerely

Mrs K Quested
Head of Geography
Iceland Trip Leader

Ms R Litton
Assistant Headteacher
Iceland Trip Leader

Headteacher: Mr J Mitchell
Brinkley Lane, Colchester, Essex CO4 9PU
Tel: 01206 842211 Email: admin@gilberd.com Website: www.gilberd.com

Alpha Trust

Registered in England and Wales Company No 07755713

Registered office: Norman Way, Colchester, Essex CO3 3US

