

ARRIVAL AND DEPARTURE TRANSFER POLICY

Airport transfer for under-18 students

What does the service include for under-18 students?

- **Meet and greet on arrival:**

On arrival, the driver will be meeting you in the arrivals lounge of the airport, train or coach station and take you to your final destination by taxi, minibus or coach. They will be holding a sign with your name or the name of the school on it.

- **Assisted drop off on departure:**

On departure, the driver will collect you from your departure point, take you to the airport, train or coach station. If the student is taken to the airport, the driver will take you to the check-in desk and make sure this goes well, and then to the security gate and make sure that you get in the right queue.

If taken to the train or coach station, the driver will accompany the student to the right platform or gate – or as far they can possibly go and make sure that they board on to the right coach or train when possible. When this is not possible, the driver will explain to the student very clearly and show where to wait for and board the train or coach.

What does the school need to offer the service to my child?

- Arrival and departure transfers are available on request at the time of booking. Parents must provide the school with full travel details at least 1 week prior to the arrival or departure when possible. If not given enough notice or if informed of amended travel arrangements, supplementary fees may apply.
- This document applies for transfers to and from Manchester Airport, coach and train stations only. Supplementary charges and alternative arrangements may apply from other cities.

What if I do not want this service for my child?

IH Manchester strongly recommends parents of students under the age of 18 to book our transfer service in order to minimise stress and ensure the safety of our younger students when arriving or departing. It is the only way we can ensure that arrivals and departures from Manchester go as smoothly as possible, so it is added automatically to the cost of course for under-18s.

Parents can choose to opt out but it is strongly recommended that they do not. Parents who choose to opt out may do so, but they will be asked to sign a waiver stating that they understand the risks including:

- Students not being able to safely arrive at their residence on arrival and the danger that students will get on the wrong train or bus from the airport
- Unsavory characters targeting students due to their age/lack of local knowledge
- Difficulty in dealing with unexpected situations such as bad weather, strikes or engineering work due to language difficulties or lack of travelling experience
- Risk of being refused entry at Customs as an unaccompanied minor
- Not being able to check into a hotel if necessary due to being underage
- Risk of incurring expenses due to missing a flight
- Being left unaccompanied at the airport for an extended period due to a late cancellation
- Language difficulties at check-in.



Airport transfer for adult students

What does the service include for adult students?

- **Arrival transfer from outside the arrivals lounge:**

If travelling by plane, on arrival, students must go to the Arrow Cars desk when entering the arrivals hall at Manchester Airport. They have desks at each of Manchester Airport's three terminals, which are located either in or outside the terminal. Arrow Cars will have the student's information and will be expecting them. Students will then be given a car number and a taxi will be waiting at the pick-up point outside the terminal building. The driver will then take the student to their final destination.

If travelling by coach or train, on arrival (when available), the driver will be waiting for the student outside the train or coach station. They will then take them to their final destination.

- **Drop off at the airport on departure:**

If travelling by plane, on departure, the Arrow Cars driver will be waiting for the student outside their collection address and will take them to Manchester Airport and they will be dropped off outside their departure terminal. Students will then have to make their own way to the check-in desk and to security.

If travelling by coach or train, on departure, the driver will be waiting for the student outside their collection address and will take them to the coach or train station and they will be dropped off outside the building. Students will then have to make their own way to the platform or gate and make sure that they board the right train or coach.

What does the school need to offer me this service?

- Arrival and departure transfers are available on request at the time of booking. Students must provide the school with full travel details at least 1 week prior to the arrival or departure when possible. If not given enough notice or if informed of amended travel arrangements, supplementary fees may apply.
- This document applies for transfers to and from Manchester Airport, coach and train stations only. Supplementary charges and alternative arrangements may apply from other cities.
- At busy times, arrival transfers from the train or coach station may not be available for adult students: the student will be informed in advance should this be the case.

What if I do not want this service?

Arrival and departure transfers are optional for students over the age of 18 who are able to make their own arrangements.

