



Airport Transfers

Introduction

We offer a complementary Airport Transfer service from and to London Luton, Stansted and Heathrow Airports from between 09:00 and 17:00 on arrivals and departures days. On each arrival or departure day, we are responsible for transferring 100-150 students safely to and from multiple airports.

It is very important that student's flight details are given to us as early as possible so that we can make all necessary arrangements, and that any changes to travel arrangements are also communicated to as soon as possible.

Before a student arrives, we will send instructions with diagrams showing where to go, where to meet us, who will be there to meet you, and a rough timetable, plus contact phone numbers.

Arrivals

On arrivals days we meet the students at the airports and transport them to St Edmund's College in coaches, cars and minibuses.

When the students arrive at the airport, they need to go through immigration, baggage reclaim and customs. We meet students at the arrivals part of the airport, which means that we meet them by the exit where all other travellers are met. Our staff will be standing in a visible position holding cards with the student's names printed on them.

Once they have met, sometimes students will need to wait at the airports with our staff while other students arrive. We aim for this wait to be as short as possible (never be longer than 2 hours). Our minibus or coach then arrives at the airport and the students are taken directly to the College campus where they are welcomed, registered, and shown to their bedrooms.

At each airport there is an Airport Manager, who stays there all day and is responsible for checking that all students and staff are where they should be. Parents will be given the name, photograph and contact details of their respective Airport Manager before students leave their home country.

Things usually run smoothly, but occasionally something does go wrong – this is usually due to delayed flights or when a student arrives but is not able to find our staff. If a student arrives and cannot immediately see our staff, they should telephone the Airport Manager straight away. We can then make sure we locate them as soon as possible.

Departures

On departures days we transport all students from St Edmund's College to their respective airports. We take them inside the departure lounge, make sure that they are checked in, have checked their luggage, and take them to the security checking area.

After this point it is the student's responsibility to ensure that they catch their flight, as we cannot enter with them.

Transfers to and from other Airports and outside our Complementary Transfer Window

We cannot offer airport transfers outside the stated times and dates of our complementary transfer service.

However, please do contact us direct if you cannot book within our complimentary transfer window and we may be able to arrange something on a case-by-case basis. Please note, there may be an additional cost associated with this.

Alternatively, you can look at using taxi companies which have specialist unaccompanied minor services, for example...

<http://www.sentinelchauffeurs.co.uk/services/unaccompanied-minor-service.html>

<https://london-airport-transfer.org/unaccompanied-minor/>

<https://ccbcars.com/about/unaccompanied-minor-service-for-young-passengers/>

Please note that we are not affiliated with the above taxi companies, and we are not responsible for a student's welfare or well-being when they are not in the care of St Edmund's College staff

Additional Information

Should you have any questions, or require additional information about this subject, please contact us direct via email at summer@stedmundscollege.org, or phone on +44 (0)1920 824 348.