

Our shared transfer service is available for participants travelling from London Heathrow Airport to their Immerse Programme location and, likewise, for their return trip at the end of the two weeks. Throughout arrivals and departures day, we offer continuous departures shared with other Immerse participants headed to the same destination.

The approximate journey times are as follows:

- Cambridge - 2 hours
- Oxford - 2 hours
- London - 1 hour 30 minutes

WHAT TIME DOES THIS SERVICE DEPART?

On Arrival Day

The shared transfer services from London Heathrow Airport operate on the first Sunday of the Programme, departing at **11:00, 14:00 and 17:00**, with a coach travelling to each Immerse Programme location at these specific times.

On Departure Day

On the last day of the Programme, our shared transfer services have been organised to depart from each residential location at **07:00 and 12:00**, travelling to London Heathrow Airport.

WHAT SHOULD I DO WHEN I ARRIVE?

On arrival days, our staff will be at the airport to greet you from 09:00 at your terminal's arrival hall.

If your flight arrives before 09:00, please wait at your terminal's arrival hall until a member of the Immerse team arrives to meet you. Please do not leave your terminal.

If your flight arrives after 09:00, a member of the Immerse team will be ready to meet you at your terminal's arrival hall as outlined below. They will be wearing a blue 'Immerse Education' top and a white lanyard.

Immerse has a number of meeting points within each terminal at Heathrow, please familiarise yourself with the list and maps below.

- Terminal 2: Cafe Nero (next to Boots)
- Terminal 3: WHSmiths (next to Boots)
- Terminal 4: Costa Coffee
- Terminal 5: Costa Coffee

WHAT SHOULD I DO IN CASE I ENCOUNTER ANY ISSUES?

You can call our Airport Transfer Coordinator, who is on hand throughout the day to assist and will be able to direct you to our team on the ground. E.g.

- Should your flight details change, please contact the Airport Transfer Coordinator and let them know as soon as possible.
- In the event a member of our team is not visible to you at your terminal's arrival hall, please contact the Airport Transfer Coordinator.

An Immerse designated meeting point is available in case of an emergency at Heathrow Terminal 3. To reach this meeting point, head to the arrivals building in Terminal 3 via the underground train. The designated meeting point will be located on the ground floor's seating area, where you will see a navy blue Immerse Education sign. You should only travel to the designated meeting point if directly instructed by the Airport Transfer Coordinator.

Please note that to ensure the airport transfer services leave on time, we are unable to delay the departure times from London Heathrow Airport. However, if you are delayed for any reason, you will automatically be placed on the next transfer service. Please don't worry if you miss your initial transfer, we will accommodate you on the next available service.

Airport Transfer Coordinator

The Airport Transfer Coordinator oversees airport operations and will be your direct point of contact for any transfer-related queries. Alongside our staff at the airport, they will be able to support you with any issues you may encounter.

The contact details of the Airport Transfer Coordinator will be sent to you by email one week before your programme's start date.

Emergency Contact Number

You will also be provided with an emergency contact number in advance of the start of your programme in order to ensure you have the support you need in case of any unexpected emergencies.

