



Heathfield School Ascot

April 2019

Dear Parents / Guardians,

Packing and Storing Girls' belongings over the Summer Holiday

As part of our ongoing programme of upgrading and maintaining our boarding offer to meet the challenges of boarding in the 21st Century, we are reviewing the way we help girls store their belongings over the summer holiday.

We are concerned that the girls' storage needs are becoming more difficult to manage and we are increasingly concerned about the health and safety risk to our staff, and the girls themselves, as they carry large heavy items around the Boarding Areas at the end and start of term.

At the end of the Summer term this year, we are introducing a new system which is available to you and your daughter (s), using a professional external service, School Trunk, and introducing some new packing materials. This will no doubt help you with trunking at the end and start of each term, transport, boxes and bags etc. The girls will not be able to store anything in the Boarding Areas in the Summer holidays.

Heathfield School Holiday Storage Allowance

As part of the Silver Service storage allowance, the girls will be able to store the following, with School Trunk:

- 1 x Suitcase (Airline approved suitcase only – no plastic bags will be accepted)
- 3 x Large School Trunk Crates (these are rented to the girls as part of the package)
- 1 x School Trunk Duvet Bag (to be purchased @ £9.50 per bag)

If girls are wanting to store more than the allowance, they will incur an additional charge of £21 per item per holiday period. Any additional storage charges will be added to your school bill (see separate Storage Policy at the end of this letter).

With the girls using this service from the end of the Summer Term 2019, it will very much improve your / and your daughter's experience of the start and end of the academic year with trunking, as well as ease travel arrangements. This will help to improve the boarding services we provide.

The package cost of £50.00, including crate hire, for School Trunk's Silver Service will be directly added to the school bill. Any excess charges e.g. the purchase of a Duvet Bag (£9.50 per Duvet Bag) and/or additional storage charges (£21 per additional item) will also be added to the school bill.

Please click here to complete the [School Trunk Authorisation Form](#).

If you do not wish to use the services of School Trunk all belongings, including excess trunks and cases, will need to be taken home by the end of term.

Packing

School Trunk Crate: All girls will be required to pack their belongings into School Trunk Crates, which will be rented to the girls as part of the package. This is a strong, reusable, collapsible storage option



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with built-in safety features, which help to minimise risks and the specific size has been carefully selected to limit the weight it will carry + / - 25kg per crate.

School Duvet Bags: These duvet bags must be used by all girls wishing to store a duvet and pillow for the holidays. These strong, durable drawstring cotton bags cost £9.50 and can be ordered through the Boarding teams. This bag allows for the duvet and pillow to breathe and air naturally and can be reused every holiday.

Storage

The storage of all the girls' belongings will be contracted to School Trunk. They will be responsible for collecting the girls' belongings from their rooms and returning them directly to their new rooms at the beginning of the next term.

Uniform Gold Care Service

In addition to the Silver Service storage solution, School Trunk is able to offer a Gold Care Uniform Service. School Trunk will unpack, sort the uniform and report back against the school's requirements directly to you, as parents. They will also clean, mend and name tape up to 40 items as required, delivering them back for the start of term. This service is available as an add-on service to families for just £95 and can be ordered directly online at www.schooltrunk.org. This service is billed directly with School Trunk.

Kind regards

Rachel Frier
Bursar



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Heathfield Storage Policy

1. Storage Allowance

The Heathfield holiday Storage Policy allows students to store, 1 airline-approved suitcase, 2 School Trunk crates and 1 School Trunk Duvet Bag (2 + 1 + 1 = 5 items).

Heathfield will provide each student with 2 School Trunk crates. Should the student require more crates in which to pack their items, they should apply to their Boarding team, who will provide them. Please note that an additional charge will be levied for each additional crate used.

A School Trunk Duvet Bag can be ordered through the school at a cost of £9.50 per Duvet Bag.

2. Additional storage items

Students can store additional items and/or non-standard items but will incur additional item charges, which will appear on the school bill.

Additional item £21 per item per holiday

Any item that is not a School Trunk crate or a single airline-approved suitcase eg. a trunk, counts as two items.

Example 1:	1 trunk	2 items
	2 School Trunk Crates	2 items
	1 School Trunk Duvet Bag	1 item
	TOTAL	5 items
	Excess charge	1 item at £21 per holiday
Example 2:	1 suitcase	1 item
	Second suitcase	2 items
	2 School Trunk Crates	2 items
	1 School Trunk Duvet Bag	1 item
	TOTAL	6 items
	Excess charge	2 items at £21 per holiday = £42
Example 3:	1 plastic bag	2 item
	2 School Trunk Crates	2 items
	1 School Trunk Duvet Bag	1 item
	TOTAL	5 items
	Excess charge	1 item at £21 per holiday

Please note where no suitcase is stored a 3rd crate can be used instead as part of the standard policy.

3. Correct packaging

The student should ensure the following:

- All crates/suitcases are packed carefully and can be fully closed.
- No loose items or items stored in plastic bags should be left. Items received in plastic bags may be re-packed into a suitable School Trunk crate and an additional charge will be levied (Example 3 above).



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- Only a duvet and pillow must be stored in a duvet bag, otherwise an additional storage charge may be incurred.
- No single item exceeds 25kg in weight. Any item weighing more than 25kg will be charged at an additional £21 per overweight item per holiday period.
- A crate or suitcase can not substitute a duvet bag.
- Don't pack valuables – School Trunk will only recompense you £100 for a suitcase or crate if they should go missing.

Breakages: School Trunk is not responsible for items that break during storage and transit where items have not been securely packed. Any damaged items must have evidence of physical damage to the exterior of the packaging in which the item was contained. School Trunk cannot be held liable for concealed damage to items contained within a crate or suitcase.

4. Access to belongings

Once the belongings have been removed from school, students will not have access to them again until they are delivered back to school or any onward location agreed between School Trunk and the student. School Trunk will not access any storage crates or boxes at any time unless requested to do so under exceptional circumstances for which an appropriate charge will be levied.

Further information about School Trunk and School Trunk's terms and conditions can be found at www.schooltrunk.org.