

## **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. 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 airports (such as London Gatwick or London Stansted, for example)**

**3. Please be aware that, when the airport is busy, it can sometimes be slow.**

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

4. It is your responsibility to get to the pre-arranged meeting point for your bus departure. If you miss your pick-up at the agreed time, we will make every effort to find a seat on the next bus if there is one and if there is a seat available; however, if there are no further DMU places available, you will need to arrange your own transport to Leicester (such as the National Express service). We will be able to provide advice and assistance; however, we cannot guarantee your ticket.

### **Luggage**

5. There will be limited luggage space on the bus and we have a luggage policy. You can bring the following on board:
  - Either - **one large item** (maximum size 75cm x 50cm x 25cm)
  - Or - **two medium items** (maximum size 70cm x 45cm x 20cm)

In addition to this you are welcome to bring one small bag (maximum size 45cm x 35cm x 15cm) (handbag or rucksack).

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,

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