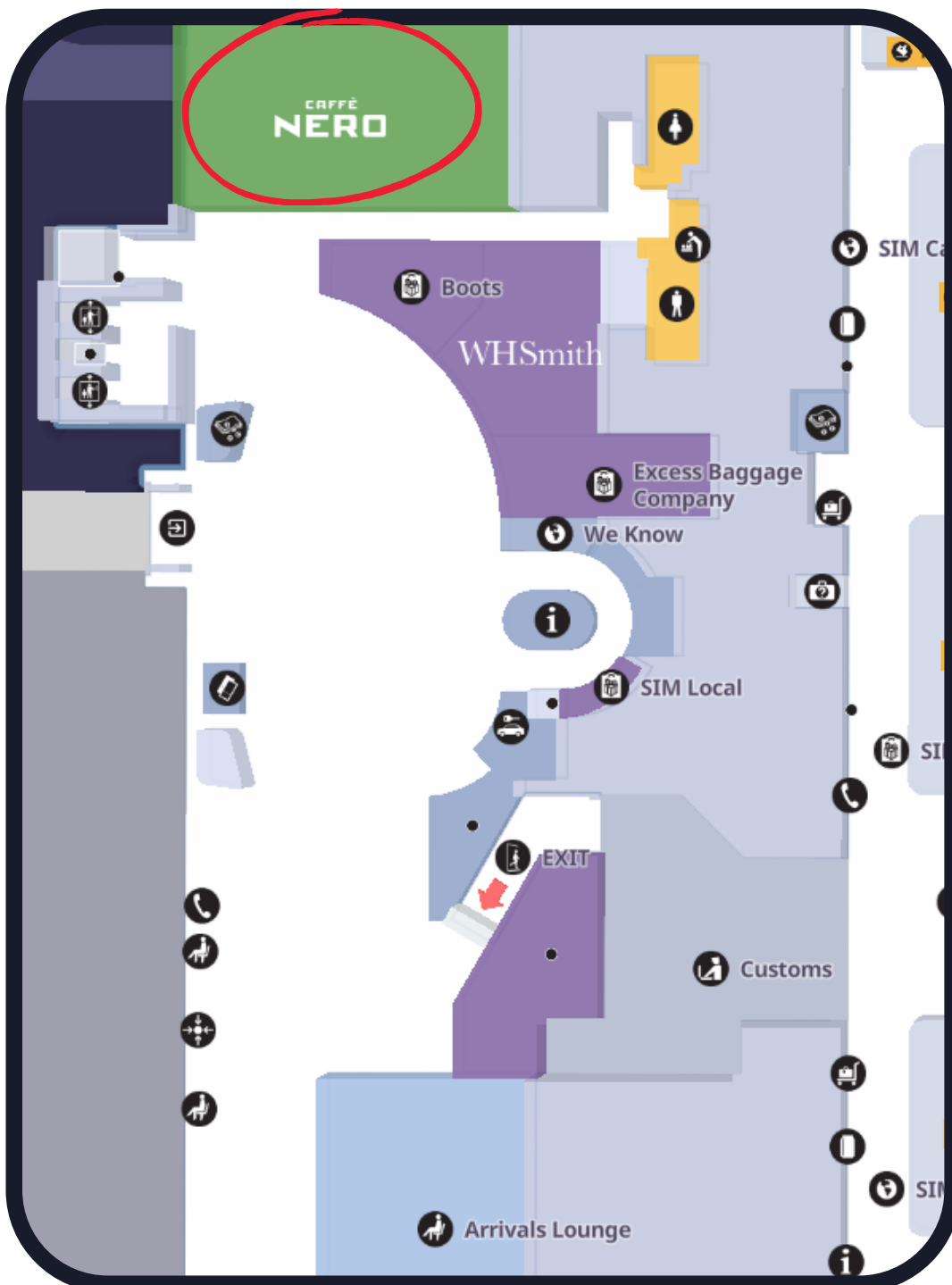
AIRLINE RELEASE AND UNACCOMPANIED MINOR SERVICE

If your airline is required to 'release' you into our guardianship, please contact the Airport Transfer Coordinator who will advise you on the next steps. In addition, we would advise that all participants travel with a Parental Letter of Consent form, which can be downloaded at the following link:

<https://www.immerse.education/letter-of-parental-consent/>

HEATHROW TERMINAL 2 MEETING POINT MAP

Please proceed to the Immerse meeting point **outside Cafe Nero, next to Boots.**



