

Version 2026/1

The first part of this document is for the Centre Management team. The second part is for any staff member going to the airport in the role of an Airport Courier.

## Airport Procedures – Centre Management

All individual students and groups should be met at their arrival airport unless otherwise arranged.

Think ahead 3-4 days **before** arrivals to double-check all the information you have is correct and reconfirm with coach companies. This gives you time to find solutions if necessary.

We have a team of airport meet & greet couriers who are based in and around the main airports in London. They will take on many of the London arrivals. However, it might be necessary to send your centre's Activity Leaders to an airport to meet a group/some groups in the role of an Airport Courier.

- Ideally choose a staff member who knows the airport and who feels confident to take on this responsibility
- This person will provide the first impression for the group/student. Make sure they are aware that they need to represent Elac in a friendly, professional and understanding manner

Airport Couriers meeting groups and individuals on arrival need;

- clear information about who they are meeting, when and where, along with contact numbers for the centre, and the coach drivers
- a way to get to/from the airport. This might be by coach, but you may need to source a train ticket through your OM
- an Elac airport sign
- to be wearing an Elac t-shirt and/or hoodie
- to make sure that they have their phone fully charged
- to be on time when meeting the group

### Speaking with the coach company

Arrival and departure days can be the most challenging on the course. It is important to remain calm and work as a team to get the best outcome. Sometimes it is necessary to speak directly to the coach company. It is best if only one person on the team (usually the Centre Logistics Manager) always speaks to them as things can get complicated if the coach company are speaking to different people, each one saying something different. On a challenging day, frustrations can occur and an Airport Courier at the airport doesn't always have the skills or full information to handle situations with the right approach.

### Communication

It may be useful to set up an airport WhatsApp chat to use on arrival/departure days, particularly if there are a number of groups arriving and departing. Flight delays and

cancellations as well as traffic issues often mean that the schedule will need to be adapted on the day. Having everyone in communication means that last minute changes will be picked up by everyone.

The centre 24-hour number should be shared with Group Leaders at the airport before departing so they can communicate with the centre management team to give any updates on their arrival time. The Airport Courier should also message the centre when a group/individual has departed so they know roughly when to expect the student(s) to arrive.

### **Airport waiting times**

We might expect groups or individuals who have paid for a shared transfer to wait **up to 2 hours** on arrival for the coach/taxi to take them to their centre. In exceptional circumstances where there are delays or events outside of our control, waiting times might exceed 2 hours. In these situations we should try to find alternative practical arrangements if possible.

Individuals who have paid for a private transfer should be collected and taken to their centre on arrival.

If you have any doubts, involve your OM.

### **Staff pay & expenses**

1 Activity Session per every 3 hours at airport.

A £6.00 allowance per a meal (around each 4-5 hour period) for food and drink. Receipts must be collected and handed to the Centre Manager.

### **Unaccompanied Minor Service**

If a student has paid for the Unaccompanied Minor Service (UM) at the airport, they will have paid for a Private Transfer plus a supplement. This involves having a member of staff, or named person, provided by us collect/return the student from/to the airport. In both directions there has to be a hand-over where the student is collected from or taken to an airline representative. It is best to liaise with HO (at least a couple of days prior) over all UM to check what has been agreed and what names/phone numbers have been provided in advance.

### **Airport Terminals and airlines which fly to/from them**

| <b>AIRPORT</b>  | <b>TERMINAL</b> | <b>AIRLINES</b>  |
|-----------------|-----------------|--|
| London Heathrow | 2               | Aegean, ANA, Air China, Austrian Airlines, Lufthansa, TAP Portugal, Turkish Airlines   |
| London Heathrow | 3               | Japan Airlines, Vueling  |
| London Heathrow | 4               | Aeromexico, Alitalia, China Eastern Airlines, China Southern   |
| London Heathrow | 5               | British Airways, Iberia  |
| London Gatwick  | SOUTH           | Aegean, AirBaltic, AirEuropa, British Airways, China Southern Airlines, Easyjet, Iberia, TAP Portugal, Turkish Airlines, Vueling |
| London Gatwick  | NORTH           | Easyjet, China Eastern   |

|               |                          |              |
|---------------|--------------------------|--------------|
| London City   | Only 1 terminal building | All airlines |
| Stansted      | Only 1 terminal building | All airlines |
| East Midlands | Only 1 terminal building | All airlines |
| Birmingham    | Only 1 terminal building | All airlines |
| Manchester    | Only 1 terminal building | All airlines |
| Bristol       | Only 1 terminal building | All airlines |

**\*\*Please double-check flight numbers, airports and terminals in the days leading up to arrivals and departures.\*\***

## Airport Procedures – Airport Courier

**The role of the Airport Courier is extremely important.** The Airport Courier is the first Elac representative the group leader and students will meet on their arrival (and depending on the group, possibly the last person they see on their departure). First and last impressions can have a significant impact on someone's overall experience with us, particularly in a world where it is very easy to share discontent quickly through social media and messaging.

