



NIKE SPORTS CAMPS

AIRPORT TRANSFERS GUIDE

2023

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INTRODUCTION

Thank you for booking an airport transfer with us.

While some young people may be very used to air travel, we find many young people are much more comfortable when they feel confident that they know exactly what to do. This guide will explain exactly how to prepare your child for their journey to our camp, whether they are experienced flyers or not.

Airports have strict rules, especially for minors, so it's vital that you and your child read, understand and comply with all the information and requirements in this document. You may want to print this document for their reference while they are travelling or translate it into their language.

If you have booked only an arrival or only a departure transfer, you can just read that section of this guide, but please ensure you print and complete the required forms at the back of this document.

It's also a good idea to complete the contact details section of the child's passport in case it is lost or stolen.

Being well-prepared makes for a positive and confident travelling experience. If you have any questions after reading this, please contact us or your authorised agent.

1. UNACCOMPANIED MINORS

Some flights require young people under a certain age to be booked on an Unaccompanied Minor Service, while for others it is optional. You must inform us if you have booked an Unaccompanied Minor Service with the airline for your child. If so, you will need to pay the fees for this service directly to the airline in advance. **Due to the paperwork required in advance, we cannot accept unexpected unaccompanied minors and the airline may refuse to pass them into our care.**

For those using the Accompanied Minor service, please provide the airline with the following details about who will collect your child from the airport:

Name: Sam Redfern

Email: sam.redfern@cmtlearning.com

Contact Number: 07794 356 849 or +44 (0) 203 889 6236

Address: 60-62 Clapham Road, London, SW9 0JJ

Relationship to Player: Euro Sports Camps Transport Manager

Passport No: 124024733

DOB: 14/04/1993

Name: Jennifer Frost

Email: Jenny.frost@cmtlearning.com

Contact Number: +44(0) 203 889 6236

Address: 60-62 Clapham Road, London SW9 0JJ

Relationship to Player: Euro Sports Camps Operations Manager

Passport No: 127620718

DOB: 01/01/1992

2. YOUR RESPONSIBILITIES

We need your help to make sure that everything goes smoothly at the airport. Please...

1. Provide us with all the correct flight information for your child at least 4 weeks before the start of the camp as well as telling us if you have booked an unaccompanied minor service (see previous page).
2. Ensure your child travels with all the required documents to allow them to enter the UK, including the required printed and completed forms at the back of this guide...

If your child is travelling alone:

- Player Solo Travel Consent Form (see back pages of this guide)
- Any documentation required by your government for returning home on departure.

If your child is flying using an Unaccompanied Minor service, please also provide:

- Unaccompanied Minor Information Form (see back pages of this guide)
- Any documentation required by your chosen transport operator

If your child is being collected by an authorised adult that is not the booker/parent:

- Parental Consent Release Form (see back pages of this guide)

3. Inform us if you know of any delays to the flights/journey that your child is taking to/from the UK.
4. Ensure that your child fully understands and remembers the steps they need to take to get from the plane landing in the UK to our arrival transfer service and/or from the check-in desk on departure to their flight.
5. Ensure that the first Emergency Contact listed on your Player Welfare Form or Booking Form is available by phone around the time of the child's arrival and/or departure.
6. Ensure that if your child has a mobile phone, that is activated for roaming in the UK.

- 7.** Ensure your child travels with any required medication in their cabin/hand baggage.
- 8.** Ensure that your child has a credit or debit card that is authorised for transactions in the UK for food and drinks while travelling.
- 9.** Tell us straight away about any serious travel disruption by emailing transfers@eurosportscamps.com, this includes:
 - Missed connections
 - Missed flights
 - Significant delays, which mean an arrival outside of our operating hours (09:00 am – 16:00)
 - Significant changes to your departure times (+/- 2 hours)

3. ARRIVALS

FLIGHT ARRIVAL PROCEDURE

Please ensure your child is familiar and comfortable with this procedure and has all documents required to enter the UK as listed in the previous section.

OFF THEIR FLIGHT (NOT USING UNACCOMPANIED MINOR SERVICE):

1. When they get off the plane, they will first go through Immigration where they will show their passport and travel documents, including those listed in section 2, to a border force agent. They should not use the automatic ePassport gates as they cannot be used by under-18s travelling without an adult. Occasionally, the border force agents may want to call our office or you to check the arrangements for meeting your child.
2. They will then head to baggage reclaim where they will need to look on the screens for their flight number to find the correct luggage carousel to collect their bags from.
3. Then, with their luggage, they will pass through customs where they will likely need to choose the green "Nothing to declare" channel. This will lead to the arrival hall, where our team will be waiting. It is your responsibility to ensure they are not carrying anything that needs to be declared through customs.

