

Learn More.



Bucksmore
EDUCATION

St. Hilda's College Pre-Arrival Guide 2026



OXFORD

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Welcome to Oxford!

We are very excited about this summer and we are really looking forward to welcoming your child to Bucksmore. We will do everything possible to ensure that their stay in the UK is enjoyable and memorable. This document contains all the information you need to prepare for your child's stay.

If you need any extra information please don't hesitate to contact us at info@bucksmore.com.

Medical & Dietary Information

If you haven't yet provided us with any important/relevant medical information for your child, or any dietary restrictions/requirements, please make sure you complete these relevant sections on the Student Portal as soon as possible.



Before Arriving

English summer weather is very changeable so you should be prepared for anything. We suggest that your child brings the items in the list below.

- 1 x wash-bag with toiletries (soap, shampoo, toothpaste etc) and personal items (toothbrush, hairbrush etc)
- 1 x towel
- 1 x bathrobe
- 8 x sets underwear
- 8 x pair of socks (including sports socks)
- 1 x adaptor to charge devices
- **For all Pre-University students: a laptop is *recommended* to access course materials.**
- **For Pre-University AI & Computer Science students: a laptop is *essential* to access course materials.**
- 2 x jeans/trousers
- 2 x shorts
- 2 x jumpers/sweatshirts
- 8 x t-shirts/shirts
- 1 x nightwear (suitable for dormitory life)
- 1 x waterproof jackets
- 2 x set of sports clothes
- 1 x pair of trainers
- 1 x pair of smart shoes
- 1 x formal outfit



Laundry

Laundry facilities are available once per week so we recommend students to bring enough clothes for at least 8 days. All clothing should be clearly marked with your child's name. All laundry costs are paid for by Bucksmore, but students will be expected to use the machines themselves (assisted and supervised by Bucksmore staff).

Airport Transfers

Bucksmore offers a complimentary transfer service for flights arriving and departing between 9:00 and 19:00 on designated arrival days. This is available at certain airports depending on the centre location. Any flights arriving/departing outside of these times or to a different airport will need to book a private transfer.



Transfer Form

Please ensure we have your child's flight details at least four weeks before arrival. If you have not completed the transfer section on the Student Portal, please do so as soon as possible. Should there be any last minute changes to the flight details, please inform us immediately.

All students should complete this, even if they are planning to book a private transfer or arrive at the centre separately. This ensures that centre staff are aware of what time the child is expected to arrive and depart the centre.

Unaccompanied Minors

If your child is flying alone or without an adult you need to contact the airline to see if they require an Unaccompanied Minor service. Each airline is different and you must book this in advance directly with the airline. When they arrive in the UK, the airline staff will hand them directly to one of our Counsellors.

If they ask you for a contact in the UK please use the name: Charlotte Conway.

A full list of Centre Manager names and contact details can be found in the document 'Contact Information 2026' which will be available to download from bucksmore.com/pre-arrival before the summer.

No Transfer Required

If you are bringing your child/children to the centre, please inform Head Office of your expected arrival time. There is no fixed arrival time, however we do recommend arriving for lunch or dinner, so between 12-5pm. If you are taking your child to the centre directly, please report straight to the office so we know you have arrived. The school will be clearly sign-posted, so the office will be easy to find.

Airport Arrivals

On arrival, students will be met at the arrivals gate by a Bucksmore Counsellor, they will be escorted directly to their transfer or a designated meeting point to wait for their transfer. The Counsellor will be wearing our distinctive dark red Bucksmore polo shirt and will be holding a Bucksmore branded sign with the student's name clearly written on it.

Airports are busy places and students coming through arrivals on their own can be a little disorientated. Arrivals can sometimes be very busy, so students should check all along arrivals for someone wearing a Bucksmore top.

If the child cannot find a Bucksmore representative, they should go to the designated meeting point within the terminals and meet the Bucksmore Counsellor waiting there.

