



Young Flyers, Airport Assistance & Unaccompanied Minors (UM) explained

Each airline has their own rules regarding young passengers flying on their own. Many airlines will accept a flight reservation even when the flyer is too young to fly on their own so always check carefully otherwise your child might be refused flight at the airport.

Young Flyer and UM details can be found on the airline's website or please check if you booked with a travel agent as the rules can often change at short notice.

Most airlines (not British Airways) offer a chargeable service to take care of young flyers through the airports and on the flight. This is called Unaccompanied Minor or UM service. You must check what age this is compulsory for on your airline.

We recommend that all students fly with a Consent for Travel form which you can find on your ILP parent portal. If flying with British Airways then Young Flyers must travel with the BA Young Flyers letter.



✓ Check your airline's age restrictions



✓ Check if your airline has a UM service



✓ Check your child has a Consent for Travel form

Academic Families Airport Assistance services

Schools often organise airport support - check-in, meet & greet and UM service - on busy travel days and we book this by default unless you request our bespoke Airport Assistance service. School will then be responsible for resolving any problems on the day at the airport. We still manage everything on your behalf as usual but liaising with school instead of our partner who can also escort children airside and works 24/7.

If your school doesn't offer airport support or you would prefer our bespoke service then we will arrange our Airport Assistance service for your child.

Landside & Airside assistance

If your child is able and happy to fly on their own then they are travelling as a Young Flyer, however you may want support for them through their UK airport and we offer our Airport Assistance service both landside and airside. This is especially popular for passengers travelling through Heathrow – parents can book this service too!

Book early to ensure availability

Booking your chosen service is straightforward - review the options and ask your Guardianship Care Manager to arrange it. Like most things, the earlier you request a service then the greater chance we can confirm our partner availability. If you require Unaccompanied Minor (UM) service then you must also book the airline service direct with them.

Service		1.5 hours landside or 3 hours airside
Departure	Check-in - terminal support	Check in support as far as security
	Check-in - UM service	Signed for UM service + flight departure wait
	Check-in - flight departure gate	Check in support through airport to plane
Transit	Airport transit - terminals	Support from Arrivals, new terminal check-in + security
	Airport transit - airside connections	Escort from plane to plane
Arrivals	Meet & Greet - terminal support	Meet in Arrivals Hall
	Meet & Greet - UM service	Signed for UM service
	Meet & Greet - plane door	Escort through airport from plane door to Arrivals
Flight Escort	Young flyer escort	Adult escort on flight

Landside is the airport outside of Security

Airside is the airport beyond Security and passport control

UM is the UK service supporting the airline UM service – signing in / for the student

Academic Families Airport Assistance details

SERVICE	WHO	WHAT
Departure		
 Check-in - terminal support		Adult assists with check-in and escorts student as far as security
 Check-in - UM service		Adult completes UM check-in including ID, signature and waiting for flight departure
 Check-in - flight departure gate		Chaperone assists with check-in and escorts student through Security and Passport Control, waiting until they check in the student at the departure gate ready to board.
Transit		
 Airport transit - terminals		Chaperone meets student at Arrivals, assists with terminal change and check-in as necessary.
 Airport transit - airside connections		Chaperone meets student at plane door, assists with terminal change, security and escorts student to the departure gate for their next flight.
Arrivals		
 Meet & Greet - terminal support		Adult waits for student in arrivals terminal with a name board/sign
 Meet & Greet - UM service		Adult completes UM collection paperwork
 Meet & Greet - plane door		Chaperone meets student at the plane door, escorts them through the airport including passport control, baggage and security.
Flight escort		
 Young flyer escort		Chaperone escorts the student on the flight and through all airports

 driver  chaperone



Unaccompanied Minor (UM) Service



Step 1

Book your airline's Unaccompanied Minor service. Not all airlines offer this service (British Airways doesn't) and it's subject to availability on each flight. Many airlines allow passengers to book flights for minors without an adult or UM service even when they will refuse flight at the airport check-in. Check your airline's website to see the latest regulations regarding Young Flyers and Unaccompanied Minors.



Step 2

Request Academic Families UM service when requesting airport transfers. We will provide the details of the Adult signing the airline's UM paperwork on our behalf as Parent / Guardian – usually 48 hours before the flight but we try extremely hard to confirm these further in advance.

UM service includes -

Departure / Outbound



Confirm details of adults handing in and collecting your child



Adult completes UK check in



shows their ID



completes airline UM form - collecting adult details



signs as driver and parent/guardian



Airline confirms when to return the UM to the check-in desk – usually 45 minutes before flight departure. Adult escorts the UM until handover.



Airline member of staff accompanies the UM through the airport and on to the plane. UMs are often seated together.



Airlines require the Adult to wait in the airport until flight departure in case of cancellation when they would collect the UM and arrange the next available flight.

Arrival / Inbound



Airline member of staff escorts the UM to the designated landside collection point and escorts them through the airport to Arrivals and the airline desk.



Adult named on the UM form as collecting the UM shows their ID



Adult signs as Parent/Guardian to collect the UM



If the adult is a Chaperone, they will meet the driver in the terminal to hand over the student

Unaccompanied Minor Consent to Travel Form

	INBOUND FLIGHTS to UK	OUTBOUND FLIGHTS from UK
 Who completes the UM form?	Parents complete the airline UM form in advance and take it to the airport - they may be asked to complete the airline form at the airport	AF completes the UM form, and emails it to the Adult doing the UM check-in or the child's houseparent if the child needs to take a copy to the airport for signature.
 What information is required?	AF sends Parents full details of the Adult collecting the child at the destination airport.	Parents send AF full details of the Adult collecting the child at the destination airport. AF confirms the details of the Adult completing the UM check-in and prepares the UM form.
 What details are required for both adults completing the UM?	This varies by airline - standard details include <ul style="list-style-type: none"> • name • mobile Number • photo ID Number • address (can be the school address) 	This varies by airline - standard details include <ul style="list-style-type: none"> • name • mobile Number • photo ID Number • address
 What photo ID can be used?	Photo ID with an identifiable number - passport, driving licence, taxi badge etc	Passport / Driving licence / Badge ID (any photo ID which also contains an identifiable ID number that the airline staff can check corresponds with what is written on the form)
 Where to sign?	Sign as the Parent/Guardian to confirm collection	Sign as the Parent/Guardian to confirm collection



Using our professional drivers



Your child will be collected by one of our professional drivers.



It is important that your child turns on their phone as soon as it's safe so they can contact – or be contacted by – their driver.



The driver will wait in the Arrivals Hall holding a nameboard.



Both child and driver have each other's contacts. Our drivers aim to Meet & Greet passengers at Arrivals 20-30 minutes after the scheduled landing time to avoid extra waiting costs. If you prefer they arrive earlier then please request this.

If your child cannot find their driver in the Arrivals Hall, they should –



Step 1

Stay in the Arrivals Hall and find a place to wait beside a café or shop which they can easily describe.



Step 2

Phone their driver on the mobile provided.



Step 3

If their driver does not answer and they cannot find them, call their Guardianship Manager.

Contacting you to resolve any situation only adds a level of complication – if they're old enough to travel on their own then they are old enough to make contact with their UK support team!



Safe
Happy
Successful
Students

Register for our UM services with
your Guardianship Care Manager

