

## **UEA Airport Collection Service Terms and Conditions**

### **1. General overview:**

The University of East Anglia (UEA) provides an optional airport collection service from Heathrow airport for new international students on the recommended arrivals dates. By booking a ticket, users are purchasing a ticket on a coach from Heathrow airport (Terminal 2) direct to the UEA campus and agree to the below Terms and Conditions. UEA strongly recommends that coach tickets are only bought after confirmation of student visa and after booking flights, to reduce the chance of travel plans changing later.

### **2. Eligibility:**

Only incoming students with a valid offer to start a course in 2025 are eligible to use the service; friends, family, dependents or pets are not able to use the service.

### **3. Luggage:**

You will be able to bring a maximum of three pieces of hold luggage and one piece of hand luggage with you on the coach. You will also be responsible for the handling and moving of your own luggage unless otherwise agreed in advance due to a relevant medical condition. Due to the size of the vehicles, storage restrictions, and safety concerns, we are unable to transport more than the advertised luggage per person. We reserve the right to refuse passengers who do not comply with the advertised luggage allowance

### **4. Payment:**

The cost of the Airport Collection Service is £45, paid at point of booking via online payment. If you are unable to book using the provided link, please contact [intl.officesupport@uea.ac.uk](mailto:intl.officesupport@uea.ac.uk) to discuss the issue.

### **5. Communication:**

Approximately 10 days before the service, we will share final details, including the exact location of our meeting point and a contact telephone number to use with any questions or delays on the day of the coach service. We expect booked passengers to have either met or contacted us by 30 minutes before the advertised departure time.

### **6. Expected behaviour:**

Passengers on the coach collection service are expected to follow reasonable instructions made by UEA staff at the airport, including but not limited to: directions for temporary storage of luggage while waiting, being ready to move to the coach at the specified time, not causing obstruction or inconvenience to other passengers or airport users and behaviour while on the coach.

### **7. Cancellation and refunds:**

If you need to cancel a booking, booked passengers should inform UEA as soon as possible via [intl.officesupport@uea.ac.uk](mailto:intl.officesupport@uea.ac.uk). If more than 7 days notice is given that the coach service is no longer needed, then a refund will be issued. If you need to cancel with less than 7 days notice, we are unlikely to be able to issue a refund but may allow it at the discretion of UEA staff, based on the specific situation.

### **8. Missed or cancelled flights:**

If you miss your flight due to circumstances beyond your control or your flight is cancelled the please email in evidence and we will consider a refund; a decision will be at the discretion of UEA staff.

### **9. Flight delays:**

We cannot delay the departure of a coach service by more than 5 minutes, however if a booked passenger is running late, they can travel on a later coach service if there is one available and if there are available seats. Arrangements will be at the discretion of UEA staff at the airport. UEA staff will suggest alternative options if a passenger cannot travel on our coach service (for example, commercial coach or train).

### **10. Your data:**

Any personal information provided by you may be processed by us in accordance with the provisions of the UK General Data Protection Regulation, the Data Protection Act 2018 and our Data Protection Policy which can be found on the [UEA website](#).

**11. Promotional materials:**

During the course of the airport collection service, photos and videos may be collected for marketing and promotional purposes. Where participants are identifiable, consent will be required for the University to publish such materials. Consent will be discussed verbally at the time of collection and you may be asked to complete a consent form to give your permission. Consent can be withdrawn in writing at any time by emailing us on [intl.officesupport@uea.ac.uk](mailto:intl.officesupport@uea.ac.uk).

**12. Questions:**

If you have any queries at any time prior to the day before your coach travel, please email [intl.officesupport@uea.ac.uk](mailto:intl.officesupport@uea.ac.uk)