

# Further Information and Booking Terms & Conditions for the Oxford Royale Transfer Service - Summer 2024

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This document details the terms and conditions governing the booking of a place on the Oxford Royale Transfer Service. It is made available to all customers and students interested in booking the Oxford Royale Transfer Service, to ensure they have all of the relevant information regarding how transfers will operate, supervision, booking and cancellation deadlines and more.

1. Journeys made as part of the Oxford Royale Transfer Service in 2024 will be delivered using a variety of modes of transport. This allows us to be flexible with delivery whilst ensuring an efficient service with reduced environmental impact. Please see <https://www.oxford-royale.com/transfer-service/> for full information. It is not possible to specify a particular mode of transport.
2. Bookings for the Oxford Royale Transfer Service must be completed at least 30 days before the student's arrival day. This is to allow us enough time to make the necessary arrangements with our transport partners. This deadline is in place for both the arrival and departure transfers.
3. It is the responsibility of the customer and (if different) the Legal Guardian of the student to ensure the transfer 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 provided by students or their families. Our system will prompt you to re-confirm flight information previously received by us closer to the travel date.
4. The customer 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 the student you are booking for will be travelling alone, kindly take note of the following:
  - a) Please let us know that your child will be travelling alone by ticking the relevant box on the booking form.
  - b) If you change plans and decide that your child will be travelling alone **after** you have booked a place on the Oxford Royale Transfer Service, 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. This applies whether or not you have booked an official unaccompanied minors service with your airline.

- c) Please note that names of specific Oxford Royale staff will not be available until shortly before 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 new contact information available to you.

6. It is possible to request for students on different orders to share the same transport, and for family members who are accompanying students to campus to utilise the same transport. Please contact our team if you would like to do this, via the Contact Us page of our website (address given above). Where parents are accompanying students on their transfer, this is likely to necessitate a private taxi and may incur an additional cost.

7. There is a strict limit of **one** suitcase and **one** item of hand luggage per student for all transfers. In previous summers, it has been necessary to separate students from excess luggage due to capacity and weight limits of the transport vehicles. Excess luggage will be transferred to students’ campuses separately at their own expense.

8. Oxford Royale will provide supervisory staff at the following airports only:

- UK summer schools: London Heathrow Airport
- Summer school at Yale: John F Kennedy International Airport
- Summer school at UC Berkeley: San Francisco International Airport

9. Oxford Royale staff will only be available at the above airports on scheduled arrival and departure days, and during certain hours of supervision. The hours and time limits of supervision are outlined on our webpage at <https://www.oxford-royale.com/transfer-service/>

10. You must book flights that land or depart within certain windows of time on arrival and departure day. Please see <https://www.oxford-royale.com/transfer-service/> for the time windows that apply to your student/airport. For general guidance, we encourage all students to book flights that land or depart in the morning or early afternoon if they would like to make use of the Oxford Royale Transfer Service.

11. All transfers must be paid for in full at the time of booking.

12. In the event that a transfer booking is cancelled by the student, customer or agent 21 days or more before the student's arrival date, the student shall be entitled to a refund of any fees paid.

13. In the event that a transfer booking is cancelled by the student, customer or agent 20 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.