

# Airport Assistance 2021

## Airport Flight Connection Service

A chaperone can meet your child on arrival at the airport (at their plane or taxi door); escort them through the airport (including Security, Passport Control, the baggage hall and changing terminals) and take them to their onward transfer (departure gate or taxi). Also UM service.

### Services

| Service  | 1.5 Hours Landside or 3 Hours - Airside                         | Fee                    |
|--|---|------------------------|
|  Landside Arrival     | Meet in Arrivals Hall   | £100                   |
|  Landside Arrival     | Meet Unaccompanied Minor  | £100                   |
|  Airside Arrival     | Meet at aircraft  | £160                   |
|  Landside Transit   | Meet at Arrivals, (change terminal), check-in & see to security | £160                   |
|  Airside Transit    | Meet at aircraft, (change terminal) and assist to aircraft      | £160                   |
|  Landside Departure | Check-in and see to security                                    | £100                   |
|  Landside Departure | Check-in for Unaccompanied Minor                                | £100                   |
|  Airside Departure  | Check-in and assist to aircraft                                 | £160                   |
|  UM Flight Escort   | Adult escort on UK Domestic flights                             | Return air fare + £200 |
| <b>Additional Charges</b>  |   |                        |
| Out of Hours   | Prior to 06.00 and after 21.00 - hourly charge                  | £25                    |
| Excess Time  | Hourly Charge   | £25                    |
| Chaperone Care   | Off airport site - hourly charge                                | £35                    |
| Emergency  | Call out fee  | £100                   |
| Cancellation   | Within 24 hours of service                                      | 100%                   |
| Cancellation   | Within 48 hours of service                                      | 50%                    |
| Late Bookings  | Up to 48 hours before flight                                    | £50                    |
| Bank Holidays  | Surcharge   | +50%                   |
| Porter   | Up to 8 bags  | £50                    |

Please book as early as possible to ensure availability