Dear Sir or Madam,

Hope you are well.

I apologize for the inconvenience for the customer, due to the reason that my Parents (WEI HE and LING LYU) cannot speak English.

My name is QIJIA HE I’m currently a Master of Research in Advanced Statistics student in University of Glasgow. They will visit me in the UK from Nov 30th 2023, to Dec 12th, 2023.

As they don't understand English, please find some translation below and kindly instruct them by pointing at the relevant information if necessary:

1. Passport and landing card, please.

请出示护照和入境卡

1. Please put your right thumb on the scanner.

请将右手大拇指放在扫描仪上

1. Please wait for a second.

请稍等

1. It's all done, please take your passport.

好了，请拿好护照离开

I will be waiting at the arrival gate and if you have any questions, please feel free to contact me on 07934411441 .

Thank you for your help and enjoy the rest of the day.

Best regards,

QIJIA HE