

SEVENOAKS SCHOOL

SUMMER PROGRAMMES

Unaccompanied Minor (UM) Services Guidance

A Guide for Summer Programme Students

The Unaccompanied Minor (UM) service is offered by many airlines and ensures that young students traveling alone are cared for from departure to arrival. It is not mandatory and should only be used if required by the airline.

This guide provides an overview of UM services, the airlines that offer them, and key considerations for parents and guardians.

What is the Unaccompanied Minor (UM) Service?

The UM service is designed to provide additional supervision and assistance to young travellers flying alone. Airlines offering this service typically provide:

- Dedicated airline staff assistance at check-in, security, boarding, and upon arrival.
- Supervised transfers between connecting flights where applicable.
- Escorting the child to meet their designated guardian at their destination.
- Priority boarding and continuous support during the journey.

Which Airlines Offer UM Services?

Several major international airlines provide UM services, although policies, fees, and age requirements differ. Below is a list of airlines commonly used by our students:

- [British Airways](#) – UM service currently unavailable; children 14+ may travel alone.
- [Lufthansa](#) – UM service required for ages 5-11.
- [Emirates](#) – UM service required for ages 5-11.
- [Air France](#) – UM service required for ages 5-14.
- [KLM](#) – UM service required for ages 5-14.
- [Qatar Airways](#) – UM service required for ages 5-11.
- [Singapore Air](#) – UM service required for ages 5-12.
- [Turkish Airlines](#) – UM service required for ages 2-12.

Important Considerations for Parents & Guardians

- Booking the Service: The UM service must be arranged in advance and is an additional cost.
- Required Documentation: Airlines typically require identification, emergency contact details, and signed consent forms.
- Drop-off & Collection: Parents or guardians must escort the child to the departure gate and be present at the arrival gate with valid identification.

- Flight Restrictions: Many airlines restrict UMs from traveling on the last flight of the day or on overnight (red-eye) flights.

Final Thoughts

The UM service is not mandatory for most travellers and adds complexity for their arrival and departure. It is recommended that only children who are required to use the service do so. If you require further assistance in arranging travel for your child, please contact the Holiday Programmes team for guidance sssp@sevenoaksschool.org

*All information is accurate at time of writing, but it is important that you check with the airline.