The designated meeting points are:

- Heathrow T2 – outside Café Nero next to Boots
- Heathrow T3 – outside WH Smith next to Café Nero
- Heathrow T4 – outside Costa
- Heathrow T5 – outside Costa
- Gatwick South – outside Costa
- Gatwick North – outside Costa

In the highly unlikely event that your child still cannot find a Bucksmore Counsellor, they should go to the Airport Information Point and ask to call Bucksmore head office (+44 2033 349 300) or home.

From Landing to Venue

On arrival, students will be met at the arrivals gate by a Bucksmore Representative, they will be escorted directly to their transfer or a designated meeting point to wait for their transfer. Students are advised that the wait time for a complimentary transfer can be up to 2 hours.

We will use various modes of transport depending on the size of the transfer group and may include a coach, minibus or taxi. All students will be accompanied by a Bucksmore member of staff or Bucksmore Travel Partner and may travel with other Bucksmore students. At Bucksmore we use trusted travel companies and all drivers have been police background-checked.

Students using an airline Unaccompanied Minor service will be met by a Bucksmore representative on arrival and Airport staff will be notified of our meeting points. We will assist UM students on departure and wait with them until handed over to airport staff.

Departures

On departure, students will be accompanied to baggage check-in and customs by a Bucksmore representative. Bucksmore staff will wait for all flights to depart within the hours of 9:00 and 19:00 in case of any issues. Any flights departing after this time should book a private transfer.

We plan all departures in advance, and make sure they are timed so that students arrive at the airport with time to check-in, but not so much so that they are waiting for extended period of times before boarding. Rest assured that on departure days, we are keeping track of the current check-in and security wait times at airports and monitoring flights, so will always ensure students make it to the airport with enough time.

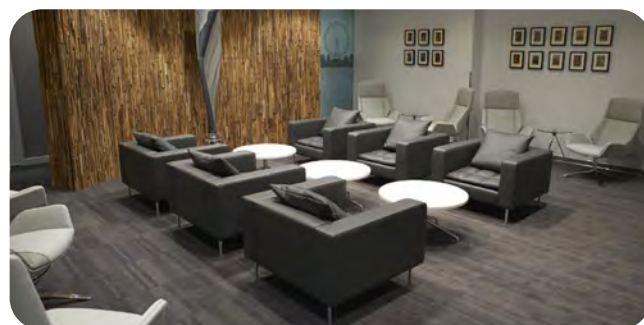
Private Transfers

For students who have booked a private transfer for flights arriving or departing outside of the complimentary transfer window, the same arrivals and departure procedure applies. All students will be met at the arrivals gate either by a member of Bucksmore staff or, depending on the time, a trusted transfer provider holding a name sign. On departure, students will be accompanied by a member of staff or trusted transfer provider and assisted with check-in.

For students taking a private transfer upon arriving, they will be collected at arrivals and taken straight to their transportation, so wait times will be minimal.

Parental Consent to Travel

It is not uncommon for border control both in country of origin and the UK to check that travellers under the age of 18 have consent to travel on their own. Please print and sign our parental letter of consent to give to your child for their travels, which you can find on our website: [please click here to access](#). Please also ensure your child has evidence of all necessary travel documents with them, such as passport, Visa/ETA.



Arriving to Bucksmore

Upon arriving at the summer school, students will first register with the management team and then be shown to their room and given time to settle in. Depending on the time of arrival, students will then go for lunch or dinner and then take part in the organised activities with their new peers. We will also encourage students to contact their parents to let them know they've arrived, so keep an eye out for their message!

Registration

For registration on arrival, students will need to bring information listed below. Although we do ask for the information before arriving, it is important to collect this a second time, in case anything has been missed or forgotten!

- Date of birth
- Next of kin (parent/guardian)
- Next of kin mobile number
- Home telephone number
- Home address
- Medical information (including allergies)
- Dietary requirements
- Other special requirements

Medication

All medication taken regularly by students must be outlined as part of their application so our team is aware of this and can make suitable arrangements if needed. Students who will be bringing any medication with them must declare this and hand all medication over to a member of staff during registration. This is part of our safeguarding efforts to ensure students take their regular medication as required, and to keep other students from having access to regulated medication.

