

## Unaccompanied Minor (UM) service

Airlines require confirmation of the UM's Named Responsible Adults (NRA) with their ID for UM check-in and collection at least 24 hours in advance of the flight and sometimes longer. The NRAs' ID must be shown at the airline desk when checking in or collecting the UM.

You are the Academic Families NRA and are operating as the de facto Guardian.

If a UM is denied entry to a flight, or you have any doubts about the UM paperwork, call Academic Families on +44 (0)131 331 3317/ 07963 096329 as soon as possible.

### UM Service step by step -

#### Departures / Outbound flights ex UK

##### Check-in

##### You –

- print the UM form and take it and your ID to the airport
- accompany the UM to the airline check desk
- show your ID
- hand over the UM form – or complete their copy if required using the details on your printed form – give details of the NRA (usually a parent) collecting the UM.
- sign the form as the NRA **and** on behalf of the parent/guardian if this box is empty. Every section of the form must be completed before submitting the paperwork at check-in.
- agree when to return the UM to the designated UM area – usually 45 minutes before flight departure and back to the check-in desk

##### After Check-in

##### You –

- during the waiting time before returning the UM to the airline you must not leave the UM unattended.
- return the UM to the airline at the agreed time - an airline member of staff will accompany the UM through the airport before handing them over to the flight attendants on the plane.
- must wait in the airport until the flight has departed 'just in case'. If there is an issue before take-off, the UM could be returned to you

## Arrivals / Inbound flights to UK

Collection - an airline member of staff will escort the UM through the airport to Arrivals and the airline desk

You –

- meet the UM at the designated collection point inside the Arrivals terminal
- show your ID
- sign for the collection of the UM.

	Departures / Outbound flights ex UK	Arrivals / Inbound flights to UK
Who completes the UM form?	AF completes the UM form and sends it to <b>you to print, hand over and sign the physical copy when completing the UM check-in.</b>  Some airlines insist you sign their copy of the form in which case <b>you sign as the NRA and also Parent / Guardian.</b>	Parents complete the UM form with <b>your details as the NRA collecting the UM in the UK.</b>
What information is required?	AF completes the details of the parent <b>collecting</b> the UM at the destination airport.  AF confirms <b>your details as NRA completing the UM check-in form.</b>	<b>Your details as the NRA collecting the UM in the UK.</b>
NRA details required for the UM service.	This varies by airline, but standard details include -  <b>Name</b> <b>Mobile Number</b> <b>Photo ID Number</b> <b>Address</b> (can be the school address if driver/chaperone doesn't provide their personal address)	
What forms of ID can be used by the NRA?	<b>Passport / Driving licence / Badge ID</b>  (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?	<b>Sign as the NRA</b> to confirm collection of the UM	<b>Sign as the NRA and also Parent / Guardian</b> on behalf of Academic Families if not already signed by an AF member of staff.

## Young Flyers

Some students are confident to fly without the UM service and fly as Young Flyers.

British Airways does not offer a UM service, but passengers aged 14 or 15 years must fly with a completed [BA Young Flyers form](#) and will be refused passage without a printed copy. An electronic copy on their mobile is not sufficient – it has to be a paper copy. You will be advised if the student is a Young Flyer and school will have been asked to print and give them their Young Flyer form.

Young Flyers require you to assist them at check-in to ensure no problems.

Other airlines do not require Young Flyers to carry a specific form but we recommend they carry the [Academic Families Young Flyer form](#) to avoid any issues.

## Invoicing

When providing an airport service – UM or Young Flyers - your invoice should show 3 details separately -

- mileage / taxi fare
- waiting time
- parking and waiting time.