



Airport Travel Services Booklet for Parents and Students



Airport Travel Services

The School can organise transport for your daughter to and from UK Airports. Whenever possible the transport costs are shared between those travelling. However, please bear in mind that travelling to or from UK Airports such as Luton or Stansted, for example, may incur an expensive taxi fare. Transport charges will be included on your School invoice issued at the end of each term.

Flight Bookings

Parents are expected to make all flight bookings to coincide with the School's Academic Term Dates, details of which can be found on our website www.mayfieldgirls.org. In exceptional circumstances only, requests for authorised absence should be made in advance, giving one term's notice and should be made by going to 'Leave Requests' on the iSAMS parent portal - <https://mayfield.parents.isamshosting.cloud/>.

At the start and end of each term, or half-term, transport is arranged to take (or meet) girls to/from London Heathrow and Gatwick Airports. Please note:

- **Departure from School is approximately five hours prior to the flight time (for International destinations).**
- **Departure from School is approximately three hours prior to the flight time (for European destinations).**
- **Please book transport requests by going to <https://mayfieldgirls.vectare.co.uk/> and clicking on 'Taxi booking'.**
- **THESE TIMINGS MAY CHANGE DEPENDING ON WAITING TIMES AT CHECK-IN AND SECURITY.**

Due to the high demand for transport at these peak times, the School cannot guarantee being able to organise travel, unless you meet the deadline date, which is usually four weeks prior to the travel date. In general, flights are released by the airlines months in advance. You should consider booking flights for Christmas as early as February.

Luggage

Please ensure that your daughter keeps her luggage within the airline allowance (usually 20kg for economy class). It is essential that you check this carefully with the airline. Your daughter should not attempt to carry any more than her specified limit, otherwise excess baggage fees will be chargeable by the airline. The School or taxi drivers are not able to assist with payment of such charges. It is advisable to check the airline ruling regarding hand luggage (weight, dimensions, allowed content, etc.). Detailed information is available on the British Airport Authority (BAA) website www.baa.com for any other information you may require. **If your daughter is sharing a taxi, one item of hand luggage and one suitcase is all she will be able to take with her.**

Half Terms & End of Terms

- At the end of the three half-terms, all pupils are expected to be in School to the end of the day at 16:30. Boarders unable to travel that afternoon will need to stay with a guardian, as the School will be closed.
- At the end of terms, all pupils are expected to be in School until 13:10 unless on a School trip/visit. We ask that Guardians accommodate their wards on the evening of the last day of term, if your daughter is catching an early flight the next morning.
- At the end of terms only, please be aware that we may book a coach to London Heathrow Terminal 3 and Terminal 5, which will depart School at 13:10. This depends on whether there are enough girls flying at a similar time to make this financially viable. The journey time to Heathrow is approximately 90 minutes, but this can vary depending on traffic.

Unaccompanied Minor Service

Please check with the airline whether, in view of your daughter's age, it is compulsory for her to travel as an Unaccompanied Minor. Rules and regulations for children travelling alone vary by country, so please check the applicable regulations with the local country authorities. Parents must confirm this service directly with the airline at the time of booking. The airlines usually make a charge for using this service. You will need to provide the name of the person meeting or leaving your daughter at the Airport – usually the taxi driver. Please note that some airlines insist on the driver staying in the Airport until the plane has taken off, incurring extra charges from the taxi company.

The School prefers that girls below the age of 14 should travel as Unaccompanied Minors. If the airline does not offer this service, then arrangements must be made for either the Guardian or taxi driver to accompany your daughter to check-in and to the Security Area. Please note that waiting time and car parking will be added to the fare, if this is organised by the School.

Older pupils travelling on the same flight cannot be asked to take responsibility for younger girls.

Transport organised by the School - Arrivals and Departures

The taxi driver will meet your daughter in the Arrivals area, holding a sign bearing the School logo. If, for any reason she does not meet with her driver or escort, she should telephone her Housemistress to let them know. Details of the taxi company will be given to your daughter prior to departure.

When booking a taxi using the Mayfield School Travel Services system, you will receive updates via email with regards to the taxi company name, the estimated cost and driver details. Any adjustments to your booking will also be emailed to you.

