



**From:** RPA Advice <[RPAAdvice@WillisTowersWatsonSecure.Com](mailto:RPAAdvice@WillisTowersWatsonSecure.Com)>

**Date:** Monday, 30 March 2020 at 12:11

**To:**

Good afternoon,

Thanks for contacting the RPA cover Helpdesk.

We can confirm that the Department for Education (DfE) will accept all your overseas **and** UK travel cancellation claims for this academic year from RPA members, we kindly ask that you return to your venues; tour operators; booking agents; credit card companies in the first instance to see if you can claw any monies back direct from them initially.

We kindly ask you evidence this action then please submit your claim(s) as per the [RPA membership pack](#). We would suggest utilising the on-line claims portal to submit claims due to the large number of claims notifications being received at this time via [www.rpaclaimforms.co.uk](http://www.rpaclaimforms.co.uk). Please mitigate any losses by cancelling your trips as soon as possible without paying any further monies to the booking agent.

We are processing claims as quickly as possible but as you can imagine our enquiries and submitted claims numbers have been extraordinary, rest assured you will be paid in the fullness of time so parents can be reimbursed by yourselves.

Please also find attached a list of RPA FAQ's in relation to the current Covid19 outbreak that you may find useful. These are also available via the claims portal and will be updated as and when required;-

<https://www.rpaclaimforms.co.uk/wp-content/uploads/2020/03/Covid19-FAQ-V5.docx>

As always thanks so much for all your support in these uncharted waters.

**We trust the above answers your query, if not please do not hesitate to contact the RPA cover helpdesk for further clarification. Alternatively full detail of the cover provided by the RPA is contained within the [RPA membership rules](#) and we attach for information a copy of the current FAQs.**

**RPA Helpdesk**

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17 April 2020