



## ST EDMUND'S COLLEGE SUMMER SCHOOL

Accredited by the



ENGLISHUK  
member

**TRINITY**  
COLLEGE LONDON  
Registered Exam Centre 59174

## AIRPORT TRANSFERS

### AIRPORT TRANSFER TEAM

We have an airport transfer manager and up to ten members of transfer staff working at LHR on arrivals day and an escorted shuttle service from LSTN meeting independent flyers and unaccompanied minors. We do not recommend that children who are not frequent flyers travel independently. A large proportion of our children do fly independently as they are frequent flyers and therefore very responsible.

### AIRPORT TRANSFER PROCEDURES FOR INDEPENDENT FLYERS

- UK Border control will not release the child unless they can produce the border control letter giving the details of their transfer.
- UK Border control will not release the child unless our member of staff is in the terminal.
- The child will come through customs to the Landside Exit in the terminal.
- The child must stop at the barrier - not wander off - and look for the member of staff.
- Our member of staff will be at the Landside Exit after Customs displaying the child's name.
- The child must identify our member of staff who will be in St Edmund's College uniform and double check their name.
- The member of our staff will carry ID.

### TROUBLE SHOOTING FOR INDEPENDENT FLYERS

#### 99 out of 100 transfers go to plan

- Occasionally a flight is badly delayed or arrives early and the member of staff may be in transit. In this case the child should wait and phone the Helpline.
- Occasionally a child wanders off or the child can't see the member of our staff. In this case the child should ring the Helpline Number 07899901999 and I help them. This normally takes a few minutes.
- If a child does not come through Customs to the Landside Exit on time we go through the following procedure: send out a public announcement, initiate a search, involve the airline, involve the police.
- It is very important that we are notified immediately if a child misses a flight or the flight is late or cancelled. [Text the Helpline +44 [0]7899901999]
- The Heathrow Border Force has a Safeguarding remit and ensures that children's safety is a priority at the airport terminal.

### GOLDEN RULES FOR INDEPENDENT FLYERS

- Carry all the school documents through border control
- Do not wander off from the Landside Exit and – **stay put!**
- **Look for your name** and check the ID of the member of staff
- If you become concerned call the **Helpline 07899901999**
- Do not talk to anyone or go with anyone who is not from St Edmund's College

### TRANSFER TIMES

We aim to get children onto our transport as soon as possible. The College coach company is Golden Boy Coaches <http://www.goldenboy.co.uk/coaches.htm> Delays in getting away are usually beyond our control and can be due to late flights, congestion on the M25, congestion in the terminal and congestion in the coach park. Our staff will keep your child happy and cared for and will escort them to the College as soon as possible.