



Student Arrival Guide

Your Guide to Arrivals at NTU



Nottingham Trent
University



Welcome

This guide has been designed for parents supporting their children as they move into their accommodation at NTU.

Register at NTU

When you move in, check out the programme of events – from trips to local events to games nights, you'll have plenty of opportunities to get yourself familiar with your new community.

Wi-Fi

All our residences offer free Wi-Fi to keep you connected and help with studies.

Utility Bills

There's no need to worry about bills. Your heating, water and electricity bills are all included in your rent, and you also get free basic contents insurance with **Howden for Students**.

You can download the app to confirm your cover, find out what's insured and where you may need additional insurance, such as mobile phone or laptop cover for when you're out and about, or bicycle insurance.

Pre-arrival checklist



You will be invited via email to complete your mandatory online induction prior to arrival



You will then complete your induction by booking an arrival slot



You can then download the **Howden for Students** app to confirm what's insured and purchase additional cover if required.



Payment dates



Term 1
Payment Date
05/10/26

Term 2
Payment Date
14/01/27

Term 3
Payment Date
18/04/27

Licence agreement dates

- 44 Week Contract**
11 September 2026 – 16 July 2027
- 51 Week Contract**
5 September 2026 – 28 August 2027
- Semester 1a Contract**
12 September 2026 – 03 January 2027
- Semester 1b Contract**
11 September 2026 – 22 January 2027
- 51 Week January Start Contract**
9 January 2027 – 1 January 2028



Your payment plan must be set up in the accommodation portal before arrival. You can log in and amend your bank details on the system at any time if required. For any Finance queries, please contact the team on **+44 (0)115 848 6500**.

Campus information

Brackenhurst Campus

Our Brackenhurst Campus is located around 14 miles from Nottingham city centre, and is only a short walk or bus journey to the town of Southwell – a picturesque market town that hosts some of the county's best pubs, restaurants and shops. On campus, you'll find everything you could need on your doorstep – your classrooms, the library, a great campus shop, The Orangery café, and the famous Brack Bar.

Typically, students studying our animal, rural and environmental courses choose to live in our Brackenhurst residences. A regular bus service runs between Southwell, Brackenhurst and Nottingham throughout the week, and you can purchase a discounted travel pass through Nottingham City Transport.

Find out more about our Brackenhurst Campus at:

ntu.ac.uk/brackenhurst-campus



Clifton Campus

Our Clifton Campus is located four miles south of Nottingham city centre. There is an on-campus student bar, gym and lecture theatres, making College Drive the perfect place to call home if you're a postgraduate or mature student studying at Clifton. There are regular buses that run between the Clifton Campus and the city, and the journey takes around 25 minutes.

Find out more about our Clifton Campus at :

ntu.ac.uk/clifton-campus



Useful Contacts

Brackenhurst

Call the team on **+44 (0)115 848 5270** or email **brackenhurstaccommodation@ntu.ac.uk**. You can also visit the office in Pippin Cottage on campus. Opening hours are Monday – Thursday (8.30 am – 5 pm) and Friday (8.30 am – 4 pm).

The security team are available 24/7, 365 days a year and act as an escalation point for emergency accommodation issues outside of normal office hours. You can call them on **+44 (0)115 848 5262** or **+44 (0)7786 112005**.

Clifton

Call the team on **+44 (0)115 848 5270** or email **brackenhurstaccommodation@ntu.ac.uk**.

You can call Clifton campus security for any out of hours emergencies on **+44 (0)115 848 6600**.

For any repairs or maintenance requests, please follow the instructions at this [link](#).





For students in UPP halls, Brackenhurst accommodation and College Drive, UPP has an **online shop**. You can buy bedding packs, towels, kitchen packs, and other accommodation essentials for direct delivery to your hall ready for your arrival.



What to bring



Bed linen and towels



Cookware, crockery and cutlery



Toiletries



Warm clothing and hangers

Bedding packs

Students can purchase bedding and kitchen packs prior to arrival from www.unikitout.co.uk

Use code **TRENT10** for 10% off your order!



