

## Duty of Care

Exsportise is committed to its responsibility to safeguard all children in its care and recognises that all children have the right to be protected.

A child is identified as any person under the age of 18.

While your child is in England, Exsportise has a duty of care towards your child which is traditionally referred to as *in loco parentis*.

Legally, while not bound to parental responsibilities, Exsportise must act as any *reasonable parent* would do in promoting the welfare and safety of children in their care (The Children Act 1989 and The Health and Safety at Work Act 1974).

Airports and train stations are very busy environments where situations are constantly evolving. There are countless instances which can affect your child's travel plans such as:

- Flight / train delayed
- Flight / train cancelled
- Flight / train redirected to different terminal / airport / station
- Lost / damaged luggage
- Your child is taken ill / injured
- Immigration queries (Visa issues)

In order to support your child with any travel complications an Exsportise representative, acting as *reasonable parent*, has to be at the airport / Eurostar station for when your child's flight/train is scheduled to arrive, regardless of what time of the day or night it is. Likewise for departures, an Exsportise representative has to remain at the airport/ Eurostar station until your child's flight/train has departed.

Furthermore **UK Border Control** (Immigration) may stop any child who is travelling unaccompanied by an adult and ask for proof that a responsible person is waiting for them in the Arrivals Hall. This is why we ask you to complete our **Parental Travel Consent Form**, so that Border Control can contact us for confirmation. Your child will not be released by Border Control until they have received verification from us.

For the reasons mentioned above we hope you will understand that if your child's arrival or departure flight / train is outside of our Standard Transfer Times (Arrivals: Sundays 10:00 . 15:00 / Departures: Saturdays 12:00 . 17:00) your child cannot use our Standard Transfer Service and wait unsupervised at the airport / Eurostar station. Instead your child will have to book our Out of Hours Transfer service.