



Terms & Conditions

The special conditions detailed below apply solely to Schools Bookings on the Emirates Air Line. These are not exhaustive and are backed up by the attached Schools Group FAQs which extract relevant sections of the more detailed Conditions of Carriage which also apply. Where any conditions shown in the Conditions of Carriage conflict with those shown here, the below conditions will apply. Both documents may be subject to change over time.

Fare charged: Fares are as follows:

- The fare for children is £1 each for a single journey, a return journey or a '360 Tour'.
- Accompanying teachers/guardians will travel free up to the mandatory minimum ratios of adults to children (1 adult to 5 children Key Stage 1, 1 adult to 9 children Key Stage 2). Additional adults will be charged the appropriate Oyster fare for their journey – currently £3.20 for a single journey, or £6.40 for a return journey or a '360' tour.

Eligibility: To qualify for the fare the following conditions must be met:

- There is no minimum group size. The maximum booking size is 400.
- Groups must be accompanied by the appropriate number of adults in the ratios of 1 adult to 5 children (Key Stage 1), 1 adult to 9 children (Key Stage 2). Where children with special needs are travelling this ratio may prove insufficient.
- Schools within London Boroughs.
- Children must be within Years 1 to 11 (Up to age 16).
- Flights must be booked in advance through Emirates Air Line Schools Groups booking line or email address. (School Group Fare does not apply where no advance booking has been made).

Bookings: Each booking will be taken on the following terms:

- Bookings are taken in 1- hour long timeslots capped at 400 passengers per hour.
- Bookings are available Monday-Friday all year excluding Bank Holidays, (9.30-17.00 hours).
- Bookings are subject to availability.

The Flight: The following conditions apply to each flight:

- At least one adult must accompany school children in each cabin.
- No open food or drinks are allowed in the cabin.



Cancellations: The cancellations policy is determined by the size of the group and the notice provided.

- Cancellations made more than 48 hours in advance of planned flights incur no penalty.
- Cancellations made within 48 hours of planned flights will be charged in full or the party will be offered the opportunity to rebook at no additional cost.

Refunds: We will offer a refund on fares paid when:

- Your Group has arrived at the Terminal but the service has been withdrawn and the delay exceeds the booking timeslot.
- The service is withdrawn once your group has boarded cabins and the delay exceeds the booking timeslot.

Re-booking: Where the service has been withdrawn we will offer you the ability to re-book for a future time/date rather than take a refund.

If we or our operators fail to run the services we have advertised or there are delays to those services, we cannot compensate you for any consequential losses you may suffer as a result.

Late arrival: Bookings are taken against 1-hour timeslots to enable us to offer a consistent service.

- Where you have made a booking but your arrival at the Air Line terminal has been delayed by circumstances beyond your control we will endeavour to offer you travel in the first available timeslot, or the opportunity to rebook for a later date.