



## Flight information for children

Just because you send your child on a flight “alone” doesn’t mean your child will be alone while traveling to the camp. By purchasing the Unaccompanied Minor Service (offered by *most* airlines), along with the camp’s Transfer Service (offered by *all* Ertheo Summer Camps), you can be sure that your child will be accompanied by an adult from the time you drop them off at the airport until they arrive at the camp’s headquarters.



### What transportation services are available?

#### Unaccompanied Minor Service (offered by the airline)

Many airlines set a minimum age for their passengers where they must be at least 12 years old (sometimes up to 16 years old) to be able to travel alone on the airplane. That being said, most airlines provide an assistance service for children called the Unaccompanied Minor Service. This service guarantees that a member of the airline staff will accompany the child through all airport procedures until they are handed off to a camp monitor at the arrival airport. You can usually purchase this service at the same time as you book your flight.

#### Transfer Service (offered by the camp)

Upon arrival at designated airports or train stations near the camp, students must travel to the camp’s headquarters. All Ertheo Summer Camps arrange Transfer Services for their students to facilitate their transportation to the camp. The Transfer Service guarantees that a camp monitor will be waiting for them in the airport or train station upon arrival in order to transport them to the camp’s headquarters. Some camps include the Transfer Service as part of the cost of the camp; other camps charge an additional fee to arrange a Transfer Service. Most camps provide a specific window of time during which the child must arrive at the arrival airport or train station in order to purchase the camp’s Transfer Service. Often times, Transfer Services for arrivals which occur outside the camp’s established time frame cost extra.

# A look at your child's journey to camp

The process is quite simple. Take a look at what your child's journey to the camp will look like **if you purchase the airline's Unaccompanied Minor Service and the camp's Transfer Service.**

- 1.** First, you will take your child to the airport and complete their flight check-in.
- 2.** Then, you will wait with your child until one of the airline staff members arrives to accompany your child through all airport procedures.
- 3.** Both your child and the airline staff member will board the flight.
- 4.** While on board, they'll supervise your child to make sure they're safe and comfortable. If your child's flight has stops/layovers, they will accompany your child during each stop to make sure they are never alone in the airport or during any part of their journey.
- 5.** When your child and the airline staff member arrive at their final destination, the airline staff member will look for the designated camp monitor in charge of the camp's Transfer Service. The monitor is usually waiting right outside the arrival gates holding a camp poster or sign.
- 6.** The airline staff member and the camp monitor will exchange personal information so both can check the other's info with the info they have on file.
- 7.** The airline staff member will hand your child off to the camp monitor.
- 8.** Your child will wait with the camp monitor until the rest of the students with the same transfer service arrive.
- 9.** Your child will travel with the camp monitor and the other camp participants to the camp.

# Instructions for booking transportation services

For both transportation services to function smoothly and successfully, you must send very specific personal information to the airline, the camp, and Ertheo so that all three organizations can work together to guarantee your child's safety. Please, follow the instructions and guidelines listed below:

## 1. Confirm your camp reservation with Ertheo.

It's very important to confirm your reservation with Ertheo before you purchase any flights or transfer services. If your reservation is not accepted, and you book your flights or transfer services without confirmation, it will be difficult to get your money back.

## 2. Ask Ertheo to send you the camp's transfer service schedule.

We often send you the camp's transfer service schedule before you book the camp. If you still haven't received this information after confirming your reservation, please ask for it.

## 3. Search for flights and compare options.

Search for flights that arrive and depart within the camp's established transfer service schedule at their designated transfer service locations. Make sure you pay attention to both the outbound flights and the return flights.

**Check the airlines' specific Unaccompanied Minor Service Policies. Some low-cost airlines don't offer the service and don't allow minors to travel alone.**

## 4. Purchase flight and Unaccompanied Minor Service.

Most airlines offer the option to purchase the flight and the Unaccompanied Minor Service at the same time. To complete your purchase for the Unaccompanied Minor Service, the airline will ask for the personal information (and most likely a copy of identification) of all the parties involved in picking up and dropping off your child at the airport.

**Important!** *While you might know who will be dropping off and picking up your child at your home airport, often times neither you, nor Ertheo, nor the camp will know who will be picking up and dropping off your child at the destination airport until the camp start date approaches.*

**Please, fill in as much information as you can and make up the rest. You can change this information later when you have all the information you need.**

## 5. Ask us for the personal information of the monitors involved in the transfer service 3 to 5 days before the camp start date.

We try to send you this information as soon as it's available to us. If you still haven't received this information 3 to 5 days before the camp's start date, please, ask us to send it to you, and we'll send it right away.

## 6. Make the necessary changes to your Unaccompanied Minor Service application.

**This step is very important. Please, do not forget!**

# Common Airlines' UM Policies

This was correct at the time of compiling this database. Please, check with the airline directly before you book. These are just a few airlines that can be used and not a complete list.

