



## Airport Transfers January 2024 – FAQs

### How do I book my free airport transfer?

Nottingham Trent is working with National Express (UK coach network) to provide a free airport transfer for every new international student from London Heathrow to central Nottingham.

Step by step booking instructions will arrive by email on **Monday 4<sup>th</sup> December** for all confirmed new students. You must register for the service using an online form; you will then receive another email with the booking link for the National Express/NTU booking site.

Please have your flight details confirmed before booking your coach and allow time for immigration, baggage collection and getting to the Central Bus Station. Minimum 2 hours.

Transfers are available from **Wednesday 3<sup>rd</sup> - Sunday 28<sup>th</sup> January 2024**.

### Can my family come on the bus with me?

The offer is **one free ticket** for each new international student. If you are bringing a guest, you must book seats on the same coach service on the main [National Express website](#) .

### Do I need to change buses?

Choose a direct coach, from Heathrow T2/3

<b>14:15</b> HEATHROW Airport London T2,3 (LHR)	3h 45m Direct	<b>18:00</b> NOTTINGHAM Broad Marsh Bus Station	From <b>£25.40</b> for 1 Passenger	<b>Select</b>
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Avoid a change in central London (Victoria Coach Station), it is very busy and will be difficult to navigate with luggage.

### How do I travel between terminals?

Heathrow Central Bus station is a 10-minute walk via a well signposted underpass from Terminals 2 & 3. Allow 30 minutes for a free shuttle train from Terminals 4 or 5 to Central Bus Station.

Information on how to travel between terminals can be found here <https://www.heathrow.com/at-the-airport/airport-maps/travel-between-terminal>

## What is the Luggage Allowance?



**Hand luggage:**  
**1 soft item**

Maximum size  
45 x 35 x 20cm



**Hold luggage:**  
**1 large item**

Maximum size  
75 x 50 x 32cm  
& weight 20kg

2 medium items may be carried instead of 1 large item. Subject to availability.

**national express**

### **I have 3 suitcases, 2 are over 20kg.**

You will need to pay for 2 additional pieces of luggage. You can add 2 cases when booking your coach ticket, it costs £10 per extra piece. This needs to be paid online by card, PayPal or amazon checkout. You can also pay on arrival, but it is more expensive - £15 per extra piece.

### **What if there is no space in the hold for all my luggage?**

Additional luggage is subject to availability. If the coach hold is full, you may have to wait for the next available service. You will be given priority boarding over customers without reservations.

At peak times we advise arriving at the bus stop 30 minutes before departure.

### **What if I forget to book extra luggage?**

The cost is £15 per piece of additional luggage on the day. If you need to pay on arrival, you can purchase extra luggage at National express ticket machines at LHR central bus station (card only).

### **My flight times have changed, can I change my ticket?**

The NTU booking process does not allow amendments online via 'manage my booking'.

You must Call, Tweet or Facebook message the National express [customer contact centre](#) to amend your ticket before your departure time. The quickest response is via twitter.

Call **03717 81 81 81** or tweet [@nxcare](#) or message on [Facebook](#)

Call centre open 7 days a week (8am – 8pm GMT)

## Missed or Delayed Flight

As above, your ticket must be amended before your booked departure time.

If you do not have the opportunity to do this before arrival speak to the National Express driver, they may be able to help, or you can call the call centre (number above). **National Express do not have a staffed ticket office at LHR.**

## What do I do when I get to Nottingham?

You will arrive at [Broadmarsh bus station](#). There is a taxi rank on Trent Street, a 5 minute walk (watch the [taxi video](#) to see how to get there safely) or you may be able to flag a 'London style' taxi outside the bus station. Ubers are not permitted to stop outside the bus station so you will have to arrange a pick-up location nearby with the driver.

**Taxi price guide:** to city campus £10, Clifton Campus £20, Brackenhurst £40.

Local Nottingham taxi companies.

- DG Cars 0115 950 0500
- Nottingham Cars 0115 970 0700
- Yellow Cars 0115 981 8181

There is a National Express office at Broadmarsh Bus Station which is open 7am-7pm. If you have any questions, they will be able to help you. The bus station, including inside waiting areas is open 24hrs, and there are 24hr security staff.

## What do I do when I arrive in Nottingham at 2am?

You can book a taxi/uber ahead of your arrival or get a taxi from the Trent Street Taxi rank. Do not forget to inform your accommodation provider/warden that you will be arriving late.

## Is there a toilet on the coach?

Yes, all coaches have a toilet on board. This is located at the back of the coach.

## Can I get a drink/snack on the coach?

No but you can bring them with you.

## How do I contact NTU?

If you have any questions about our airport transfer service or your arrival to NTU, email [international@ntu.ac.uk](mailto:international@ntu.ac.uk) with your full name and student ID number.