

Unaccompanied Minor (UM), Airport Assistance and Young Flyers explained

Even though transport is booked/arranged through our Transport Manager or school, it is helpful to understand the differences and details when it comes to Airport Assistance and UM service.

Please see below the services that are offered to parents in terms of Airport Assistance, and further details on the following page. This will give an overview of the different types of services parents can request, and an understanding of what each service entails if parents require more information. It is also important to know which services can be carried out by drivers and which can be carried out by chaperones depending on access to different areas of the airport.

When booking/requesting transport or any airport assistance services, please use the same names you can see in the table to make sure the correct service has been identified and can be organised accordingly.

The age a young flyer can fly unaccompanied, but not as an UM, varies by airline and details can be seen on the ILP Airlines tab.

We recommend all students fly with a [Consent for Travel form](#) - in ILP Resources or letter. British Airways has their own letter that Young Flyers must travel with.

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

SERVICE	WHO	WHAT
Check-in – Terminal Support	Driver or Chaperone	Adult will assist with check-in and escort student as far as security
Check-in – UM Service	Driver or Chaperone	Named Responsible Adult will complete UM check-in and wait until the flight has departed
Check-in – Flight Departure Gate	Chaperone	Chaperone will assist student with check-in and accompany them through security and Passport Control. They will wait with them until they check the student into the departure gate and ready to board. (Drivers do not have this access)
Airport Transit - Terminals	Chaperone	Chaperone will meet student at arrivals, assist with terminal change and check-in as necessary. (Driver would not do this as no transport is required)
Airport Transit – Airside Connections	Chaperone	Chaperone will meet student at plane door, assist with terminal change and check-in as necessary, and accompany student to the departure gate for their next flight. (Drivers do not have this access)
Meet & Greet – Terminal Support	Driver or Chaperone	Adult will wait for student in arrivals terminal with a name board/sign
Meet & Greet – UM Service	Driver or Chaperone	Adult will complete UM collection
Meet & Greet – Plane Door	Chaperone	Chaperone will meet student at the plane door, escort them through the airport including passport control, baggage, and security. (Drivers do not have this access)
Young Flyer Escort	Chaperone	Chaperone will take flight with the student to accompany them for the entire process. Domestic flights only

Unaccompanied Minor Service

1. Parents need to book the Unaccompanied Minor firstly with the **airline**. This is subject to availability as there are often limited places for UMs per flight. Note that not all airlines offer this service but will allow passengers to book the flights for minors without an adult, even when this is not possible, and they can be refused entry to the plane on the day. So, if you have a young student flying, please check the **Airlines** tab on ILP to check the up-to-date regulations regarding ages of children flying alone/with UM service.
 - a. British Airways does not offer an UM service

Always check the airline policy and age of student when you receive flight details from their parent and advise parents if there may be an issue.

2. Parents must request Academic Families' Unaccompanied Minor service when we arrange transfers to or from the airport. Academic Families either requests this from the driver, or from an Airport Assistance chaperone, depending on the requirements, which may differ for Inbound or Outbound flights.

3. UM service includes -

- Outbound / Departure –
 - the UM student checks in with their named responsible adult who will
 - show their ID
 - complete/hand over the airline's UM form giving details of the named responsible adult collecting them
 - sign the form as the named responsible adult and also the parent / guardian.
 - they will be asked to return to the desk at a specified time – usually 45 minutes before flight departure – when an airline member of staff will collect the UM and accompany them through the airport before handing them over to the flight attendants on the plane. UMs are often seated together.
 - the named responsible adult must wait in the airport until the flight has left 'just in case'. If there is an issue before take-off, the UM could be escorted back to the named responsible adult.

- Inbound / Arrival –
 - an airline member of staff will escort the UM through the airport to arrivals and the airline desk.
 - the named responsible adult will
 - meet the UM at the designated collection point
 - show their ID
 - sign for the collection of the UM.

If the named responsible adult is an airport chaperone, they will then meet the driver in the terminal to hand over the student.

4. **UM charges** – drivers should detail mileage / taxi fare, parking and waiting time separately. AF Finance to be emailed names of UM flyers at each event to ensure they are correctly charged.

	INBOUND FLIGHTS to UK	OUTBOUND FLIGHTS from UK
Who completes the UM form?	Parents will complete the UM form and submit this to the airline, or hand over and sign the printed physical copy when the child completes UM check-in	AF can complete the UM form and send this to the driver or chaperone to hand over and sign the physical copy when the child completes check-in. If the driver cannot print, AF can send the UM form to the houseparent to print and give to the child.
What information is required?	AF need to send full driver/chaperone details to parents of the named responsible adult collecting the child at the destination airport.	Parents need to send full details to AF of the named responsible adult collecting the child at the destination airport. AF to confirm full details of the driver/chaperone completing the UM check-in to complete the UM form.
What details are required for the named responsible adult completing the UM service? The ILP Airlines tab has each airline's UM form	This varies depending on the airline, but the standard details are as follows; Name Mobile Number Photo ID Number Address (can be the school address if driver/chaperone doesn't provide their personal address)	This varies depending on the airline, but the standard details are as follows; Name Mobile Number Photo ID Number Address
What forms of ID can be used by the named responsible adult collecting the UM?	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)	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 named responsible adult to confirm collection	Sign as the named responsible adult and also Parent / Guardian on behalf of Academic Families if not already signed by an AF member of staff.

