**Before booking**

**When is the Coach Service with National Express?**
1 – 30 September 2016 (inclusive).

**Who is eligible to use the Coach Service?**
While the Welcome Programme is for new international students (from outside the EU), all students who will be starting a course at The University of Nottingham in September/October 2016 can use the Coach Service.

**Which UK airport should I arrive at?**
As the Coach Service with National Express only operates from Heathrow Airport and Gatwick Airport, we suggest you fly to one of these destinations, for your convenience.

**What if I arrive into Heathrow Terminal 4?**
Please note that there is no pick-up from Heathrow Terminal 4 as part of the discounted coach booking service. You can make your way to one of the other terminals in order to take the coach service to Nottingham.

**Can you please pick me up from a different airport?**
No. If you are not arriving at Heathrow Airport or Gatwick Airport, you need to make your way directly to Nottingham or travel to one of these airports first and then use the Coach Service from there. Please see our [guide to travelling to Nottingham](#) for information on travelling to the University independently.

**Where will the coaches stop in Nottingham?**
1. Nottingham City Centre Coach Station - Canal Street Nottingham, Broad Marsh Bus Station or
2. University of Nottingham - Cripps Hall, Lenton Hall Drive (22 and 23 September, specific coaches only).

**Which date should I book the coach for?**
If you will be taking part in the Welcome Programme, we recommend you to travel on the 22 or 23 September as you can select a coach service which will arrive directly to the University of Nottingham. If you are not taking part in the Welcome Programme and/or you have private accommodation available before these dates, you may wish to travel earlier.

**What time should I book the coach for?**
If you are arriving to join the Welcome Programme on 22 or 23 September, you can choose any of the departure times available via the National Express booking page and University staff will be available to meet you on arrival to the University.

If you are arriving into Nottingham City Centre Coach Station and you want to travel on to the University of Nottingham independently, please try to arrive within office hours, 9-5pm, as this will make your transition easier and there will be University staff to meet you.

Please contact us if you have a different situation: [welcome-programme@nottingham.ac.uk](mailto:welcome-programme@nottingham.ac.uk)

**What’s the frequency of the coaches and is there a timetable for departures?**
The coaches are very frequent and all services, including a full timetable of departure can be viewed when you book online.
What are the prices for the Coach Service?
Students booking through The University of Nottingham travelling during September 2016 are offered a rate of £30 if travelling from Heathrow and £34 if travelling from Gatwick. Please book at least 7 days in advance of your day of travel in order to guarantee those rates.

Where and when can I book the Coach Service?
Please book via our Welcome Programme website www.nottingham.ac.uk/internationalstudents/welcome from 1 July 2016.

I will arrive before 1 September of after 30 September. Can I still use the Coach Service?
The Coach Service with National Express is specifically arranged for University of Nottingham students arriving in September at special discounted rates. If you arrive at a different time, you still can use the normal National Express service; however, the special discounted rates will not apply.

Can members of my family or friends travel with me on the coach and get a discounted fare?
Yes if they book via our Welcome Programme website www.nottingham.ac.uk/internationalstudents/welcome but they must have their own accommodation in place and arrange travel to their accommodation after arriving Nottingham.

The National Express website asks me about insurance – do I need this?
At the time you are selecting your fare, you may be asked if you would like to add insurance for £1.50. We do not advise that you take insurance via the National Express website since this option is for UK nationals only. Travel insurance for your personal belongings is something we recommend you arrange prior to departure from your home country to ensure your belonging along the whole journey and even in your accommodation in Nottingham, if applicable.

After booking
Do I need a paper ticket to get on the coach?
Although you can show your e-ticket on your mobile device, we recommend that you print your e-ticket since your device may not work immediately on arrival to the UK.

What should I do if I haven’t received the confirmation email after my booking?
Please contact us at welcome-programme@nottingham.ac.uk.

What’s the luggage capacity for the Coach Service?
If travelling on a coach service arriving at the University of Nottingham on 22 or 23 September, you can take three medium sized suitcases or rucksacks and one small piece of soft hand luggage per person travelling, free of charge. Your three pieces of luggage mustn't exceed 20kg each, with no side longer than 85cm. If you need to take extra luggage on your journey, this can be arranged when you arrive at the coach station. How much extra luggage you’d like to take will determine the price you pay. One extra piece of luggage on a one-way journey will cost an additional £10, two extra pieces would be £20 and three would cost £30.

If travelling on a coach service at any other time in September, you can take two medium sized suitcases or rucksacks and one small piece of soft hand luggage per person travelling, free of charge. Your two pieces of luggage mustn't exceed 20kg each, with no side longer than 85cm. If you need to take extra luggage on your journey, this can be arranged when you arrive at the coach station. How much extra luggage you’d like to take will determine the price you pay. One extra piece of luggage on
a one-way journey will cost an additional £10, two extra pieces would be £20 and three would cost £30.

**What items are not allowed on-board the coaches?**

There are some items not allowed on-board the National Express coaches:

- Any weapons or explosives
- Drugs (other than medicines) or solvents
- Non-folding pushchairs/prams
- Oversized sports equipment
- Bicycles which aren’t folded, dismantled or wrapped
- Any pets, other than assistance dogs

Please see here for the full list of prohibited items.

**From where can I get on the coach?**

Heathrow Airport - 
Heathrow Airport Central Bus Station (Terminal 1, Terminal 2, Terminal 3)
Terminal 5 Arrivals Forecourt

Gatwick Airport -
North Terminal Bus Station (Lower Forecourt, stops 4 and 5)
South Terminal Bus Station

**Where should I go when arriving to Nottingham/on campus?**

If you will take part in the Welcome Programme, please make your way to Cripps Hall, University Park campus, by 9pm on the 22 or 23 September to check-in for the event. Otherwise please make your way directly to your accommodation if it is confirmed.

**When arriving in Nottingham, can I get help with travelling to my accommodation?**

If you arrive at the University on the 22 and 23 September, we will arrange transportation to assist you if you need to make your way to your term-time accommodation. If you arrive on a different date, you will need to make your own way to your accommodation.

**If I miss my coach because my flight arrives late, can I use my ticket to board a later coach?**

Yes. You can get an earlier or later coach (subject to seats being available) on the date of your booking, simply by taking your ticket to a National Express desk at the airport. There will be no amendment charge on the day for University of Nottingham Students (saving you £5 on an amendment fee).

**Can I amend my ticket in advance?**

Yes. Amendments in advance of the travel date will be subject to a £5 amendment fee.

Full terms and conditions can be found here.

**If I cancel my booking, can I get a refund?**

Please check the terms and conditions in your confirmation email to see if your ticket is refundable and the process to be followed. If your ticket is refundable, tickets must be cancelled 72 hours prior to departure. A cancellation charge of £5 per person will be applicable.

**Do I need to give you my flight information?**

No thank you, we don’t need this information.