

## **Further Information and Booking Terms & Conditions for the Oxford Royale Academy Airport Transfer service - Summer 2021**

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This document details the terms and conditions that govern the booking of an Oxford Royale Academy Airport Transfer. It is made available to all customers and students interested in booking the Oxford Royale Academy Airport Transfer service, to ensure they have all of the relevant information regarding how transfers will operate, supervision, booking and cancellation deadlines and more.

1. All journeys made as part of the Oxford Royale Academy Airport Transfer service in 2021 will be made via private taxi. This is to ensure no unnecessary mixing of students staying at different campuses, adherence to COVID-19 protocol, and minimal waiting time at the airport for the student.
2. Bookings for the Oxford Royale Academy Airport Transfer service must be completed at least 14 days before the student's arrival day. This is to allow us enough time to make the necessary arrangements with our transport partners.
3. It is the responsibility of the student's Legal Guardian to complete the booking form in the Oxford Royale Portal with accurate student contact details and flight information. Our staff will use this information to ensure students are met on time and that we can monitor and adapt to any flight delays or changes on the day of travel.
4. The student's Legal Guardian must provide, via the Oxford Royale Portal, a mobile telephone number on which the student can be contacted on arrival days.
5. If you have booked (or plan to book) a Registered Unaccompanied Minors service with your airline, kindly take note of the following:
  - a) Please let us know that you have booked this service with your airline by ticking the relevant box on the form in the Oxford Royale Portal.
  - b) If you book this service with your airline after you have booked your Oxford Royale Academy transfer, please let us know via the Help button in the Oxford Royale Portal and we can ensure that our records are updated and you have the information you need.
  - c) Please note that names of specific airport representatives at each airport or terminal, or names of specific taxi drivers, will not be available until approximately one week prior to the date of travel - we will provide you with the contact details of a member of Oxford Royale head office staff for you to give to the airline until then, which will need to be subsequently updated with the airline once we make the information available to you.
6. The luggage limit is one suitcase and one item of hand luggage per student.
7. It is possible to arrange for different students to share taxis, or for family members who are accompanying students to campus to utilise the same taxi, as part of the Oxford Royale Academy Airport Transfer Service. This can be completed as part of the booking process on the Oxford Royale Portal - please contact our team if you would like assistance with this, using the Help feature in the Oxford Royale Portal.
8. Students should aim to arrive at their UK airport between 8am and 2pm UK time, to ensure that they are on campus in time for the first welcome talk, which typically starts at 5pm (but varies by campus - precise timing will be confirmed by email shortly before the start of the programme).

9. For students attending our courses for ages 13+, representatives from Oxford Royale Academy will only be present:

- At Heathrow Airport
- On Arrival days
- Between the hours of 7am and 4pm UK time

In locations and times other than the above, students aged 13+ will be responsible for locating their driver themselves.

For departures, students aged 13+ will be collected by their driver directly from their campus and taken to their point of departure.

Students attending our Junior Summer Schools for ages 8-12 at St Mary's School Ascot and/or Uppingham School will be accompanied by an Oxford Royale Academy staff member in the taxi for their journey.

10. On departure day, students will need to vacate their room shortly after breakfast. Because of this, we recommend that students book flights which leave the UK between 1pm and 6pm.

11. Transfer bookings placed more than 90 days prior to the student's arrival day can be added to the student's order but must be paid for no later than 90 days prior to the start of the student's course (pursuant to clause 4.1 of the Terms and Conditions of Enrolment, available at <https://www.oxford-royale.com/about/useful-information/policies/terms-conditions/>).

12. Transfer bookings placed later than 90 days prior to the student's arrival date must be paid for in full at the time of booking.

13. In the event that a transfer booking is cancelled by the student, customer or agent 60 days or more before the student's arrival date, the student shall be entitled to a refund of any fees paid.

14. In the event that a transfer booking is cancelled by the student, customer or agent 59 days or fewer before the student's arrival date, the student shall not be entitled to a refund of any fees paid.

15. To cancel a transfer booking, please contact the Admissions department using the Help button in the Oxford Royale Portal, quoting your order reference and your reason for cancellation.