



St Edmund's College Summer School: Airport Transfers

1. 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. Outside these hours, we may be able to arrange transfers for an additional fee. On each transfer day we are responsible for transferring over 100 children safely to and from several airports. It is very important that children'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 us in good time. Before a child arrives we will send instructions to the family with diagrams showing the children where to go, where to meet us, who will be there to meet them, and a rough timetable.

2. Arrivals

On arrivals days we meet the children at the airports and transport them to the College in a coaches and minibuses.

When the children arrive, they need to go through immigration, baggage reclaim and customs. We meet the children **landside** at the airport, which means that we meet them by the exit where other travelers are met. Our staff will be standing in a visible position holding cards with the children's names printed on them. Once they have met, sometimes children will need to wait at the airports with our staff while we wait for other children to arrive. We aim for this wait to never be longer than 2 hours. Once the minibus or coach arrives at the airport and the children are all on board, they are taken directly to the College 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 children and staff are where they should be. Parents will be given the name, photograph and contact details of their respective Airport Manager before their child leaves their home country.

Things do not often go wrong, but they do sometimes – this is usually when a child arrives but is not able to see/find our members of staff. If a child arrives and cannot immediately see our staff when they come out from customs they should telephone the **Airport Manager** straight away.

3. Departures

On departures days we transport the children from the College to their respective airports. We take them inside the departure lounge, make sure that they are checked in and have checked in their luggage, and take them to the security checking area. After this point it is the child's responsibility to ensure that they catch their flight, as we cannot enter with them.

Last Updated by Lee Hawkes, February 2019