Below is an outline of the main duties and procedure for meeting and greeting students, both individuals and groups, on their arrival at the airport as well as guidance on how to manage this task successfully.

### Before going to the airport make sure that;

- you are dressed appropriately, with your Elac t-shirt and/or hoodie
- you have all the information you need to pick up (or drop off) an individual or group
- you have contact numbers for your centre (24-hour number) and any individual students (where applicable)
- you have transport to/from the airport by coach or train ticket(s) (when necessary)
- your phone is fully charged

### Arrivals:

- Go to the Airport Information & ask them where the Coach Marshall is located at the airport and the area where coaches pick-up groups
- Once you have located the coach pick-up point and the Coach Marshall stand at the specific arrival area in the airport (check you are in the correct Terminal building) with your Elac sign
- Look at the airport arrival information on the screens in the airport to see that the flight has arrived and see if you can find an area where the group can go when they arrive without blocking any thoroughfares
- Welcome the new Group Leader & students when they arrive (making sure to introduce yourself, be friendly, and understanding (particularly if they have been delayed and had a long journey)
- Provide information to the Group Leader, such as journey time to the centre, arrangements when they arrive at the centre etc
- Allow students and Leaders to use toilet facilities, but this is **NOT** an opportunity to go to any shops
- It is important to keep the group together and go to the coach pick up point. It is important that ALL the students and Group Leaders are present when the coach is

called down (by the Coach Marshall) as it will not be able to wait for anyone when it arrives

- Make sure that you communicate with the driver regarding the way he would like to load the luggage on to the coach. **DO NOT** let the students chuck their bags into the coach as this may cause problems with space
- Count and re-count the student numbers and check this is correct with your information and with the Group Leader
- Once everyone is on the coach state the basic coach requirements to the group – seat belts, sitting down throughout the entire journey, litter, eating & drinking etc
- Brief explanation of where the coach will take them and what to expect when they arrive at the centre (if you are not travelling with them). Also let them know **NOT** to leave the coach at the centre before a member of Elac Staff has met them, as they may not be leaving the coach at the exact point they have stopped. Also make sure driver knows not to unload suitcases until a member of Elac Staff has met them
- Call/Message the Centre 24-hour number to let them know that the group has left the airport and are on the way
- When collecting individual students, make sure you do not leave them alone. Take them with you to collect a larger group or to collect other individuals who are arriving at a similar time

Sometimes, through design (in order to maximise the use of places on coaches or in taxis), or through circumstance (flight delays, cancellations or traffic), it will be necessary for individual students or groups to wait at the airport. Depending on the group and the journey they have had to get to the UK, this can sometimes be frustrating for the Group Leader and students. It is important that everyone involved in their transfer at the airport and the centre are understanding and sympathetic.

On some occasions we are expected to assist groups or individuals check-in on their departure day.

### **Departures:**

- Familiarise yourself with the airport layout (different terminal buildings) and also the relevant group check-in desks
- Go to the Airport Information desk to locate the area where coaches' drop-off groups and stay there ready for the arrival of the coach (if you have not travelled up with the group). You can also contact the centre to find out the group's estimated time of arrival
- Guide the group to the relevant airport check-in desk and make sure that they stay together with luggage and not blocking any thoroughfares. (DO NOT let them go to the shops or toilets there will be plenty of time for this once they are through security)
- After the whole group has checked in make sure they have their hand luggage, passport and flight tickets
- Take the group to the departure/security area and make sure that they have all passed through security successfully before you wait for the next group or leave the airport
- In larger airports, individuals, or groups, may need taking to, or dropping off at, different terminals. Make sure that individual students don't get off at a terminal without you
- Never leave individuals alone until you have handed them over to someone else, or you have seen them to the security gates and can go no further. If you are dropping off more than one individual student at a time, prioritise who to sort out first based on their departure time

**Unaccompanied minor service:**

If you are picking up or dropping off individual students, it is important to know if they have "Unaccompanied Minor Service". This will mean that you need to stay with them until they are collected by a staff member from the airline, usually 1 hour before take-off (on departure) or that you will need to collect them directly from an airport representative (on arrival).

Your centre management team will provide you with any necessary information and paperwork if you are collecting or dropping off individual students with unaccompanied minor service.

If you have any doubts, get in touch with your centre team on the 24-hour number. They will be able to support you.