

Hi Charlotte

Thank you for your email and thank you for your concern.

I have spoken to our contracts manager.

Although no permission was given for it, we feel that the slight risk from taking no action is preferable to the alternatives for cycling kids during the school holidays.

We don't believe it is much of a trip hazard as it's not somewhere anyone would be walking, under normal circumstances.

However, we will monitor the situation.

Please do not hesitate to contact our office, if we can be of any further assistance.

To keep wait times to a minimum, please avoid chasing existing requests or contacting us via other means as this will create additional delays.

Best wishes,



| Customer Care Advisor



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