

## **Airport bus pick-up service: terms and conditions**

The airport bus service is provided by De Montfort University as a complimentary service for international student arrivals, on selected dates.

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

### **Your flight arrival time**

1. Airport pickups may take place at London Heathrow Airport (LHR) or London Gatwick Airport (LGW). It is the student's responsibility to make sure that they have selected a pickup from the correct airport, on the correct date.
2. We can accept pickup applications from students whose flights are scheduled to arrive at no later than 15.00 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.
3. For logistical reasons, we reserve the right not to accept pickup applications from students who are arriving at other UK airports (such as London Stansted, for example).
4. 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. The DMU Meeting Point is usually in Terminal 3 (for Heathrow pickups) and in North Terminal (for Gatwick pickups); if you need to travel from a different terminal after your flight has landed, then it might take you an additional half an hour or more to arrive at the Meeting Point.
5. We will take these factors into account when we allocate your bus departure time.

### **Meeting at the airport; missed pick-up**

6. 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**

7. There will be limited luggage space on the bus and for practical reasons we need to operate a luggage policy. You may bring the following onto the bus -
  - Either one large item (maximum size 75cm x 50cm x 32cm)

OR

- Two medium items (maximum size of each 70cm x 45cm x 30cm).

In addition to this you are welcome to bring one item of hand luggage (cabin baggage).

8. If you bring more luggage than permitted, you may need to make alternative arrangements to transport your luggage to Leicester.
9. You will need to be able to move your own luggage. Luggage trolleys should be available at the airport, but when you arrive on campus you will need to be able to move your bags and suitcases yourself.
10. Valuable items should not be stowed in your main luggage, 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.
11. Whilst at the airport, and upon arrival in Leicester, it is your responsibility to look after your luggage at all times.
12. 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.
13. Before travelling, we recommend that you arrange travel insurance, to include loss of (or damage to) luggage and personal items.

### **Seatbelts**

14. 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**

15. 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.
16. 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**

17. 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.

18. 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](mailto:arrivals@dmu.ac.uk).