It is currently taking longer than expected to get through passport control and baggage reclaim at UK airports, so there may be a delay between landing and arriving at camp.

4. When they enter the arrival hall, they will need to look for our staff holding a Nike Sports Camps sign (see example below). They will do their best to be clearly visible to everyone walking into the hall. Please tell your child to look carefully around the arrivals hall for our Nike Sports Camps sign, as sometimes the hall is very busy with other pick-ups and passengers.

If your child cannot find our staff, they should go to the information desk and call our transfer telephone number at (+44) 0 7794 356 849. They must not leave the arrivals hall without our staff under any circumstances.

OFF THEIR FLIGHT (USING UNACCOMPANIED MINOR SERVICE):

If your child is traveling as an unaccompanied minor the airline staff will be accompanying the child into the arrival hall. The airline staff will verify our staff member's identity and will ask us to sign a document for the 'receipt' of your child.

WITH OUR STAFF:

- 5.** Once your child has been met by our team, they will be escorted to a waiting area where they will wait under our supervision for the transfer vehicle to arrive. The wait time can vary. We have a pre-planned schedule of transfers from the airport to the camp, which is carefully managed on the day to minimise disruption caused by any flight delays. However, sometimes flight delays (to your flight or another flight) can cause an extended wait at the airport. In this event, your child will be supported by our airport team throughout.
- 6.** Transport to the camp will be operated via car, minibus, or private coach. On arrival at camp, your child will be escorted to the registration area, where our on-site team will sign them in, show them around and continue to look after them for the duration of their stay.

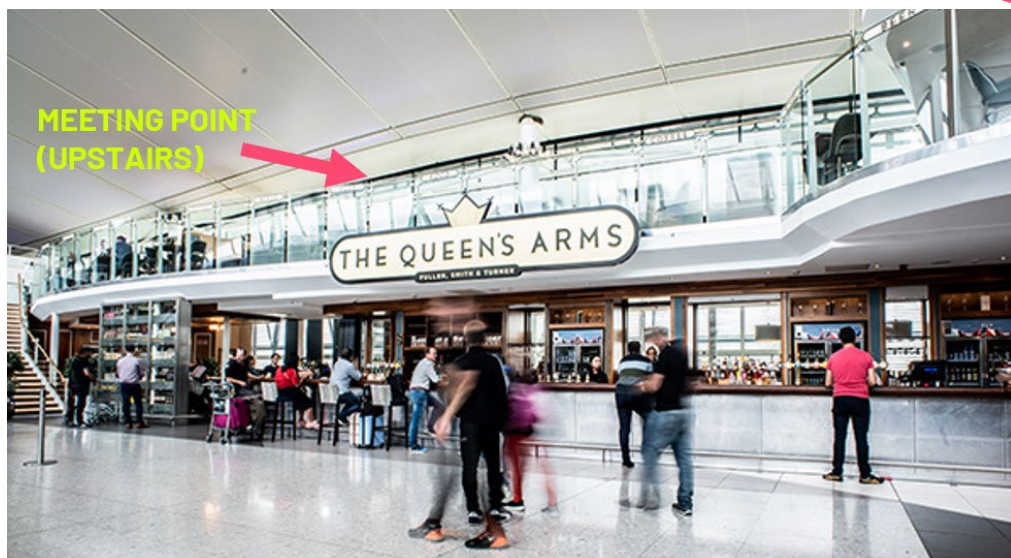
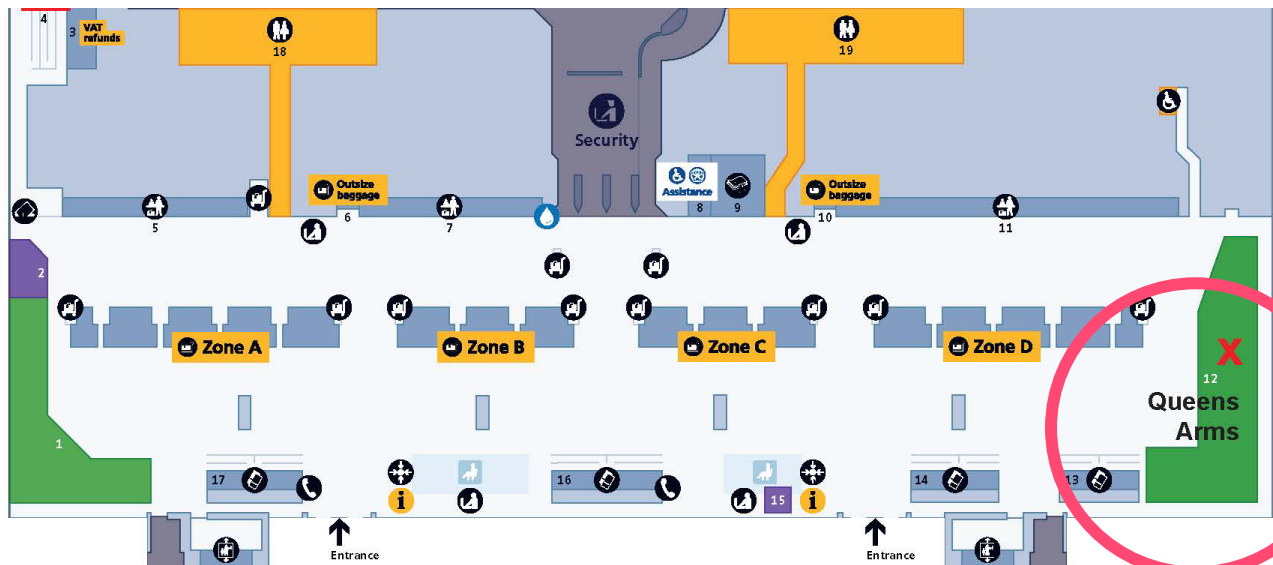
PARENT DROP-OFF MEETING POINTS

