



## **Airport Transfer Procedure**

Reviewed: June 2021 by Ben Hessenthaler (Head of Admissions)  
Next review: June 2022

All boarders must provide their arrival details to the Accommodation Officer by email. Students under 16 can either be collected by a taxi arranged by the College or be collected by or accompanied by a guardian or parent and brought to college. Students over 16 are also allowed to travel on their own.

When a new student is arriving to the UK for the first time, if they wish to travel alone, the minimum age requirement is 18 years old.

### **Booking a Transfer**

Transfers can be booked by the Accommodation Officer or a Houseparent using Addison Lee online or over the phone or via Hosts International by phone or email.

Bookings must include:

- The student's full name
- The student's mobile phone number and email address
- The phone number of the Houseparents
- The email address of the Accommodation Officer
- The student's flight details
  - Flight number
  - Departure airport
  - Arrival airport and terminal
  - Expected arrival date and time of the flight

Students will be collected 45-60 minutes after the flight lands to allow for them to collect their luggage and go through passport control.

Students and parents are sent an Airport Transfer Confirmation which confirms:

- The details of the transfer booking including:
  - The booking reference
  - The taxi company telephone number
  - The date and time of the booking
  - The flight details
  - The student's phone number
- The Houseparents' phone number
- The address of the College
- Where to meet the driver, e.g. the meeting point

This confirmation will allow immigration staff to know that a student is being met at arrivals by an adult. Immigration staff may contact college staff to confirm the student's identity, staff should be able to easily obtain the student's file in order to provide relevant details to immigration staff to avoid delays.

### **Students' Arrival & Delays**

The Accommodation Officer should update SIMS/REACH and Arrival Spreadsheet with all arrival details. Houseparents should must check that each student has arrived as expected. If a student is being collected by a taxi Houseparents should check the booking online at [www.addisonlee.com](http://www.addisonlee.com) using the booking reference when the flight has landed. The website will show when a driver has arrived at the collection point and again when the student has been collected and the car is on its way. If the taxi has been booked via Hosts International Houseparents should use the booking reference and emergency number provided on the Transfer Confirmation Letter.

**If a student fails to meet the driver within 1 hour of the flight landing** the following procedure should be used:

- Driver tries to contact the student, if no contact is made driver will report to the Houseparents
- Houseparents attempt to contact the student by phone, text, and email
- Houseparents notify the Accommodation Officer / Compliance Manager by phone or email (during the weekend)
- Houseparents call the airport to check if any passengers on the student's flight are being held at passport control, if so, Houseparent provide details of the student that they are waiting for
- If not, Driver will request that an announcement is made asking the student to come to the information point

If the student has not been located within 1.5 hours of the flight landing and no passengers are being held by immigration Houseparents must contact the airport to check that the student was on the flight and contact parents, guardians, and agents to report that the student has not arrived. If the student was on the flight and has not been located in the airport the police will be called.