

## Arrival Procedures



### Important information for Group Leaders bringing groups to the UK & Ireland

1. Once your plane has landed, please ensure your group has filled out the appropriate paperwork as you and your students will be required to go through immigration and passport control.
2. Please send your students through passport control **first** in order for you to be able to properly supervise them should any problems occur.
3. Once you are through immigration and passport control, please go directly to the baggage claim area. Please do a headcount to ensure all your group is with you.
4. Please check with all students that they have all their bags before leaving the baggage claim area.
5. In the event of missing luggage, please proceed to the baggage services counter where your baggage claim will be registered and you will receive a Property Irregularity Report (PIR) with a personal reference number. You will need this number to check the status of your delayed luggage. Once it has been found, the airline will contact you to arrange delivery. Please inform the campus manager on arrival and they will inform security that you are waiting for your baggage to be delivered so that security do not turn it away.
6. When your group has collected all their luggage please proceed to the arrivals hall where a member of **PLUS staff will be waiting for you (Brighton, Chester, Dublin, Edinburgh, Greenwich, Kingston, Uxbridge) or Airport Angels for all other centres.** PLUS Staff will be wearing orange PLUS t-shirts and holding a sign with your group booking number. Airport Angels will be wearing a pink t-shirt.



7. If you need to purchase items or use the airport facilities, please **meet with the PLUS staff/ Airport Angels first** and then they can stay with your group while you use facilities or make purchases.
8. **Please introduce yourself to the Activity Leader/Airport Angel.** They will then take you to your coach to the Campus. If you are met by a PLUS staff member, they will take the coach to the campus with you, give you your welcome pack and do their best to answer any queries. **Please note it is usual to experience a wait for your transportation to arrive at the designated boarding area as coaches at major UK airports are sent to holding areas and will not be released until the passengers have arrived to avoid congestion.**
9. If you do experience any delays or difficulties while going through any of the above processes, please contact your **Campus Manager** or **PLUS head office on +44(0)7956218226.**