

## **WINDLESHAM TRAVEL SERVICE**

### Information for families using UM (Unaccompanied Minor) service

At each half-term and for the long weekends, we have a large number of children travelling abroad with UM (Unaccompanied Minor) status. Whilst most airlines allow children of 12 and over to travel on their own, i.e. without the unaccompanied minor service, we strongly recommend that this service is booked in order to secure the child's safe transit through London's very busy airports.

We arrange airport transfers via 2 local taxi companies whose approved drivers have worked with Windlesham for many years. We always use the same select drivers and the children soon get to know them. Whenever possible we arrange for children to share taxis. The cost of the airport transfer is charged to the account at the end of each term and when transport is shared, the cost is divided equally between each child.

#### **Approximate costs for transfer:**

Heathrow - £105 Gatwick - £75 (plus £5 drop off fee) Central London - £145 (Congestion charge may need to be added for London, waiting time at £7.00 per 15 minutes and parking for airport runs). Please note that bookings cancelled within 48 hours of the booking will incur a 50% charge and bookings cancelled under 24 hours will be charged at the full 100%. Taxis to other destinations in the UK can be booked and charged accordingly.

We send a senior member of staff and junior teachers with the children to act as escorts, to check the children in and take care of them until a representative from the airline takes them through security. When booking flights you will need to request the UM service and you will be asked for details of the adult who will check the children in and who will meet them upon their return. We will not have the details of the airport escort/taxi driver until nearer the time of flying, so please use my details if necessary in the interim:

**Mrs Mary Peters**      *NB: If the airline requires an ID number, please email me and I will provide details*  
**Address:** Windlesham House School, Washington, West Sussex RH20 4AY, UK  
**Tel:** +44 (0)1903 874700

You will need to update the airline with the correct details; these will be emailed out about 2 weeks before the flight once we have confirmed who will be on airport duty and booked the drivers to meet the children upon their return.

**The return to school after long weekends and half term is between 6.00-7.30pm. Please ensure you book an afternoon flight which allows time for the flight and the transfer to school from the airport as we ask that no-one arrives after 8.00pm into school as late arrivals can disrupt the other children in the dorm.**

When the children fly back to the UK, the taxi driver(s) or, occasionally, a member of Windlesham staff will be waiting in the arrivals area to meet them. The driver will have a Windlesham sign and a list of children he/she is expecting to meet and the airline staff will check their ID before handing the children over.

Transfer requests should be made via the Google Forms sent out throughout the school year for each particular travel date. Please fill these in and return to me as soon as possible with flight details and requests for airport transfers. It is important to check that flight times are as originally booked if bookings have been made a long time in advance and to advise of any changes as soon as possible. Inevitably, it won't always be possible to find flights which fit in with regular school start and finish times, so do please check with me if you are not sure about which flights to book.

***NB: An E-ticket and completed UM form should be sent to me in advance of each flight. Please be sure to fill in the details of the person meeting your child on arrival and I will fill in the details of the airport escort/driver who will deal with check-in, as this will change on each occasion.***

Passports are stored securely in the office in readiness for travel. Please be sure to leave passports with a member of the office team.

Children travelling abroad may bring one mobile phone and **one small** item of electronic equipment (such as a mini iPad) for use **only** in transit. In this instance, chargers should be provided as well, and **all items should be clearly named and handed in immediately to the school office for safe-keeping**. Please do not send in any additional items, as we simply do not have sufficient secure storage space.

I hope this information helps to make your travel plans easier and to alleviate any anxieties, but please let me know if you have any questions. You can contact me by email: [mpeters@windlesham.com](mailto:mpeters@windlesham.com).