



Host Family Stay



JAN 2022

# Transfer/Taxi Policy

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In line with British Council guidelines

**Presented by**  
HostFamilyStay Team



## Transfer/Taxi Policy

### Introduction:

Host Family Stay deals with the accommodation needs of international guests. As part of a service we arrange transfers from airports to accommodation as well as place to place, for individual guests and group bookings.

### Definitions:

- HFS: Host Family Stay
- Safeguarding: Caring for children appropriately and protecting them from that which is not in their best interests
- Under 18: any student/guest who has not reached their 18th-birthday is considered a child. Although we recognise that those who are 16 and 17 may not consider themselves a child. However, anyone who has not reached their 18th birthday falls within this category. (The Children Act 1989)
- Child Protection: Protecting children from abuse
- Abuse: all forms of physical and/or emotional ill treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power
- All adults: Refers to all adults who are working with the children (including group leaders and homestay hosts)
- Child Protection Manager: Member of staff with overall responsibility for child protection and safeguarding issues
- PCO: Public Carriage Office
- DBS: Disclosure and Barring System

If it is necessary, our designated transfer company adheres to the following procedures when dealing with our transfers:

#### Suitability / Checks:

Any company which provides a transfer service from any location must be PCO/DBS checked. The company will have a safeguarding policy in place and this policy will be available for inspection whenever requested.

### Arrivals:

#### • Adult guests

- The company will receive a board via email/fax from HFS giving information on the students, flight details and accommodation, including contact details of accommodation if applicable. This will then be allocated to the driver(s) who must make this visible at the entrance of the arrivals hall.
- If contact cannot be made at this point, the driver is required to go to the terminal's information desk. The guest will also be informed of where to go. If contact is not made, the driver will ask for the name of the guest to be announced over the information desk tannoy.



- In cases where contact is still not made the driver will call one of HFS emergency numbers include to ask for further instruction. HFS will then make contact with the student/school/agent in order to resolve the situation and facilitate the meeting.
- Once the guest and driver have met, the driver will accompany him/her to the vehicle, ensuring that they have stowed their belongings and fastened their seat belt before continuing their journey.
- On arrival at the accommodation, the driver will ensure that the guest/student has safely entered their accommodation before departing.

- **Junior guests**

- The company will receive all information as above and follow the same procedure if the junior cannot be found. If the junior is travelling as an unaccompanied minor, the driver will take I.D to the information desk to ask for the release of the junior from either the immigration department or the designated airline representative.
- As soon as the driver and junior have met, the driver will stay with the junior at all times, helping with luggage and ensuring that they have fastened their seat belt before continuing their journey. The driver must then have constant visual contact until the junior is safely within the care of the designated host/guardian.
- The driver is to check the car seat to ensure nothing has been left behind after drop off. If any problems arise, the HFS emergency number must be contacted to inform them of the situation and to ask for further instruction if necessary.

## **Departures:**

- **Adult guests**

- The company will receive all the guest(s) information, flight details, accommodation address and time of pick up via email/fax from HFS. Drivers will be told to collect the guest from the accommodation 4 hours before their flight time, unless specifically told otherwise. Guests will be advised to be ready at the stipulated time so that they can depart immediately. If students are delayed for longer than 30 minutes, the driver will contact PHH emergency number to inform them.
- Once luggage has been stowed and seat belts fastened, they will continue with their journey. Drivers will drop adult guests outside the departures hall.

- **Junior guests**

The company will receive all information as above. The junior/host/guardian will also be advised to be ready for collection at the stipulated time. Drivers will help with their luggage and ensure that they have fastened their seat belt before commencing their journey. Driver is to check the car seat to ensure nothing has been left behind before entering terminal with the junior. Drivers will accompany the junior into the airport maintaining constant visual contact until they have safely passed through the security gate. If the junior is booked as an unaccompanied minor, the driver will stay with the junior until they have been passed onto a designated member of the airline. Paperwork may need to be completed to confirm handover. Drivers will only depart once airline staff have informed them that it is appropriate to do so. If any problems arise, the driver must stay in contact with HFS emergency numbers to either inform or ask for further instruction.





**Expectations of the Transfer Department:**

All drivers should act in a professional manner ensuring the safety of the passengers and providing an efficient service at all times. All cars are to be well maintained internally and drivers to be well presented. If there are any delays, HFS **must** be informed.

It is the responsibility of the transfer company to check flight times and to ensure they are present for student/guests arrival/departure. If there is more than a 30-minute difference in the given time, HFS emergency numbers **must** be informed.

HostFamilyStay Team  
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