

## Further Information and Booking Terms & Conditions for the Oxford Royale Supervised Airport Transfer service - Summer 2025

Version 7.11.2024

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

1. Journeys made as part of the service will be delivered using various modes of transport. This allows us to be flexible whilst ensuring an efficient service with minimised 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. All bookings for the service must be made at least 30 before the day of travel - arrivals and departures. This is to allow us enough time to make the necessary arrangements with our transport partners.
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 to 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. Our system may prompt you to re-confirm flight information previously received by us.
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 Oxford Royale Portal.
  - b) If you change plans and decide that your child will be travelling alone **after** you have booked your Oxford Royale 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. It is important that you do this regardless of whether or not you have booked an official unaccompanied minors service with your airline.
  - c) Please note that names of specific Oxford Royale staff who will be meeting students will be made available shortly before the date of travel. If you require details for a formal Unaccompanied Minors service, we will provide you with the contact details of a member of Oxford Royale head office staff for you to give to the airline on a temporary basis - you will need to update the airline once we make the new contact information available to you.
6. It is possible to request for students on different orders but attending the same ORA campus to share the same transport, and for family members who are accompanying students to campus to use 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 or other non-students are accompanying students on their transfer, this is likely to require a private taxi and may incur an additional cost.
7. There is a limit of **one** suitcase and **one** item of hand luggage per student for all transfers.

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

- UK courses: London Heathrow Airport only. Please note we do not offer a transfer service from any other UK airport
- US courses: Please check with our Admissions team or contact us via our website (<https://www.oxford-royale.com/contact-us>)

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 are outlined on our webpage at <https://www.oxford-royale.com/transfer-service/>

10. If you wish to book transfers for flights outside of the time windows specified on our website (<https://www.oxford-royale.com/transfer-service/>), you will need to contact us via our Admissions team or via our website (<https://www.oxford-royale.com/contact-us>).

Please note you will need to confirm in writing that, outside of the times we provide the transfer service, the parent / legal guardian of the student is happy for the student to be unaccompanied at the airport and that they will be able to clear arrivals or check in without the assistance of our team.

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

12. If a transfer service booking is cancelled 30 days or more before the student's arrival date, the transfer fee can be refunded. Cancellations made less than 30 days before the arrival date shall not be entitled to any refunds.

13. 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.