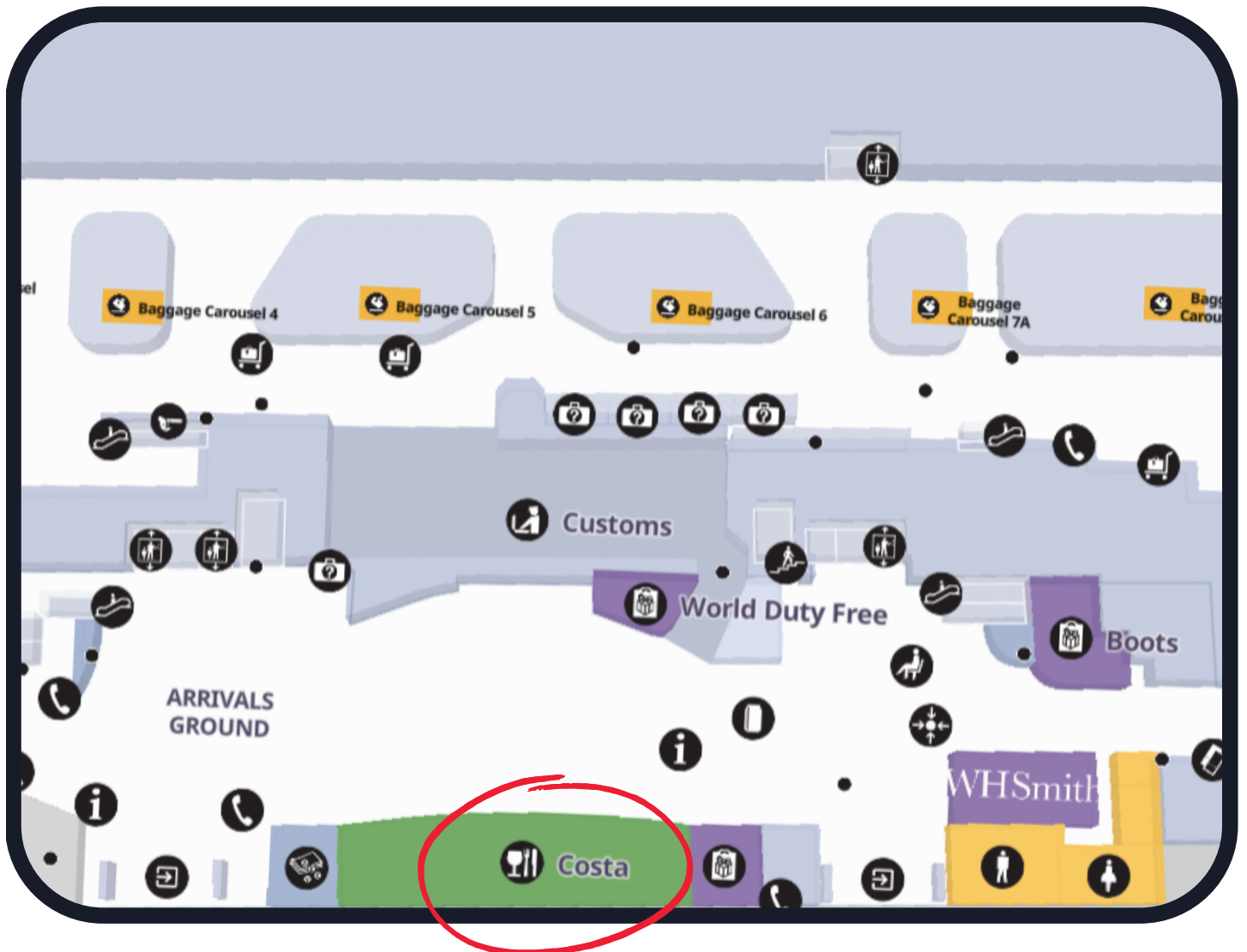
HEATHROW TERMINAL 3 MEETING POINT MAP

Please proceed to the Immerse meeting point **outside WHSmiths, next to Boots.**



HEATHROW TERMINAL 4 MEETING POINT MAP

Please proceed to the Immerse meeting point **outside Costa**.



HEATHROW TERMINAL 5 MEETING POINT MAP

Please proceed to the Immerse meeting point **outside Costa**.