Passports, Travel Documents & Money

On arrival students **MUST** deposit all their money with us (including travellers' cheques and all currency) for safekeeping in their pocket money account. Each centre has 'banking sessions' most days of the week when students can withdraw money. We cannot be held responsible for any money not handed over to us. Students must also hand in their passport and travel documents upon arrival for safekeeping.

Pocket Money

All summer school courses at Bucksmore Education are all-inclusive (e.g. all meals, entrances to attractions, travel, academic materials, etc.). However, we recommend that students bring a small amount of pocket money to cover any optional souvenirs, food, and personal shopping.

We suggest a maximum of £50 per week, although you can send more. We do not recommend that you send amounts of cash much larger than £150 per week. If necessary, you should consider giving your child a credit card or ATM card. Any money given to students will be kept in our Centre safe for security reasons.

Please be aware that a Key Deposit may be required, please check the Key Deposit section in this pack.



Meals

Catering for so many different nationalities and cultures means that the food will be different from what your child eats at home. But the food is good (we have to eat it ourselves!) and we do realise how important it is to the overall experience. There is always a vegetarian option at all meals, and if notified in advance, we can cater for special diets.

In addition to the set meal students will usually have opportunities in the week to buy snacks and other items off site if they wish. We also have microwaves and kettles available in the accommodation common areas.

TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast	Fruit Juice Bacon, sausage, egg, baked beans, mushrooms, toast Croissants, Cereals, Yogurt, Fresh Fruit Coffee, Tea & Toast
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
Chicken Fricassee Vegetable Stroganoff	Chilli Con Carne Chickpea Risotto	Packed Lunch Bucksmore Excursion day	Gammon Mushroom Pasta Bake	Packed Lunch Bucksmore Excursion day	Sunday Roast of the day Nut Roast	Sausage Casserole Vegetable Quiche
Selection of Vegetables & potatoes Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup		Selection of Vegetables, Chips, rice Salad bar Soup		Selection of Vegetables, roast potatoes, potatoes, Salad bar Soup	Selection of Vegetables, potatoes Salad bar Soup
Meringue & cream Yogurt, Fresh Fruit	Chocolate Cake Yogurt, Fresh Fruit		Lemon Meringue Pie Yogurt, Fresh Fruit		Syrup Sponge Yogurt, Fresh Fruit	Ice cream Yogurt, Fresh Fruit
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
Chinese Beef Noodles Vegetable Pizza	Paella Bubble & Squeak	Ham and Mushroom Pie Cannelloni	Moroccan Lamb Stew Stuffed Peppers	Beef Lasagne Country Bakes	Spaghetti Carbonara Vegetable Burger	Roast of the Day Vegetable Curry
Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup	Selection of Vegetables, potatoes, rice Salad bar Soup
Selection of Cake, yogurt's & fresh fruit	Selection of Cake, yogurt's & fresh frui	Selection of Cake, yogurt's & fresh fruit	Selection of Cake, yogurt's & fresh fruit	Selection of Cake, yogurt's & fresh fruit	Selection of Cake, yogurt's & fresh fruit	Selection of Cake, yogurt's & fresh fruit

At the Summer School

Living in dormitories and shared accommodation is an important part of the Bucksmore experience. It helps students integrate and make new friends. If the rooms are singles or twins, a group of rooms will make up a 'dormitory'. We allocate rooms according to gender, age and in mixed nationalities, unless otherwise requested. Bucksmore Counsellors stay near the students and are always close by for supervision purposes.

Mobile Phones & Laptops

All Bucksmore summer schools have Wi-Fi available on-site throughout the campus. Mobile phones and laptops are a great way for students to stay in contact with families back home. Bucksmore Education will make every effort to provide a safe and secure school environment. Please note, we cannot take liability for lost, stolen or broken personal items.

Mobile phones are very useful but also very distracting for students! We want the full attention and input of our students so if we find any student using their mobile phone during lessons or organised activities we will confiscate it for 24 hours. You can find our mobile phone policy on our website: bucksmore.com/policies.

Students studying on the following courses will require a laptop computer for studying, attending lectures and completing assignments:

- English 'Plus' Business
- IELTS
- Young Professionals
- Pre-University Preparation Programme.

