

## TRANSFER CONDITIONS 2019



If you would like to book a transfer from and/ or to the airport, we need to receive the following information 2 weeks before your arrival or earlier:

ARRIVAL		DEPARTURE	
Airport		Airport	
Time of arrival		Time of departure	
Flightnumber		Flightnumber	
Nr of suitcases		Nr of suitcases	
Surfboard/ skateboard?		Surfboard/ skateboard?	

**Full information:** We need this information to organise the transfer. We will decline any responsibility if the information is incomplete or inaccurate.

**Big / special luggage:** We will send a normal car. If you bring a surfboard, let us know, else it may not fit into the car and you may lose your transfer rights. If unsure about something, please let us know.

### **Incidents: delays, additional waiting and loss of luggage:**

**Delays:** If your flight is delayed, please call the transfer number or the emergency number as soon as possible to avoid unnecessary travel. Failure to do so will cause extra costs at your expense. **Transfer will wait up to 60 minutes at the airport only in justified cases such as minimal delays, lost luggage, or missed flight connections. Beyond the 60 minute wait in the airport, we will charge 10€ for every additional 30 minutes.**

**\* If you lose your luggage, have a delay or if your flight is diverted to another airport, please let us know as soon as possible, either to school, the transfer or emergency number.**

**Contact number:** The emergency phone number is: +34 627 747 818. It is available on Saturdays and Sundays from 10am to 11pm. They will be provided with transfer details confirmation.

**If the student is a minor** and you contract the escort for minors' service from the flight company, we must know it. It requires a specific procedure to pick up the minor which makes our service more expensive. We decline any responsibility if we are not informed; the student may be retained in the airport by the flight company.

### **MINOR'S ESCORT:**

Airport	Price (one-way)
ARRIVAL	20€
DEPARTURE	50€

Please read the following conditions and information on PAGE 2. We will not be held responsible for your children if we do not receive the following information CORRECTLY OR WITHIN THE TIME PERIOD REQUIRED.

**GENERAL CONDITIONS:** Our Minor's Escort service is available for all minors up to 17 years of age **and MANDATORY for minors aged 15 or less**. As every airline has different requirements, it is responsibility of the parents to inform us of any special conditions or changes. For some airlines it's obligatory to book a minor's escort ticket for children up to 15 years of age.

It is essential that we receive the following information at least 1 week before the child's date of arrival:

- Name, address and contact number of the person responsible for the child in their country of origin.
- We are responsible for sending the name, address, contact number and a copy of the passport of the person responsible for the child when arriving in / departing from Spain.

**WE WORK WITH THE FOLLOWING AIRLINES:**

- AIR BERLIN
- AIR FRANCE / HOP
- ALITALIA
- EASY JET
- EURO WINGS / GERMAN WINGS
- IBERIA
- LUFTANSA
- RYAN AIR
- VUELING
- If you plan to fly with another airline please let us not when you book the flights.

**INCLUDED IN THE SERVICE:**

**ARRIVAL:**

- Send the necessary documentation of the person responsible at least 48 hours prior to arrival.
- Arrive at the airport with sufficient waiting time.
- Show the necessary documentation to the airline representative with the child.
- **PRICE: 20€**

**DEPARTURE:**

- Arrive at the airport a minimum of 2 hours before the departure time.
- Help the child to check-in (including their luggage).
- Help the child at the Passport Control.
- Help the child with Immigration.
- Accompany the child until the Departure Gate.
- Stay in the airport until the plane has taken off.
- **IN THE CASE THAT THE PERSON RESPONSIBLE IS NOT ABLE TO GO WITH THE CHILD UNTIL THE DEPARTURE GATE THEY MUST STAY IN THE AIRPORT LOUNGE UNTIL THE PLANE HAS TAKEN OFF.**
- **PRICE: 50€**

**PLEASE CONTACT US IF YOU HAVE ANY QUERIES OR DOUBTS ABOUT THIS SERVICE.**