If you have booked this service, please meet our team at the below location at your arranged time.

LONDON HEATHROW AIRPORT (LHR):

Terminal 2

Level 5 - Check-In (Departures) > The Queens Arms (2nd Floor)

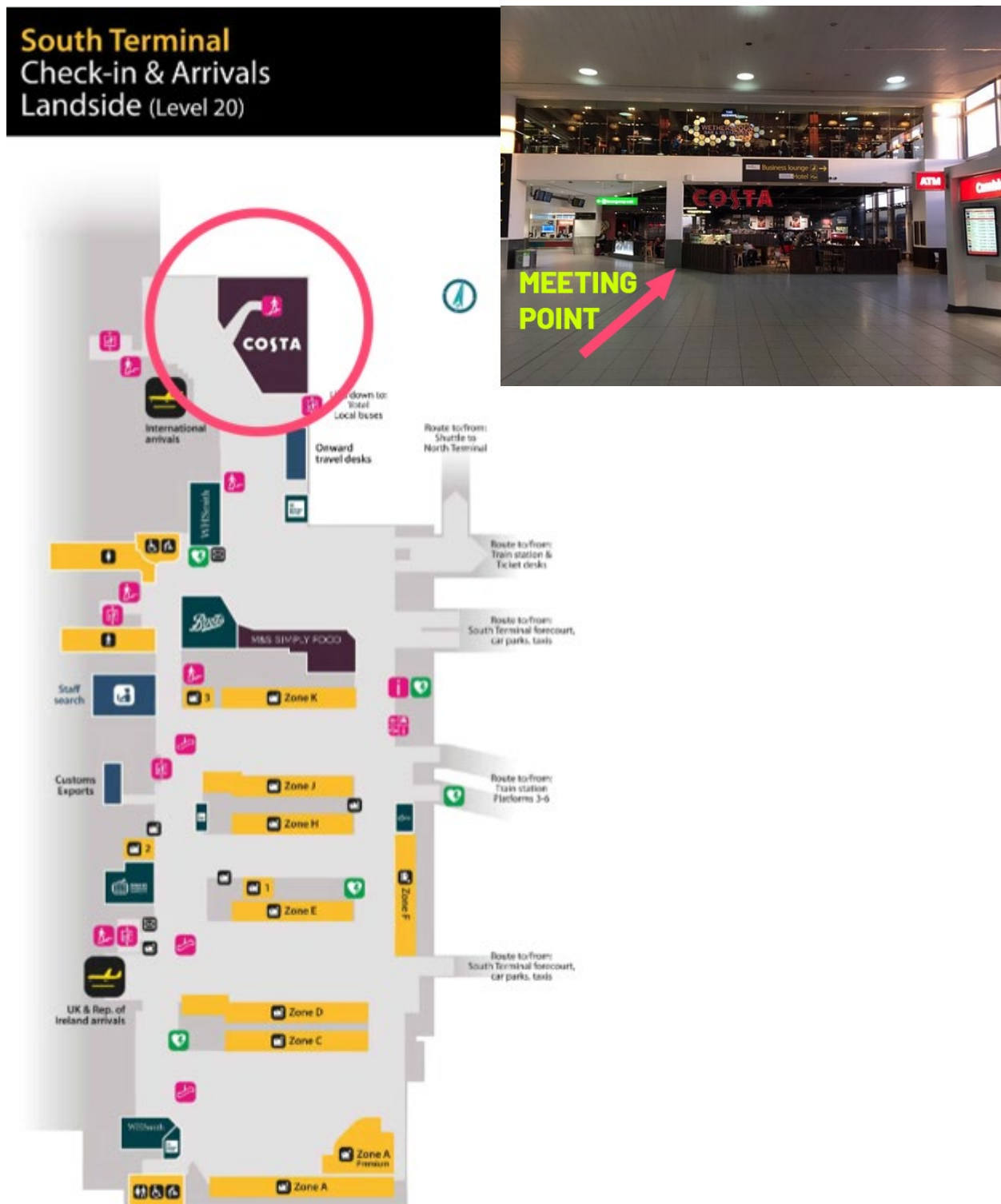


LONDON GATWICK AIRPORT (LGW)

South Terminal

Level 2 – Arrivals Hall > Costa Coffee

Follow signs to the train station. Costa is inside the terminal on the right.



HOW TO IDENTIFY OUR STAFF

Our staff will be wearing Nike uniforms and ID badges and will be holding a sign that looks like this. Please show this to your child or print it to take with them so they remember what to look for.



Example of staff uniform



OUR RESPONSIBILITIES ON ARRIVAL

- 1.** We will constantly monitor flight times, so we know if your flight is early or late. In the event of significant disruption please email us at **transfers@eurosportscamps.com**.
- 2.** Once your child has met us in the arrival hall, we will take them to our waiting area and ask them to contact you while they wait with us. On the first evening of the camp, you will receive an email from the camp email address notifying you that your child is at the camp with our staff and reminding you of the camp contact details. This will be sent to the First Emergency Contact email address you gave us in your Player Welfare Form or booking form.
- 3.** It can be hard to know exactly when a child will emerge into the arrival hall but in the unlikely event that they have not come to us in the arrival hall in the time we would expect, we will work with the airport authorities and find if they are being held at any point during the arrival process. We will then call the first emergency contact you have provided in the Player Welfare Form to inform you of the situation.
- 4.** We will ensure your child is transferred to the camp in our authorised vehicles and taken to registration where our staff will again check that they've contacted you.

4. DEPARTURES

FLIGHT DEPARTURES PROCEDURE

1. We will transfer your child to arrive at the airport in one of our authorised vehicles with sufficient time ahead of their flight departure time with their luggage, tickets and passport to complete check-in formalities. All vehicles will drop off at Heathrow Terminal 2 or Gatwick South, where our airport team will transport the players to their correct terminal.

2A. If you have not booked an unaccompanied minor service for your child:

We will help your child to check in at the appropriate check-in desk and direct them towards security. We will remind them of what they need to do after they have gone through security to find and reach the correct gate in time for their flight but please ensure they are familiar with the process ahead of time.

2B. If you have booked an unaccompanied minor service for your child:

Our staff will stay with your child until they are collected by a member of staff from the airline. Once the airline staff member has collected your child from our staff, the airline is responsible for them. If any issues arise, the airline will contact you (the parent/guardian) directly. From this point onwards you will need to contact the airline with any questions relating to your child as they will not provide us with any updates. Our staff will remain in the airport until your child's flight has taken off.

