

The King's Summer School

Airport Transfers Policy

Reviewed by:	Mike Pengelly (Director of Holiday Programmes, King's School)
Review date:	February 2025



THE KING'S SCHOOL CANTERBURY

Introduction

We offer a complementary airport transfer service as part of the King's Summer School. However, this is restricted to specific days and times, as well as locations. Arrival or departure outside of those pre-designated conditions may result in an additional fee being charged.

For 2025, our complimentary airport transfers will include:

- London Gatwick Airport (LGW)
 - i) Arrival between 09:00 and 17:00 on 19 July 2025
 - ii) Departure between 09:00 and 17:00 on 02 August 2025
- London Heathrow Airport (LHR)
 - i) Arrival between 09:00 and 17:00 on 19 July 2025
 - ii) Departure between 09:00 and 17:00 on 02 August 2025
- London City Airport (LCY)
 - iii) Arrival between 09:00 and 17:00 on 19 July 2025
 - iv) Departure between 09:00 and 17:00 on 02 August 2025

On each arrival or departure day, we are responsible for transferring hundreds of students safely to and from multiple airports.

It is very important that the students' 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 as soon as possible.

Before a student arrives, we will send instructions (with diagrams) showing where to go, where to meet us, who will be there to meet you, and a rough timetable, plus contact phone numbers.

Arrivals

On arrivals days we meet the students at the airports and transport them to King's School Canterbury in coaches, cars, and minibuses.

When the students arrive at the airport, they need to go through immigration, baggage reclaim and customs. We then meet students at the arrivals part of the airport, which means that we meet them by the exit where all other travelers are met. Our staff will be standing in a visible position holding cards with the students' names printed on them.



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Once they have met, sometimes students will need to wait at the airports with our staff while other students arrive. We aim for this wait to be as short as possible (never longer than 2 hours). Our minibus or coach then arrives at the airport and the students are taken directly to the school campus 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 students and staff are where they should be. Parents will be given the name, photograph and contact details of their respective Airport Manager before students leave their home country.

Things usually run smoothly, but occasionally something does go wrong – this is usually due to delayed flights or when a student arrives but is not able to find our staff. If a student arrives and cannot immediately see our staff, they should telephone the Airport Manager straight away. We can then make sure we locate them as soon as possible.

Departures

On departures days we transport all students from King's School Canterbury to their respective airports. We take them inside the departure lounge, make sure that they are checked in, have checked their luggage, and take them to the security checking area.

After this point it is the students' responsibility to ensure that they catch their flight, as we cannot enter past security with them.

Transfers outside our complementary transfer

If you need to arrive outside of the aforementioned dates and times, we may still be able to support you in arranging secure transport, but there will be an additional cost for this.

Please do contact us direct and we can discuss your needs on a case-by-case basis.

Some rules

- Students must be in possession of a valid return ticket with a time and date. It is not acceptable to arrive with an undated ticket.
- The King's Summer School is not responsible for booking student tickets.



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- It is essential that we are kept informed of any changes to the student's travel arrangements. Students must not assume that we have received details of changes until they are acknowledged by us in writing.
- Students are liable for the cost of excess baggage and Unaccompanied Minor (UM) charges.
- Any Student not requiring a transfer to an approved airport at the end of the course must be accompanied from King's School Canterbury by an authorised adult.
- If a Student is being picked up by an adult who is not the parent or guardian, we require written confirmation of the name of the adult picking up the child, from the parent 24 hours in advance. The adult must provide photographic ID to the our team before the student is released into their care.
- Unexpected and unavoidable delays and complications sometimes occur. The King's Summer school does not accept responsibility for any loss or expense due to delays or changes in public transport beyond its control.
- Where we have arranged private transport for students, we shall use our reasonable endeavours to ensure that students reach the airport or the train station in the UK, on time to enable them to catch their flight or their train. Subject to this, we shall have no liability for any direct or indirect loss or expense that is incurred by students or parents if a student misses a flight or a train. Nothing in this clause shall exclude or restrict our liability for death or personal injury arising from our own negligence, or for fraud.

Additional Information

Should you have any questions, or require additional information about this subject, please contact us direct via email at summerschool@kings-school.co.uk.

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