

We organise transport and provide whereabouts services to under-18 international students on behalf of schools. We operate 'Airport Guardians' at Airports. We work closely with you, our transport Partner. We are not an operator.

As the provider of drivers who undertake journeys for students in our care you agree to the following.

- All drivers have provided the details required under, and operate under, local authority legislation.
- All complaints must be categorised and responded to within defined timeframes: safeguarding ("Red Flag") issues within 24 hours; all other issues within 48 hours
- You agree to carefully consider the drivers allocated to our account and only send drivers that you consider suitable for the safe transit of unaccompanied minors.
- Drivers supplied hold an Enhanced DBS Certificate with children's barred list check and subscribe to the update service, or Scottish PVG.
- No photographs or videos to be taken of any students at any time.
- We have the right to inspect driver records on request.
- All drivers to be well dressed and courteous
- No smoking or vaping at any time
- Drivers never ask for payment in cash, all I-GTM bookings are account bookings only.
- Drivers will be instructed to call I-GTM with any issues including those highlighted below

Drivers agree to the following items:

- I-GTM, U18 student. Extra vigilance please.
- Any issues contact I-GTM 020 3355 2858
- Only leave when all students on-board. Double check number booked.
- Seatbelts to be kept fastened throughout journey.
- Passengers must not be left unaccompanied at drop-off. Ensure safely greeted or inside destination.
- No deviation from route plan unless agreed with I-GTM
- No-show: only leave after checking with I-GTM
- All airport pickups are Meet & Greet in terminal

Reasonable waiting and parking will always be paid.

Issues and complaints

Take the name of the student who misbehaves, note down the incident and inform I-GTM: resolve@i-gtm.com. Do not take the issue up with the student.

By accepting bookings from I-GTM you undertake that you have read and will comply with the above.