PARENT COLLECTION REQUIREMENTS

If you have selected a parent collection, please ensure you meet our staff at the designated meeting point at the pre-arranged time. On collection of your child, please ensure you have the following documentation:

If you are the parent/guardian:

1. Photographic Identification (passport or driving licence)
2. Password provided by camp on arrival

If you have authorised someone else to collect your child (you must do this by submitting a parental consent release form to **transfers@eurosportscamps.com** in advance) please ensure the authorised adult brings with them:

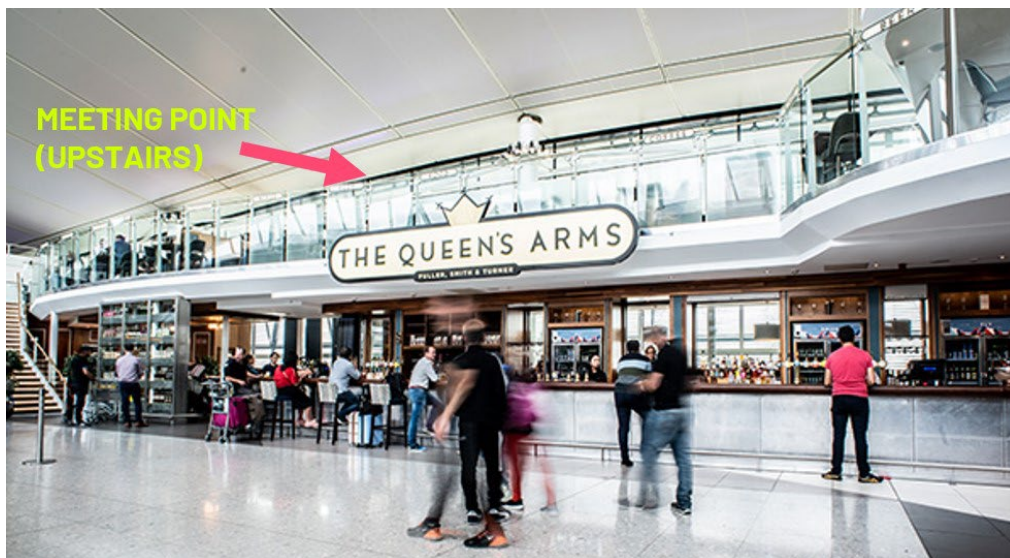
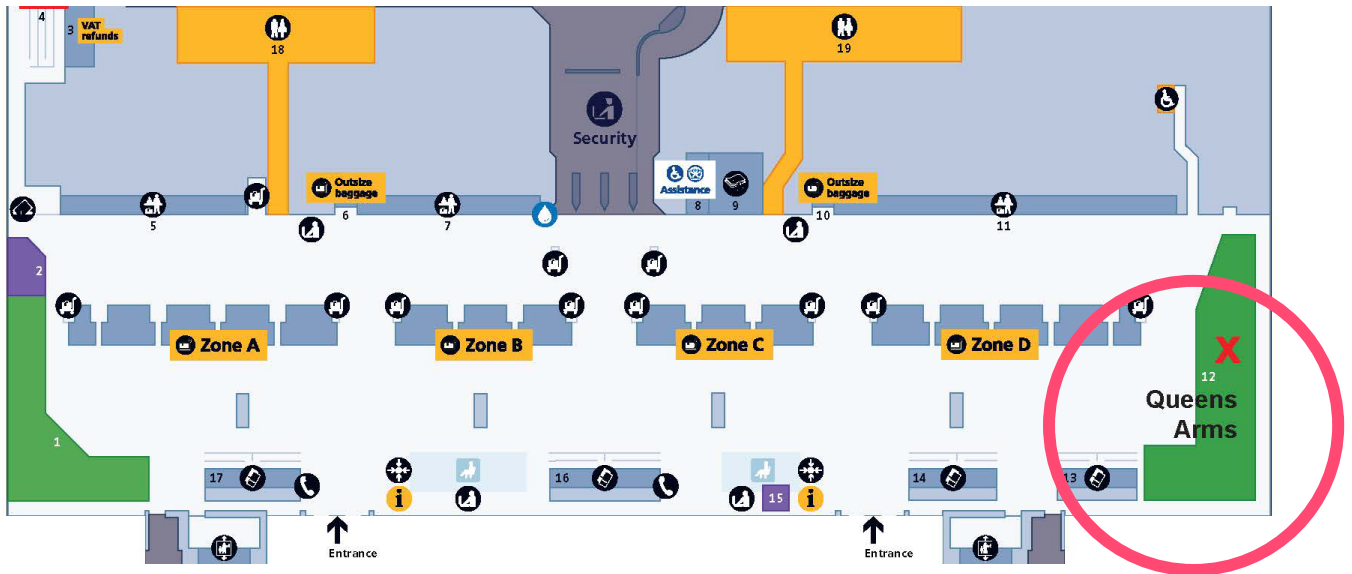
1. Copy of the parental consent release form (see back of this document)
2. Photographic Identification (passport or driving licence)
3. Password provided by camp on arrival