In order not to disrupt the other girls in the house, you should try to book flights that land in the UK no later than 19:00 to ensure that your daughter has time to get to School before the boarders go to bed.

If your daughter misses her inward flight to the UK, please ensure that the relevant Housemistress is informed, leaving a message on the answer machine if necessary.

Leeds House	0044 1435 874600 ext.470	leedshouse@mayfieldgirls.org
St Gabriel's House	0044 1435 874600 ext.475	stgabriels@mayfieldgirls.org
St Michael's House	0044 1435 874600 ext.480	stmichaels@mayfieldgirls.org
St Dunstan's House	0044 1435 874600 ext.485	dunstans@mayfieldgirls.org

Costs

One passenger in a car from London Heathrow costs approximately £140.00; from London Gatwick approximately £70.00. Cost will vary according to the company used, the time of day, waiting time, parking, and escorted check-in. The cost is shared between the numbers of girls using the service. Please note that it is not always possible for girls to share taxis, although we will try to accommodate this as far as possible.

UK & Non-UK Passport Holders

Parental Consent to Travel to & from Mayfield School

The School provides a form for completion by Parents/Guardians, which is to be carried with the passport through Customs when returning to the UK during the academic year. **This is a UK Border Agency requirement.**

EU SETTLEMENT SCHEME

If your daughter/ward has been granted UK Pre-Settlement Status, she must carry a copy of the Home Office letter when she travels. This letter contains details of how to access the online service, should your daughter/ward need to prove her status to airport officials.

Confirmation of Inward Travel Arrangements Letter

The School will provide parents and guardians with a letter, which confirms travel arrangements made on your behalf. This document should be carried by your daughter/ward when she travels into the UK, as HM Customs will check the letter.

Please note that if you are organising your own transfer from the airport, you will still need to send the flight details to travel@mayfieldgirls.org. We will require the full details of the location address and accompanying adult details.

In summary, regardless of whether the School arranges the transport, or if you or your guardian organise it, you will still require a School letter to confirm your arrangements.

Travelling by air - Important Reminders for Pupils

Entering the UK

A border force officer will look at your passport and check your visa/entry clearance.

You should also have documents relating to:

- your studies (letter from Mayfield School, including your Confirmation of Acceptance for Studies number if you are coming to the UK with a Study Visa).
- where you are going to stay.
- these documents must be carried in hand baggage, in paper form (not on an electronic tablet or mobile phone).
- some taxi companies may check your identification upon arrival, to ensure they are taking the correct passenger.

Before leaving immigration control, check that the border force officer has put a date stamp (if you had a visa or entry clearance) in your passport. After immigration control, you will be able to collect your baggage. At most airports, baggage is unloaded on to one of a number of moving belts ('carousels') in the baggage collection area. Look for your flight number and the name of the place your flight departed from on the screens, or above the carousels, and wait for each item of your baggage to appear. If any item does not come through, find a representative of the airline you travelled on and fill in a lost baggage form.

The Home Office has, since 20 May 2019 removed the requirement for non-EEA nationals to complete landing cards. **It is therefore very important if you use the eGates to enter the UK, that you keep your boarding pass for School records.**

Before you Travel

- Make sure you comply with your Airline's requirements – both content and weight for hand and other luggage.
- Always carry some cash to cover contingencies (telephone, snacks, drinks).

Getting to the Airport

Your taxi driver will report to reception for St Dunstan's and St Michael's House departures, and to the relevant Boarding House for all other years. Please ensure that you check your destination and terminal with the driver before leaving, and that you have your passport/tickets.

At the Airport

- Behave responsibly and listen carefully to instructions, particularly if you have to change plane on route.
- If you are in difficulty at the airport, inform your Housemistress and go to the nearest information desk for help.
- If your flight is extremely delayed, please let your Housemistress know.

St Dunstan's House 01435 874600 ext.485

St Gabriel's House 01435 874600 ext.475

Leeds House 01435 874600 ext.470

St Michael's House 01435 874600 ext.480

Please ensure that you carry a note of your UK guardian's contact details, if applicable.

Arrivals

School approved drivers will wear an identification badge and will carry a notice bearing the School name and logo. If you cannot find your driver, please call the Boarding House to let them know.

If you require any further information, please contact travel@mayfieldgirls.org.



Mayfield

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