

Guaranteed Ride Home (GRH) Policy

The **Guaranteed Ride Home (GRH)** policy is designed to support members of the **Gatwick Airport Staff Liftshare Scheme** by providing a reliable way to get home in the event of an emergency or unexpected disruption to their usual car share arrangement.

This policy ensures that if a Liftshare Team **passenger** is unable to return home due to exceptional circumstances—and no practical alternative is available—a taxi ride home can be arranged via Gatwick Airport Limited, for **Airport Cars** services only.

1. Eligibility Criteria

To qualify for the GRH scheme, all of the following conditions must be met:

1. You must be a **registered member** of the Gatwick Airport Staff Liftshare Scheme and part of a **confirmed Liftshare Team** (i.e. two or more people matched and actively sharing a journey).
2. You must have **travelled to work as a passenger** in your Liftshare Team on the day you request a GRH.
3. You must be **unable to return home as a passenger** in your Liftshare Team due to **exceptional circumstances**.

2. Acceptable Reasons for Using GRH

The GRH scheme may be used in the following situations:

- A **home emergency** (e.g. burglary, fire, flood) requiring your immediate attention.
- **Personal illness** or the illness/injury of an **immediate family member** requiring your urgent presence.
- An **unforeseen work requirement**, certified by your line manager, that extends your working hours by more than 30 minutes for business-critical tasks.
- The **driver is unavailable** due to any of the above reasons, and the delay exceeds 30 minutes past the usual departure time.
- The **Liftshare vehicle is unexpectedly unavailable** due to breakdown or accident, causing a delay of more than 30 minutes.

Note: The GRH scheme does not apply if the situation could have been reasonably anticipated or planned for.

3. Additional Rules and Limitations

1. GRH journeys must be **directly from your workplace to your home address**. A short stop (up to 10 minutes) is allowed if related to the emergency (e.g. collecting a child from school or visiting a hospital).
2. The scheme is **not available to Liftshare drivers**. Drivers are expected to use their own vehicle or make their own arrangements in case of emergencies or delays.
3. GRH **cannot be used for non-emergency situations**, including but not limited to:
 - Pre-scheduled medical appointments
 - Personal errands
 - Voluntary overtime or working late without managerial request
 - Business travel
 - Early office closures (e.g. due to weather or evacuation), where car sharing is still feasible
4. The scheme **does not cover journeys from home to work**.
5. If **multiple passengers** in the same Liftshare Team require a GRH, they must **share one taxi**.
6. **Tips for taxi drivers** are optional and must be paid by the employee.

4. Process for Requesting a GRH

If your Liftshare Team driver is unavailable and you meet the eligibility criteria:

1. **Check with other Liftshare Team members** to see if you can share their ride home.
2. **Speak with your line manager** to confirm that your situation qualifies under the GRH policy.
3. **Consider alternative transport options**, such as public transport.

If no other options are available:

- **Contact the duty Passenger Operations Manager (POM) on 07889633930 (South Terminal) or 07889633932 (North Terminal)** to request a "Guaranteed Ride Home".
- Once verified, the POM will arrange a taxi through **Airport Cars**.

Important: Any alternative arrangements (e.g. 'Uber' or other services) made independently by the employee will **not be reimbursed**.

Contact Information

For further details or questions about the GRH scheme, please contact:

staff.travel@gatwickairport.com