PARENT COLLECTION MEETING POINTS

LONDON HEATHROW (LHR)

Terminal 2

Level 5 - Check-In (Departures) > The Queens Arms (2nd Floor)

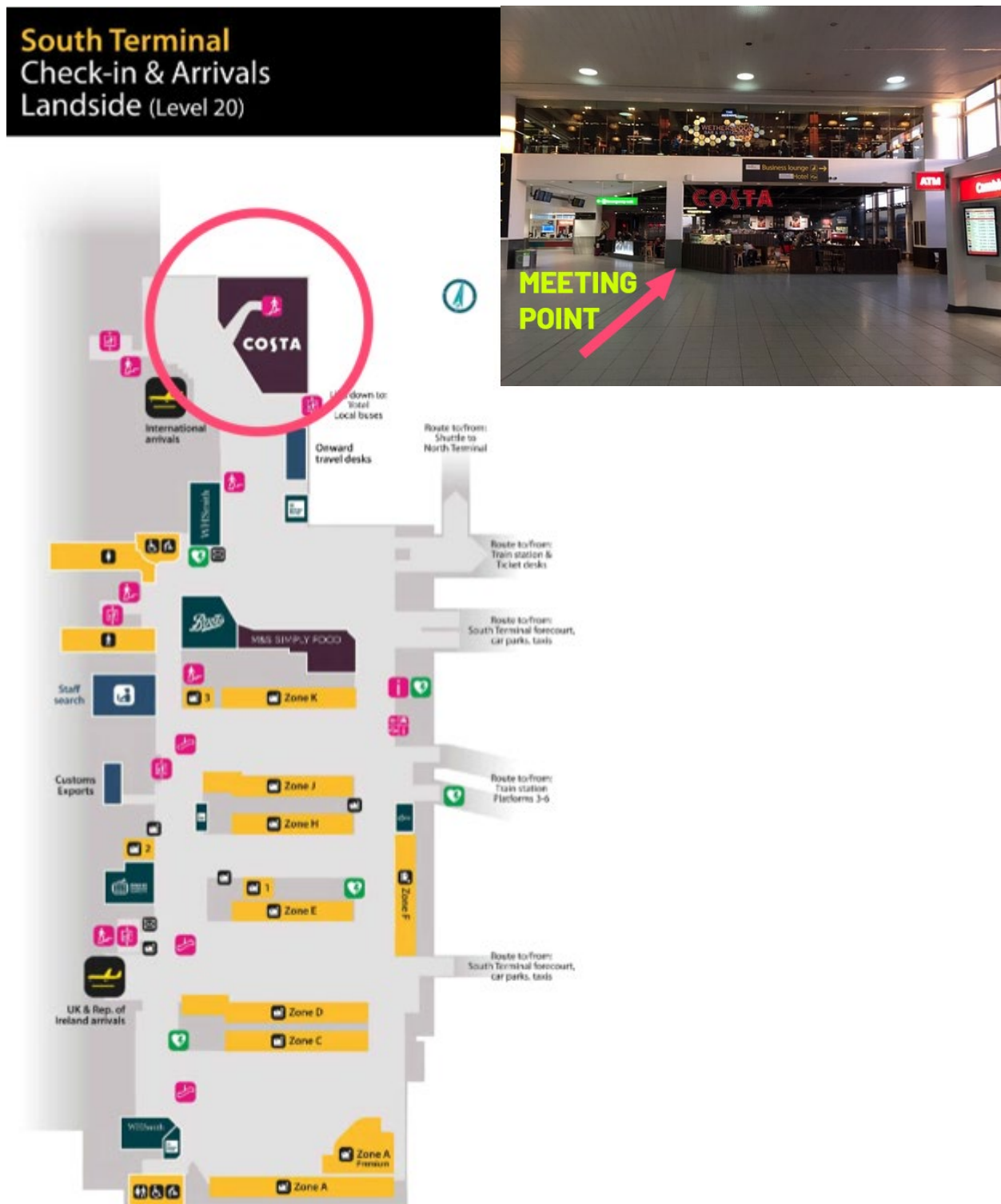


LONDON GATWICK AIRPORT (LGW)

South Terminal

Level 2 – Arrivals Hall > Costa Coffee

Follow signs to the train station. Costa is inside the terminal on the right.



