

NTU Taxi Pick-Up Service Terms and conditions

NTU has negotiated a taxi pick-up service for new international students when they arrive in the UK. The service is provided by [Yellow Cars](#) and guarantees a fixed price for travel to Nottingham from the UK's major airports.

Airports & prices

The taxi pick-up service is available at fixed prices from the following UK airports:

AIRPORT	DESTINATION	FIXED PRICE
East Midlands Airport	Nottingham	£21.50
Birmingham Airport	Nottingham	£62.00
Luton Airport	Nottingham	£111.00
London Heathrow Airport	Nottingham	£131.00
Manchester Airport	Nottingham	£100.00
Leeds/Bradford	Nottingham	£76.00
Doncaster(Robin Hood)	Nottingham	£67.00
Gatwick Airport	Nottingham	£168.00
Stansted Airport	Nottingham	£125.00

The fixed prices above are for a single one-way journey from the airport to any halls of residences on NTU's City and Clifton campuses only. For other addresses, the taxi company will apply an extra surcharge per mile according to their current rate. Please ask for confirmation of the total charge before travelling if this was not already mentioned in your booking confirmation email.

Booking

You should book the taxi pick-up service only when your flights are confirmed, as the booking process requires your flight details. Taxi bookings are required at least seven days prior to your required pick up date in the UK. Details of your booking request, submitted via the online booking form, will be passed by NTU to *Yellow Cars*.

Payment information

You will be required to pay the taxi driver directly, in pounds sterling (GBP), once you have arrived at your final destination in Nottingham. No other payment options are available.

If your arrival at the airport pick-up point is delayed, there is no surcharge. The drivers will check for delayed flights and alter the pick-up time accordingly. The taxi company does not charge for waiting time at airports."

Meeting point with the driver

The *Yellow Cars* taxi driver will wait in the arrivals area of the arrival terminal of your flight, and will carry a *Yellow Cars* display board with your name on it.

If you are unable to locate the driver on arrival, please telephone *Yellow Cars* on

Luggage

The taxi will be able to accommodate two medium-sized suitcases weighing up to 20kg/luggage plus one small piece of hand luggage - maximum size of 56cm x 45cm x 25cm.

If you exceed the luggage allowance you will need to make alternative arrangements for your luggage, at your own expense.

Change of booking/cancellation

You can cancel your booking, without financial penalty, up to five days in advance of your scheduled arrival/pick-up.

You can change the date or the time of your booking five days prior to the arrival date by emailing international@ntu.ac.uk

If you wish to cancel or change your booking at less than five days notice, you must notify NTU. NTU and *Yellow Cars* will make every reasonable effort to accommodate your requirements, but cannot guarantee to do so. If you fail to give sufficient notice of a change or cancellation, you will still be liable for payment of the fixed price cost of the originally booked service.

If you have further questions or queries please contact the NTU coordinator of the taxi service at international@ntu.ac.uk

Legal agreement

Nottingham Trent University will make every reasonable effort to assist you with your booking and assist you in resolving any difficulties that you might encounter in connection with your taxi booking. However, you should be aware that when you book the taxi pick-up service, you are entering into an agreement with ***Yellow Cars Ltd*** (not the University).