

Herm and Alderney Apprentices Disrupted Travel Procedure



Please read the contents of this leaflet carefully. Failure to follow these procedures will result in charges for flights and taxis being invoiced to the employer and possibly passed on to the apprentice.

ACTION PLAN

SITUATION	ACTION	WHO
Alderney Apprentice unwell and/or is unable to travel	Make the following three/four calls at least two hours before the departure time <ol style="list-style-type: none"> 1. Click Travel to cancel the booking and return flight, request a refund to the College account. If the booking is not cancelled before the departure time, the apprentice will incur the cost of travel 2. Aurigny to let them know that you will not be travelling so that the seat can be released 3. College to let them know you will not be attending 4. If you have hotel accomodation booked, cancel this directly with the hotel or this will be charged to the apprentice 	App
	Contact Click Travel to check the return flight is cancelled and cancel any return taxis	App team
	Inform course tutors of absence via ProMonitor	App team
Alderney Apprentice misses flight to Guernsey	Call the College to inform them of missed flight	App
	Contact Click Travel to check the return flight is cancelled and cancel any return taxis	App team
	Charge Apprentice/employer for the missed flight	App team
Alderney Apprentice is advised by Aurigny not to travel due to a bad forecast for later in the day and stays in Alderney	Take the following action immediately <ol style="list-style-type: none"> 1. Confirm with Aurigny that you will not be travelling so that the seat can be released 2. Call Click Travel to cancel the booking and return flight, request a refund to the College account. If the booking is not cancelled before the departure time, the apprentice will incur the cost of travel 3. Call/email the College to let them know you will not be attending 	App
	Contact Click Travel to check the return flight is cancelled and cancel any return taxis	App team
	Inform course tutors of absence via ProMonitor	App team
Guernsey to Alderney flight delayed	Travel to the airport as usual. Await further instructions. If flight is cancelled see flight cancelled instruction.	App

* If an overnight stay is required, the college will pay for bed and breakfast, if Aurigny doesn't (in the case of Alderney apprentices). All meals and drinks to be paid for by the apprentice. Keep receipts for hotel expenses.
 In the case of indefinite delays, costs incurred for accommodation will be met by the college for three nights. Should this be exceeded, costs will be met by the employer.
 Subsistence expenses will all be paid for by the apprentice/employer, to include any clothing/laundry requirements if an extended stay is required.

SITUATION	ACTION	WHO
Alderney Apprentice is advised not to travel by Aurigny due to a bad forecast for later in the day and travels to Guernsey anyway on the instruction of employer and gets stuck	<ol style="list-style-type: none"> 1. Rebook on to the next available flight with Aurigny airport staff 2. Call for a taxi or go to the taxi rank and travel to the hotel 3. Book a taxi to come and pick you up the next day to travel to the airport 4. If you are Under 18, you must call the Duty Officer 5. Call one of the recommended hotels to book accommodation 	App
Flight to Alderney cancelled OR Inclement weather continues and flights to Alderney are cancelled indefinitely	Rebook on to the next available flight with Aurigny airport staff If under 18 contact Safeguarding Team (details on the back of your student ID card) who will contact host family for student Invoke safeguarding policy If over 18 and no hotel offered by Aurigny or previously organised by the apprenticeship team <ol style="list-style-type: none"> 1. Book a room at one of the recommended hotels. Explain that you are an apprentice and your flight has been cancelled and that the room is to be charged to TGI Apprenticeship account * 2. Email apprenticeships@gcfe.net to notify of travel cancellation and accommodation requirement. 3. Call the Duty Officer if outside of business hours to authorise accommodation with hotel 4. Call for a taxi or go to the taxi rank to get to hotel 5. Book a taxi to come and pick you up the next day to travel to the airport 	App App DoSS App
Alderney Apprentice misses flight to Alderney	Rebook on to the next available flight with Aurigny airport staff. New flight to be paid for by the apprentice/ employer as well as all overnight accommodation and travel.	App
Herm Apprentice is unwell and unable to travel	<ol style="list-style-type: none"> 1. Call/email the college to let them know you will not be attending 2. Inform employer of absence 	App
Sailings to Herm are cancelled through inclement weather	If over 18 <ol style="list-style-type: none"> 1. Book a room at one of the recommended hotels. Explain that you are an apprentice and your flight has been cancelled and that the room is to be charged to TGI Apprenticeship account * 2. Email apprenticeships@gcfe.net to notify of travel cancellation and accommodation requirement. 3. Call Duty Officer if outside of business hours to authorise accommodation with hotel 	App

KEY CONTACTS

THE GUERNSEY INSTITUTE, COLLEGE OF FURTHER EDUCATION	
Reception	Open 08:30 - 16:00 term time T: 01481 227500
Duty Officer	Available 8:00am - 9:00pm Monday - Friday T: 07781 197025
Apprenticeship Manager Paul Curtis	Available 9:00am - 3:30pm Monday - Friday T: 01481 227500 E: apprenticeships@gcfe.net
Director of Apprenticeships Chris Torode	Available 2:30pm - 5:00pm Monday - Friday T: 01481 227500 E: apprenticeships@gcfe.net
Safeguarding Team	T: 07839 777643 or 07781 197025
TRAVEL	
Click Travel	T: 0844 745 2121 - First point of contact for flight changes/cancellations
Aurigny	T: 01481 267267 - Reservation line
Island Taxis	T: 01481 700500 E: bookings@islandtaxis.gg
Buzz White	T: 07781 147477
ACCOMMODATION	
La Villette Hotel	T: 01481 235292 - La Villette, St Martin's, Guernsey, GY4 6QG *
Les Cotils	T: 01481 727793 - L'Hvyreuse, St Peter Port, Guernsey GY1 1UU *

**Invoices to be sent to apprenticeships@gcfe.net with the States of Guernsey room rate*

Please note that any amendments to bookings, other than urgent cancellations, should only be made by the college team and not by the apprentice or employer. Please advise someone in the team if you would like your booking changed to an alternative flight.



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