YOUR CHILD'S RESPONSIBILITIES ON DEPARTURE

Please ensure your child understands and remembers or has a record of the standard procedure for using our departure transfer service and flying from a UK airport.

- 1.** It is your child's responsibility to ensure they have all their travel documents in their hand luggage ready for check-in (airline ticket/booking confirmation, passport etc.) Our staff at the camp will remind them to collect all their belongings. Once their documentation has been returned, it is your child's responsibility to keep this in their possession.
- 2.** It is important that your child knows NOT to pack any liquids over 100ml in their hand luggage, and that they need to put all liquids into a clear plastic bag at, or before, security to ensure a smooth journey through security.
- 3.** It is your child's responsibility to ensure that all electronic equipment they are carrying with them in their hand luggage/on their person is charged before they enter the security gate. Electronic items may be inspected by airport security. If the electronic item is not charged, airport security may not allow it to be taken through the security gate.
- 4.** It is your child's responsibility to ensure that checked luggage meets the airline's specified weight requirements with the airline and their hand luggage must meet specific size requirements. If this weight/size is exceeded, the airline will apply additional fees, which will be payable by the child. Players will have the opportunity to purchase items whilst on our camp excursions, which may increase their luggage weight.
- 5.** If the child is not travelling as an unaccompanied minor, they should be familiar with what they need to do at security and once they get through security, to get to their gate and board their flight in good time. You should explain that after security they will go through duty-free shopping to the departure lounge. Here there will be seating, food and beverage outlets plus other distractions, please remind them to continuously monitor the screens and flight status and go to the correct departure gate when announced. It is your child's responsibility to arrive at the gate and board the flight on time.

6. Should your child's flight be delayed or cancelled, your child should contact airline staff and you (the parent or guardian) to resolve this issue. Once your child has gone through security, our team will have limited access to support. Where we can provide support, our staff will remain with the child throughout the delay and will not leave the airport until the flight has departed.

OUR RESPONSIBILITIES ON DEPARTURE

1. On departure, our camp team will ensure that your child is packed and ready to leave the camp in plenty of time to arrive at the airport before their flight departure time.
2. Our airport team will escort your child from the camp to the airport and assist with the check-in process. They will direct your child to the security screening and wait until they are no longer visible. At security, we hand over responsibility to the child unless you have an Unaccompanied Minor service booked with the airline.

Once your child has gone through security, our team will have limited access to support. Where we can provide support, our staff will remain with the child throughout the delay and will not leave the airport until the flight has departed.

3. If your child's flight is cancelled on the day, we will ensure they are supported until an alternative flight is booked, and your child is checked in. It is your responsibility to contact the airline or travel agent to understand what alternative flights may be available, however, the decision must be made in agreement with the Nike Sports Camps team to account for welfare and accommodation requirements. Please note that any additional costs including accommodation, transport and staffing will be charged.

OUT-OF-HOURS ARRIVAL TRANSFER

If you have booked an out-of-hours transfer, you would have already spoken to a member of our office team and timings would have been arranged. Where we have agreed to this, we will have a member of our team or one of our approved representatives at the airport to meet and greet your child. All staff will have Identification that will include their photo, name and our company name. All staff are police checked and have been selected due to their experience of dealing with young people. On arrival, staff will welcome your child at the arrival hall, where they will be holding either a board with your child's name or one of our Nike Sports Camps signs, they may or may not be in uniform

5. FORMS

On the following pages, you will find all the forms that you (may) need to print out and complete for your child to be able to use our Airport Transfer Service. Along with any other documentation required for your child to enter or leave the UK, these documents are vitally important, and you should make sure your child is aware of this and that they are always kept safe. The table below explains which forms or documents you require depending on your type of transfer. This is in addition to any documentation required by the government to enter or leave the UK.