Popular Airlines	Must travel with an adult or as an UM	UM Service available	Web Address
AEGEAN	Under 12	Yes	<a href="https://en.aegeanair.com/travel-information/special-assistance/children-travelling-alone/">https://en.aegeanair.com/travel-information/special-assistance/children-travelling-alone/</a>
AEROFLOT	Under 12	Yes	<a href="http://www.aeroflot.ru/ru-en/information/preparation/special_transportation/kids">http://www.aeroflot.ru/ru-en/information/preparation/special_transportation/kids</a>
AIR FRANCE	Under 15	Yes	<a href="http://www.airfrance.co.uk/GB/en/common/guidevoyageur/assistance/enfant_seul_um.htm">http://www.airfrance.co.uk/GB/en/common/guidevoyageur/assistance/enfant_seul_um.htm</a>
AIR IBERIA	Under 12	Yes	<a href="http://www.iberia.com/gb/fly-with-iberia/minors/">http://www.iberia.com/gb/fly-with-iberia/minors/</a>
AIR MALTA	Under 12 Under 14 departing to/from Italy	Yes	<a href="https://www.airmalta.com/information/customer-support/young-travellers/unaccompanied-minors">https://www.airmalta.com/information/customer-support/young-travellers/unaccompanied-minors</a>
ALITALIA	Under 15	Yes	<a href="https://www.alitalia.com/en_gb/fly-alitalia/organize-your-trip/children.html">https://www.alitalia.com/en_gb/fly-alitalia/organize-your-trip/children.html</a>
AUSTRIAN AIR	Under 12	Yes	<a href="https://www.seatmaestro.com/airlines-seating-maps/austrian-airlines/minors/">https://www.seatmaestro.com/airlines-seating-maps/austrian-airlines/minors/</a>
BRITISH AIRWAYS	<u>Under 14* All young flyers aged under 16 and travelling alone must complete a parental/guardian consent form before travel</u>	No	<a href="http://www.britishairways.com/en-gb/information/travel-assistance/children-travelling-alone">http://www.britishairways.com/en-gb/information/travel-assistance/children-travelling-alone</a>
EASYJET	Under 16	No	<a href="https://www.easyjet.com/en/help/preparing-to-fly/flying-with-children">https://www.easyjet.com/en/help/preparing-to-fly/flying-with-children</a>
EMIRATES	Under 12	Yes	<a href="https://www.emirates.com/english/before-you-fly/travel/unaccompanied-minors.aspx">https://www.emirates.com/english/before-you-fly/travel/unaccompanied-minors.aspx</a>
EUROSTAR	<u>Under 12** Anyone under 18 who is a French citizen or a foreign minor, resident in France, must complete an AST form before they travel alone or without their parents, on Eurostar. This applies to journeys from France and is required for any unaccompanied children leaving the country.</u>	No but between 12-15 must travel on UM form (free of charge)	<a href="https://www.eurostar.com/uk-en/travel-info/your-trip/travel-with-children">https://www.eurostar.com/uk-en/travel-info/your-trip/travel-with-children</a> <b>Unaccompanied Minor Form Eurostar</b>

Popular Airlines	Must travel with an adult or as an UM	UM Service available	Web Address
EUROWINGS	Under 12	Yes	<a href="https://www.eurowings.com/en/information/on-board/children.html">https://www.eurowings.com/en/information/on-board/children.html</a>
FINNAIR	Under 12	Yes	<a href="https://www.finnair.com/es/gb/information-services/before-the-flight/special-services-health/children-travelling-alone">https://www.finnair.com/es/gb/information-services/before-the-flight/special-services-health/children-travelling-alone</a>
FLYBE	Under 12	No	<a href="https://www.flybe.com/children-and-infants">https://www.flybe.com/children-and-infants</a>
IBERIA	<u>Under 12*** Iberia will not accept bookings or tickets issued for unaccompanied minors (UMs) when other companies are involved in the journey including flights with a shared code (IB4XXX and IB7XXX)</u>	Yes	<a href="https://www.iberia.com/us/fly-with-iberia/minors/#12-17yearsold.Childrenwhotravelalone">https://www.iberia.com/us/fly-with-iberia/minors/#12-17yearsold.Childrenwhotravelalone</a>
KLM	Under 14	Yes	<a href="https://www.klm.com/travel/nl_en/prepare_for_travel/travel_planning/children/umnr_yp_framed.htm">https://www.klm.com/travel/nl_en/prepare_for_travel/travel_planning/children/umnr_yp_framed.htm</a>
LUFTHANSA	Under 12	Yes	<a href="http://www.lufthansa.com/uk/en/Unaccompanied-minors">http://www.lufthansa.com/uk/en/Unaccompanied-minors</a>
TAP	Under 12	Yes	<a href="https://www.flytap.com/en-br/travel-with-children/unaccompanied-minors">https://www.flytap.com/en-br/travel-with-children/unaccompanied-minors</a>
TURKISH AIRLINES	Under 12	Yes	<a href="https://www.turkishairlines.com/en-at/any-questions/can-my-child-travel-unaccompanied/">https://www.turkishairlines.com/en-at/any-questions/can-my-child-travel-unaccompanied/</a>
RYANAIR	Under 16	No	<a href="https://www.ryanair.com/gb/en/useful-info/help-centre/faq-overview/Travelling-with-children/T&amp;C-does-Ryanair-carry-unaccompanied-minors">https://www.ryanair.com/gb/en/useful-info/help-centre/faq-overview/Travelling-with-children/T&amp;C-does-Ryanair-carry-unaccompanied-minors</a>
WIZZ AIR	Under 14	No	<a href="https://wizzair.com/en-gb/information-and-services/booking-information/children-and-infants#/">https://wizzair.com/en-gb/information-and-services/booking-information/children-and-infants#/</a>

## A word of advice...

Sometimes it's cheaper to accompany your child to the camp yourself. It's a good idea to compare the total cost of the Unaccompanied Minor Service and the Transfer Service with the total cost of a flight for yourself to accompany your child to the camp.

*Bon voyage!*