Airport Angels

Transfer Company &

Drivers’ Charter

**Safeguarding**

We are committed to safeguarding student welfare and undertake rigorous checks on all who work with us. We have a clear Safeguarding and Child Protection strategy. By signing the charter, you are agreeing to the suitability of your drivers for safely transporting Airport Angels’ students. This means that you have checked and verified from original documents that each driver has an enhanced DBS check, has provided you documentary proof of the entitlement to work in the UK (where relevant), has no medical condition or illness which would affect their role as an accredited taxi driver and has a current taxi driving licence.

By signing the Transfer Company and Drivers’ Charter you are confirming that you would never knowingly allow an unsuitable driver to drive one of our students, and you understand that providing false information may be an offence and could result in a referral.

Taxi companies or individual drivers, who work with us, will need to comply with and agree to the guidelines below:

Driver Profile and Photograph

For any driver to join our network we will require a photo, name and mobile phone number, email address and a very short profile of each driver who will be transporting our students with a copy of their badge, licence and current enhanced DBS disclosure.

**Disclosure of Criminal Convictions**

All taxi drivers working for Airport Angels have a responsibility to disclose any inappropriate behaviour or convictions. These must be reported to Siobhan Gardner-Laye, Company Director and will remain confidential. This includes: Arrests, convictions, simple cautions and conditional cautions.

Notification of the change of circumstances will allow Airport Angels Directors to review the suitability or otherwise of the person concerned continuing in their role, together with any restrictions which may need to apply, and to take appropriate action. Any taxi driver who does not disclose inappropriate behaviour or convictions as listed will be in breach of our agreement.

**Bookings and Confirmations**

Our bookings are sent to you by email and you are required to confirm the journey, the price and the driver.

We rely heavily on the driver checking on the day of pick up; that the flight is not delayed or cancelled and to track this information prior to collection.

Should the driver details be changed prior to the service Airport Angels will be notified of this via text, email or telephone call.

**Prices**

We ask for pre-agreed prices to be set with us for particular journeys, i.e. to and from Heathrow, to and from Gatwick, Luton and other UK airports. We accept that drivers may have to charge a waiting charge for any extra time or escorts to terminal. Parking costs if required are invoiced to Airport Angels on completion of the journey with a receipt.

**Cancellations**

Airport Angels will endeavour to inform the transfer company in the case of cancellations. Airport Angels will pay cancellation fees on behalf of their clients in the following circumstances only if the transfer company has not received a cancellation email and;

- The driver has arrived at the airport and the student is a no-show

- The driver has already left home or the transport office when the cancellation is made

**Emergency Phone**

We expect our drivers to know our mobile phone 24/7 emergency number 07969 021006 Drivers must ensure that Airport Angels are informed at all times when there is a problem.

**Airport Angels**

Where possible we will have given drivers / transfer companies the mobile number of the Airport Angel and will have given them the drivers. This is done so that drivers and Airport Angels can make contact prior to arrival at the airport to agree a Pick-Up / Drop-Off point.

Drivers are not under any circumstances to drop-off students at the airport without the Airport Angel in place to escort them. Parents and school pay for their children to be cared for at all times and this is the responsibility of the driver to ensure the student is in safe hands prior to leaving the airport.

**Where to Take Students on Arrival at School or Host Family**

It is normal to take the student to the house or school on arrival rather than drop them at the main reception. Students must not just be dropped, they must be handed over to a responsible adult.

**In Case of Illness**

In the event that a student falls ill when they are under the care of a driver, they are required to advise Airport Angels immediately. Airport Angels in turn will advise the school / host family.

Child Protection Awareness Training and Safeguarding

We would ask our Transfer Company owners to encourage drivers to read and ensure drivers are aware of the following basic safeguarding guidelines:

* Ensuring the student is seated in the back of the vehicle and is wearing a seatbelt.
* Often the student wants to sit quietly without feeling the need to engage in conversation, please don’t feel that you should have to ‘chat’ to make them feel at ease during their journey.
* Not leaving a (minor) student sat in an unlocked vehicle while making necessary stops
* When accompanying (minors) from your vehicle to toilet facilities please wait in the entrance area of the services and let the student know where they can find you, agreeing a time to meet.
* Not to enter student accommodation /lounge areas unauthorized at any time at pick up/drop off.
* Please avoid any physical contact with the student apart from a handshake. A hug or a kiss goodbye is not appropriate even if the student may appear to initiate this.

As owner, Director of the transfer company, submission of this signed document means that you have read and agree to this Charter and Code and pledge to ensure that all your drivers are aware of

these guidelines and will agree to all in the above.

Signed:

Name:

Company name:

Date:

We thank you for looking after our students. First impressions are the most important and a kind, caring pick up at the airport can really make a difference. We thank you for working with us and helping us to provide a good service to all our clients.