Child arriving and/or departing alone on a flight	<ul style="list-style-type: none">• Player Solo Travel Consent Form
Child arriving and/or departing on a flight using the airline's Unaccompanied Minor Service	<ul style="list-style-type: none">• Player Solo Travel Consent Form• Unaccompanied Minor Information Form
Parent meeting us to drop-off child at LHR or LGW airport	<ul style="list-style-type: none">• Photo ID
Someone other than a parent meeting us to drop off child at LHR or LGW airport	<ul style="list-style-type: none">• Photo ID
Parent meeting us to collect child at LHR or LGW airport	<ul style="list-style-type: none">• Photo ID• Password given on arrival
Someone other than a parent meeting us to collect child at LHR or LGW airport	<ul style="list-style-type: none">• Photo ID• Password given on arrival.• Parental Consent Release Form

PLAYER SOLO TRAVEL CONSENT FORM

If your child (under 18) is travelling alone or with an airline unaccompanied minor service please complete and print out this document for your child to carry with them. They will need to show at Immigration on arrival, and to airport staff if they get lost.

To Border Control: This child will be met in the airport arrivals hall by Nike Sports Camps staff.

Child First Name:	
Child Last Name;	
Child First Language(s):	
Course Provider:	Euro Sports Camps / Nike Sports Camps / CMT Learning Ltd.
Course Venue: (please tick)	Charterhouse <input type="checkbox"/> Bradfield <input type="checkbox"/> Lancing <input type="checkbox"/> Radley <input type="checkbox"/>
Course Name: (e.g. Tennis + English)	
Airport Staff Contact Phone No:	07794 356 849
UK Camp Head Office Phone No:	0203 889 6236
Parent Contact Name:	
Parent Contact Phone no:	

ARRIVAL INFORMATION	DEPARTURE INFORMATION
UK Airport Arrival Date:	UK Airport Departure Date:
Flight Number:	Flight Number:
City and Country of Origin:	City and Destination Country:

CONSENT DECLARATION

Parent Name: I consent to my child [name]:

travelling to the UK alone for the purpose of attending Nike Sports Camps

Signature: Date:

UNACCOMPANIED MINOR INFORMATION FORM

If your child is arriving and/or departing the UK on a flight as part of an airline's Unaccompanied Minor Service, this form must be completed, printed and your child must have a copy to present on arrivals and departures. One copy must be completed for each arrival or departure.

CHILD DETAILS			
Child First Name:			
Child Last Name:			
Child First Language(s):			
Child Age:		Child's Gender:	
Permanent Address:			
	City:	Country:	
CHILD FLIGHT DETAILS			
Final Destination:			
Flight Date:			
Flight Number:			
Flight Time			
AUTHORISED PERSON TO MEET CHILD AT DESTINATION DETAILS			
Authorised Person's First Name:	07794 356 849		
Authorised Person's Last Name:	0203 889 6236		
Permanent Address:			
	City:	Country:	
Relationship to Player:			
Telephone Number:			
Email Address:			

PARENTAL CONSENT RELEASE FORM

For departure from camp with an authorised adult who is not the parent of the player.

Please complete this form and email it to info@eurosportscamps.com at least 1 week prior to departure. On collection, the authorised adult named below must bring a copy of this form, quote the password provided by our camp staff on arrival and bring photographic identification (passport or driving licence) with them to the camp or the airport, if you have arranged to use our departure airport collection service.

Our staff will check the ID and take a copy of it to be held on record temporarily.

Parent Full Name:	
Player Full Name:	
Player Date of Birth:	
Nike Sports Camp Venue:	
Departure Date:	
I named above give permission for Euro Sports Camps (CMT Learning) to allow the player named above to depart the camp in the custody of the person named below	
Authorised Adult Full Name:	
Adult Telephone Number:	
Relationship to Player:	
ID type:	Passport <input type="checkbox"/> Driving Licence <input type="checkbox"/> Other (please specify):
This adult will be taking the player to:	
Destination full address:	
By signing below, I confirm that I am the parent of the player and that the adult (referred to as Authorised Adult) will bring their ID documents to collection and I will provide them with the password given to me on arrival at camp	
Parent Signature:	
Date Today:	
Parent Address:	
Parent Telephone Number:	

ANY QUESTIONS?

Thanks for reading. Hopefully, you now have all the information you need.

You can find more information in our Booking Terms and Conditions, which you should also read in full. These are available online, in your order confirmation or through your authorised agent. Also, don't forget to read the Parent Information Pack, which you should have already received. If you have any questions at all, please contact us or your authorised agent by phone or email.



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