Contacting Your Child

If you want to ring your child's mobile please contact them outside of lessons and organised activities. The best time to call is between 13:00 - 13:45 at lunch and 18:00 - 19:00 at dinner (British Summer Time), or just before bedtime.

We will aim to update our News page each week with photos and information on what is happening at the summer school. This can be found at bucksmore.com/news.



Emergencies

Each centre has its own 24 hour emergency telephone number. This number can be used by a student needing to contact a member of staff urgently. In the case of an emergency it is vitally important that we have the right contact details for students and their families, so please ensure that all contact information you give us upon registration is correct and up to date.

There is also a 24 hour Head Office emergency number which you can contact for emergencies:

+44 7467 249870.

Welfare & Safeguarding

Illness & Medication

At each centre, there is a minimum of two first aid trained staff members. Our first aid trained staff can provide students with basic medications such as paracetamol or throat lozenges. Permission for this must be indicated on the medical form completed by the parent before the course begins.

If a student needs to visit the doctor, it will come with an extra cost. Students who are not resident in the UK for more than 6 months are not eligible for National Health Service (NHS) treatment. Bucksmore travel insurance will reimburse any medical fees that they incur whilst attending. However, students are responsible for a £50 excess on medical expenses.

Students must indicate if they are regularly taking medication or have any medical conditions when they make their application. Provided we are aware of medications prior to the summer, we are able to accommodate to most needs including refrigeration of prescribed medications and, monitoring and assisting with administration. Students who will be bringing any medication with them must declare this and hand all medication over to a member of staff during registration.



Student Welfare

The safeguarding and well-being of all students on our courses is our main priority. At each Bucksmore summer school, all residential staff will have received “Level One” safeguarding training, and the school management team will have received “Level Two” training.

In the unlikely event that your child has concerns about their well-being during their stay, please encourage them to contact the Centre Manager. Alternatively, the Designated Safeguarding Lead for all of Bucksmore Education’s schools is Charlotte Conway (cconway@bucksmore.com, +44 (0) 7467 249 870).

All schools in the United Kingdom take part in the government’s ‘Prevent’ strategy, to stop people becoming involved in violent extremism and/or supporting terrorism. More information on Bucksmore’s Student Safeguarding Policy, can be found in our detailed written welfare policies, located on our website: [bucksmore.com/policies](https://www.bucksmore.com/policies).



Additional Information



Insurance

All students attending our courses will automatically be enrolled into our insurance policy as part of their course fees which includes comprehensive cover for medical expenses, course cancellation and personal injury amongst other coverages. Our full insurance policy is available upon request.

Whilst our insurance is comprehensive, we do suggest that students take out additional travel insurance to cover any issues not included in our cover.

Key Deposits

A key deposit of £50 is required for students staying at St. Hilda's College, Oxford - which will be collected on arrival in cash and returned on departure, so please make sure that students arrive with enough cash to cover the deposit and for their own personal spending!

Timetables

Whilst lesson times are fixed, the social programme is planned and organised by a dedicated Activity Manager, who is responsible for choosing and coordinating weekly activities and excursions. One of the key responsibilities of an Activity Manager is to respond to student requests and ensure that all students have a fantastic time during their stay. Therefore, it is impossible to provide exact timetables (including excursion destinations and activities) until a few days before the start of each week.

This allows activities and excursions to be amended and acknowledge student feedback, which we have found results in higher levels of student satisfaction and enjoyment. A copy of students' weekly timetable will be made available via Padlet every Monday.



Leaving the Summer School

Every course hosts a graduation ceremony and party at the end of a 2-week period so that students can celebrate their achievements. Time is also allocated for students to pack their things and get ready for travelling back home.

Final Reports & Certificates

At the end of their stay, every student will receive a Bucksmore Certificate of Attendance to take home. A written report will also be emailed to you. Make sure your child knows this so you can expect to review the report when they arrive home!

Lost Property

If items are lost during your child's stay with Bucksmore, we hope to be able to recover them and send them to you at your own expense. However, we cannot guarantee this and if we have any unlabelled items not claimed after one week, we will give them to charity.

**FOR MORE INFORMATION,
PLEASE CONTACT US:**

✉ info@bucksmore.com

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