

Arrivals and Departures

Information on Airport Transfers

The **Shared Transfer Service** is **ONLY** available for **Heathrow Airport** and **St Pancras Station**, on arrival day, flights must **arrive between 6 am and 5 pm** On departure day, flights must depart between 11 am and 6 pm. At **St Pancras station** trains must **arrive between 10 am and 12 noon** and depart between 12 noon and 2 pm.

Students aged 15 and over will be transported to the college using one of the following services: Private Taxi (unstaffed), Shared Taxi (unstaffed) or a Minibus (staffed). If you do not consent to your child travelling without a member of staff, they may be subject to longer waiting times while waiting for other students who are also travelling in a staffed minibus.

Students aged 14 years and under will be transported to the college using one of the following services: Private Taxi (staffed), Shared Taxi (staffed) or a Minibus (staffed). The mode of transport will be determined by the number of students arriving on similar-timed flights and heading to the same college.

If students require staff member assistance with transfers they must be booked to **arrive or depart at Heathrow or St Pancras at the above stipulated times**. For any exceptional circumstance, trains or flights outside of these times or from another London airport, please discuss these with Head Office before confirming travel details and booking tickets. Taxi transfers are quoted on an individual basis and those rates are more expensive than our Shared Transfer Service. The deadline for booking a transfer is three weeks in advance of the student's arrival date, unfortunately, a transfer may not be guaranteed after this date.

Students who have booked our transfer service will be met on their arrival at **Heathrow** by Summer Boarding Courses staff. Once the flight has landed, students should go through Passport Control and then collect their baggage. Once they have their baggage, students should follow the signs to the Exit /Arrivals Hall. A member of SBC staff will be waiting for the student as they enter the Arrivals Hall.

Please note, Heathrow airport is very busy and at peak times, it can take 1-2 hours from the time a flight lands to complete Passport Control and Baggage Collection. Our staff will always follow the live flight information and will be aware of any delays.

In the Arrivals Hall, our staff will be easily identifiable wearing a bright **YELLOW T-SHIRT** (see image below) with **SBC** on the front and **TRANSFER TEAM** on the back. They will also be holding a sign displaying your child's name. In the unlikely event that a student is unable to see a member of Summer Boarding Courses team, the student should go directly to the airport information point in the terminal and inform a member of airport staff, they can also call our Head Office on +44 (0)1943 878518.

Students using our **Transfer Service** will be accompanied from the main Arrivals Hall to their transfer taxi or minibus.



Arrival at the school

Once at the school, students will be checked in at the Summer School Office, where they can hand in their passport and any valuable documents such as flight tickets. These will be kept securely in the school safe, along with any pocket money. Students can come to the office to reclaim their pocket money during break times on set days.

Once checked in, the students are then shown to their boarding houses and given time to unpack and settle into their rooms. Students will be introduced to our College Mentors and to other students in the boarding house, and will be able to join induction tours which will run throughout the day.

Departure Transfers

Our Transfer Service will be operating for flights departing Heathrow Airport between 11:00 and 18.00. If you book a flight earlier than this, your only transfer option will be to organise a taxi through SBC. For any flights departing later than 18.00, you can still use the transfer service but please do be aware that your child may need to spend several hours at the airport waiting for their flight. A shared transfer service is also available for trains departing from St Pancras Station between 12 noon and 2 pm.

On the departure day, SBC staff will wake students up and ensure they have all their belongings ready for departure – our staff will return passports, any flight documentation, valuables, and any remaining pocket money.

Students using our Transfer Service will then depart the school at a suitable time, to ensure they are at the airport at least 2 hours before their flight departs.

Some airlines require online check-in prior to departure to guarantee a flight booking, some airlines also require specific documentation signed by parents allowing minors to travel alone. It is the parent's responsibility to check the policy with the airline. If required, we recommend that parents do the online check-in and any registration documents, e-tickets or boarding passes are given to the child prior to travelling to the UK. Alternatively, we can assist with printing off any required documents if they are emailed to the office during your child's stay.