

Further Information and Booking Terms & Conditions for the Oxford Royale Academy Airport Transfer service - Summer 2022

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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 2022 will be made via private taxi. This is to ensure no unnecessary mixing of students staying at different campuses, adherence to any COVID-19 guidance from the UK Government, 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 fee-payer and (if different) the Legal Guardian of the student to ensure the booking form in the Oxford Royale Portal is completed 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. We cannot accept responsibility for any delays or issues caused by incorrect information.
4. The fee-payer or Legal Guardian must provide, via the Oxford Royale Portal, a mobile telephone number on which the student can be contacted on their arrival day.
5. If you have booked (or plan to book) a Registered Unaccompanied Minors (RUM) service with your airline, kindly take note of the following:
 - a) Please let us know that you have booked the RUM service with your airline by ticking the relevant box on the transfer request form in the Oxford Royale Portal.
 - b) If you book the RUM service with your airline **after** you have booked your Oxford Royale Academy transfer, please let us know via our *Contact Us* form (<https://www.oxford-royale.com/contact-us>, selecting "An Existing Booking") and we can ensure that our records are updated and you have the information you need.
 - c) Please note that names of specific taxi drivers or other staff, 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. It is possible to arrange for students on different orders 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, via the Contact Us page of our website (address given above).
7. If you would like a taxi to be shared between multiple students, please note that these will be standard-sized 5-door, 5-seater vehicles. Please bear that in mind when deciding on how much luggage to bring. We recommend that each student sharing a taxi should only bring 1 suitcase and 1 item of hand luggage, to ensure all passengers and their luggage fit in the taxi. We cannot be held responsible for any delays or extra costs incurred should all students and their luggage not fit in a pre-arranged taxi.

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 (this varies by campus - precise timing will be confirmed in your final Joining Instructions, which we will upload to the Oxford Royale Portal shortly before the start of the programme).
9. Kindly note that, for all transfers, there will be no Oxford Royale chaperones present at the airport. Students will be responsible for finding their driver themselves.
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. For any flights departing prior to this, we are able to arrange an early wake up call, packed breakfast, and departure assistance for students who need to leave early.
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 via the Contact Us page of our website (<https://www.oxford-royale.com/contact-us>), quoting your order reference and your reason for cancellation.