

Terms and Conditions

Please ensure that you carefully read the collection service Terms and Conditions.

1. You must complete an arrivals request form if you wish to use the University collection service. You must complete the form **at least 3 working days in advance** of your arrival. Please note that Saturday, Sunday as well as 2 June, 3 June and 29 August are not working days in the UK. If you submit the form later than 3 working days before your arrival, you will not be collected and will need to make your own way to Hull.
2. We offer free airport collections from **Manchester and Heathrow airports only**, on a first-come first-served basis, on the following dates **only**:
 - Wednesday 24 August – from **Manchester airport only**
 - Friday 26 August – from Manchester and Heathrow airports
 - Wednesday 14 September - from Manchester and Heathrow airports
 - Thursday 15 September – from **Manchester airport only**
 - Friday 16 September - from **Manchester airport only**
 - Saturday 17 September - from Manchester and Heathrow airports
3. The University collection service is provided on a first-come first-served basis. Once our service has reached capacity and the buses are full or you are arriving on any other date that differs from the dates mentioned above, you will need to make your own way to Hull.
4. If you choose to use the University collection service, please note you will have up to 5 hours of waiting time at the airport for others to arrive to join your transport. The bus will wait for everyone in your transport group to arrive before leaving the airport.
5. Your transport is not confirmed until you receive confirmation from the arrivals team via email from arrivals@hull.ac.uk.
6. Please do not complete an arrivals request form until you have booked and confirmed your travel plans. When completing the collection request form you must upload copies of your travel documents. If **any** of your arrival details change you **MUST** inform the arrivals team via arrivals@hull.ac.uk. If you do not make the arrivals team aware of this within 3 working days of your planned arrival we will not be able to collect you from the airport. We can also not guarantee collection if you change your date or time of arrival.
7. Each student must complete a separate arrivals request form. Each seat is allocated by name, therefore if a student has not received a collection confirmation email from arrivals@hull.ac.uk they will not be collected and will need to make their own way to Hull.
8. You must clearly state on the arrivals request form if you intend to arrive accompanied by any extra passengers **other than fellow students**, such as family members. If you arrive accompanied and the arrivals team have not confirmed via arrivals@hull.ac.uk that we are able to make provision for bus seats for them, they will need to make their own way to Hull.



9. When completing the arrivals request form you must confirm the ages of any children you will be arriving with. If you are accompanied by a child /children under 6 years old, you may be travelling to Hull in a taxi arranged by the University collection service. If you are accompanied by a child/children being 6 years old and over, you will be collected by bus. Please be aware that if any passenger requires a car seat, booster seat or any similar equipment **it is your responsibility to bring it with you**. If you do not bring it with you, you will not be collected and will need to make your own way to Hull.
10. If you have any additional needs, for example due to a disability, please make this clear when you complete the arrivals request form. We can then make any necessary adjustments to make your journey as comfortable as possible.
11. Each passenger is able to bring with them **two pieces of checked baggage**, such as suitcases and **one piece of carry-on luggage** each, such as a backpack or handbag.
12. It is possible that your luggage will travel in a separate vehicle. It is your responsibility to ensure that you have labelled it clearly with your full name, contact details and UK address and that your items are sufficiently packed and protected.
13. Upon arrival in Hull you will be dropped off at the main University Campus, where you will be met by staff who can help answer any questions and direct you to your accommodation. If you require taxi transport from the University the staff will be able to help you with this. Please, note we cannot provide refund for any money spent on transport.
14. The collection service is offered **from Manchester airport and Heathrow airports on the advertised dates only**. If you intend to arrive on a different date or into a different airport you will not be collected and will need to make your own way to Hull.
15. We cannot provide refunds for money spent on transportation to Hull from your arrival airport, or any other part of your journey.
16. It is your responsibility to locate the correct driver and to board the correct vehicle, although there will be a member of University of Hull staff at the airport to help direct you.
17. This is a complimentary service, and you are not guaranteed collection until this has been confirmed to you by the arrivals team via arrivals@hull.ac.uk.
18. If you choose not to use the collection service we are able to send you some helpful guides and information explaining how you can reach Hull, so please contact us if we can help with this. You may also wish to book rail or coach transport using [The Trainline](#), [National Express](#) or [Megabus](#).
19. Please be aware that it is your responsibility to review and be aware of the current Covid-19 restrictions and travel requirements, the University is not responsible for this. If you do not meet the requirements we will not be able to collect you and you will be required to make your own way to Hull.



UNIVERSITY OF HULL

20. If you have any questions or queries please contact the arrivals team via arrivals@hull.ac.uk. This is a dedicated and specialised team who will be able to answer any of your questions related to your arrival here in Hull. If you have any other queries we will be able to direct you to the relevant department.

21. Please be aware that arrivals@hull.co.uk is a very busy inbox and we aim to reply to you within two working days. Please do not send multiple emails as this will delay your response from the team. Please be aware that the inbox is monitored during the below GMT hours. If you contact the team outside of these hours it will not be seen until the next working day:

[Monday - Thursday: 09:00 – 17:00; Friday: 09:00 – 16:00; Saturday and Sunday: not monitored]

22. The arrivals team office is also **closed on 2 June, 3 June and 29 August**. The inbox and arrivals form will not be monitored over these dates.

The arrivals team is looking forward to meeting you and welcoming you to Hull, see you soon!