# Airport Transfers

Meet your group, welcome them to the UK and see them onto their coach to the centre.

## Your arrivals sheet

EXAMPLES · Group and coach details

| Group | PAX | GL name | GL contact | Provider | Driver | Driver contact |
|---|---|---|---|---|---|---|
| Broad Education | 17 | Wendy | +886-920-773-XXX | EvoTravel | John | XXX |
| Study Tours | 12 | Romano | XXX | EvoTravel | Alex | XXX |

Flight and staff details · same groups

| Group | Flight | Landing | Airport | Centre ETA | Staff / phone | Departed |
|---|---|---|---|---|---|---|
| Broad Education | SQ306 | 08:00 | LHR 2 | 12:00 | XXX / XXX | 08:44 |
| Study Tours | AZ218 | 08:25 | LCY | 12:00 | XXX / XXX | 09:05 |

### 01 Before setting off

- Read the CM's sheet: group, expected numbers, GL contact, flight, terminal, landing time, coach and driver details, and centre ETA.
- Plan to arrive before the plane lands. The Centre Manager (CM) will arrange your travel costs.
- Wear uniform. Collect the welcome sign and office supplies. Bring your phone and charger.

### 02 At the airport

- Check the arrivals board or airport website for delays and how long ago the flight landed.
- Introduce yourself to the driver. Check they are ready and waiting at the airport.
- Find the coach marshal, who controls coach access to the terminal. Introduce yourself, give the flight number and say the group is due soon. Use the contacts below if you need help.

### 03 Once the group is out

- Big smiles and a big welcome! Introduce yourself to the students and Group Leader (GL).
- Confirm student and GL numbers. Tell the CM about any difference from the expected numbers.
- Allow water, snacks and toilet stops. While the group is busy, ask the marshal to call the coach through. Escort everyone to the coach bay, ready to load.

### 04 Seeing the group off

- You do not join the coach. Explain that the centre team will welcome the group. Usually, you stay for the next flight unless this is your last one.
- Get the GL's number and pass it to the CM if needed. Wave them off, then message your staff group chat as shown below.

### If something goes wrong

Keep your CM and Programme Manager (PM) updated throughout Day 0: delays, emergencies or a coach no-show. There is no such thing as too much communication. Ask airport staff for help and use the airport website. Stay calm, stay hydrated and keep your phone charged.

## Departure message example

Broad Education on their way! ETA is 12:25

Confirmed as 20+1
GL is Wendy, her number is 12345567890

No issues, everyone happy and healthy

## Coach marshal contacts

Heathrow +44 (0)7814 246 995
Gatwick 01293 502 392

Heathrow stands at arrivals
T2: ground level, lane 3, stops 13-14
T3: forecourt, stops 9-10
T4: ground level, lane 3, stops 18-19
T5: ground level, lane 1, stops 16-16B