

Heathrow airport bus pick-up service: terms and conditions

The Heathrow bus service is provided by De Montfort University as a complimentary service on certain key dates for international student arrivals arriving at London Heathrow Airport (LHR).

Please make sure that you have read and understood the following information –

Your flight arrival time

1. We accept pickup applications from students whose flights are scheduled to arrive at London Heathrow Airport (LHR) no later than 16.00 on the date of the pickup. This is so that students have enough time to get to the meeting point in time for the last DMU bus departure of the day.
2. For logistical reasons, we reserve the right not to accept LHR pickup applications from students who are arriving at other UK airports (such as London Gatwick or London Stansted, for example).
3. Please be aware that, when the airport is busy, it can sometimes take 2 hours or more to get through UK Border Control, baggage collection and Customs. Please note that the DMU Meeting Point is usually in Terminal 3; if you need to travel from a different terminal then it might take you an additional half an hour or more to travel to Terminal 3. We will take these factors into account when we allocate your bus departure time.

Meeting at the airport; missed pick-up

4. It is your responsibility to get to the pre-arranged Meeting Point in the airport in time for your bus departure. If you miss your pick-up or do not arrive at the meeting point at the agreed time, we will make every effort to find you a place on a later bus, if there is one and if there is a seat available; however, we cannot guarantee this. If there are no further DMU places available, you may need to take public transport to Leicester (such as the National Express service, for example). In this event, we would provide advice and assistance; however you would need to pay for the cost of your ticket.

Luggage

5. There will be limited luggage space on the bus and for practical reasons we need to operate a luggage policy. You can bring the following onto the bus -
 - Either - **one large suitcase** (maximum size 75cm x 50cm x 32cm)
 - Or - **two medium suitcases** (maximum size 70cm x 45cm x 30cm)In addition to this you are welcome to bring one piece of hand luggage (cabin baggage).
6. If you bring more luggage than permitted, you may need to make alternative arrangements to transport your luggage to Leicester.

7. You will need to be able to move your own luggage in the airport, and when you arrive on campus at DMU. Please make sure that you can lift and carry your bags and suitcases yourself.
8. Valuable items should not be stowed in your main luggage under any circumstances, but should be stored on your person or taken on board the bus with you. Valuable items may include money, medication, jewellery, laptops, smartphones, documents, passports, and tickets.
9. Whilst at the airport, and upon arrival in Leicester, it is your responsibility to look after your luggage at all times.
10. On arrival in Leicester, it is your responsibility to ensure that you take all your luggage, including cabin luggage and any small personal items, off the bus with you.
11. Before travelling, we recommend that you arrange travel insurance, to include loss of (or damage to) luggage and personal items.

Seatbelts

12. In the UK you are required by law to wear a seatbelt. Whilst seated on the bus, please make sure you wear your seatbelt at all times.

Accommodation

13. It is your responsibility to ensure that you have booked and paid for accommodation before your arrival in Leicester. If you have not done this, you may need to pay for hotel accommodation when you arrive in Leicester.
14. DMU staff will make sure that arrive at your accommodation, but will not be able to provide your keys or open your room for you. It is your responsibility to notify your accommodation provider of your likely arrival time and to ensure that you have made arrangements with them to collect your room key and access your accommodation.

Sharing your arrival information

15. In order to run your airport pickup effectively, we may need to share details of your arrival (such as your name and flight number) with the transport provider that we are working with (usually this will be a bus or taxi company). By booking this complimentary pickup service, you confirm that you are content for us to share your arrival details in this way, so that we can organise your pickup.
16. To ensure your smooth arrival in Leicester, we may sometimes want to also share your arrival details with your accommodation provider. As part of your pickup application, we will ask you whether or not you are content for us to do this.

We hope you have a safe and comfortable journey.

If you have any questions about travelling to DMU, please email us at arrivals@dmu.ac.uk.