Prohibited items

- Candles / joss sticks / incandescent burners
- LED strip lights and mains powered fairy lights
- Electric or gas appliances and heaters
- Heavy-duty electrical appliances
- Fridges / freezers (medical fridges are available, please declare your requirements on the medical / accessible questionnaire on the portal)
- Deep fat fryers
- BBQs / gas stoves
- Pets

The above list is not exhaustive and provided as a guide only. If you have any concerns about an item please contact your child's residence team.

Laundry

All residences are fitted with their own washing machines. The facilities are offered by third party providers and are available at an additional charge.

The provider and necessary app for each hall is listed in the laundry room.



Check out our website for a comprehensive guide to moving in.

Moving In

Booking your arrival slot

Arrival slots are available to book between 11-13 September 2026. Arrivals for students on a 51-week contract are from Saturday 5 September.

If you need to arrive outside of your designated time, contact your campus team. Time slots will be available to book once you have completed your online induction.

If you would prefer to arrive earlier than your contract start date, you have the option to request an early arrival in the accommodation portal.

Please note that these are subject to availability and are not guaranteed. The earliest date we can consider for arrivals is 5 September.



Key collection

For our **Brackenhurst** residences, you can collect your keys from Pippin Cottage. You will also receive your parking permit if you have bought one.

For **College Drive**, keys can be collected at any time from the main security desk located in the Pavilion building on Clifton Campus, Clifton Lane, Nottingham, NG11 8NS.

Moving into your room

Once you've checked in and moved into your room, you should complete your online inventory.

Your inventory is a list of all University-owned items that are in a bedroom, kitchen, or social space and a formal record of the conditions of the room at the start of your tenancy. It is important that you mark any damages or missing items, as we will use your inventory during our departure inspection at the end of your booking.

Parking & Travel

Parking after arrival

At Brackenhurst, parking will be available on-site during arrivals. Once you've collected your key you will be directed to either the Bramley car park or the Cricket Pitch car park depending on the block you have booked.

For College Drive, your car will be allowed to park at the property. No restrictions will be on the barrier until Monday 16 September 2026. As a College Drive resident, you will be entitled to apply for a free parking permit enabling you to park on College Drive only. For an application form please email accommodation@ntu.ac.uk.

Train

If you're planning on coming by train, you can get timetable information from National Rail. Nottingham Railway Station is a 30-minute drive from Brackenhurst, and a 25-minute drive from College Drive. Mansfield Station is approximately an 8-minute drive from Layton Avenue.

Bus

Nottingham City Transport (NCT) offer frequent routes across Nottingham, with buses running to all our campuses. Visit the NCT website to access the NCT Journey Planner. In Mansfield, you can catch the Stagecoach Pronto bus to Nottingham. You will receive a 30% discount with this service as long as you present a valid NTU Student ID card. Please note, this offer is not available during August.



Local Provisions

Brackenhurst

There is a small shop on campus called NTSU Shop which sells sandwiches and snacks, open 10:00am - 4:00pm Monday – Friday. There are cafes on campus open Monday – Friday 8:00am – 4:00pm for drinks and light snacks, and a Costa Coffee is located at the Orangery. There is also the nearby town of Southwell to explore, with a Co-op (NG25 0AL) for all the essentials.

Clifton

There is a small shop located on campus to grab your daily essentials such as drinks, sandwiches, and snacks. There is also various places you can eat and drink on campus so why not check out The Point Bar and The Point Coffee shop. The Rectory can be found in the Pavilion building and offers a great selection of hot and cold food.

Local supermarkets:

- LIDL is located just a 16 minute walk from campus NG11 9AY. Morrisons is located just a 18 minute walk from campus NG11 9LQ.
- B&M Home Stores is just a 15 minute walk from campus NG11 9LN.



Staying Safe at Uni

Personal Safety

Don't walk home alone at night

If you need to get home after dark, walk with friends or take a taxi from a trusted provider. If you have no money to pay for a cab, use our Safe Taxi Scheme. Our agreement with Nottingham Cars means you can get a taxi home whenever you need to and pay for it the following day. That means there's never an excuse to walk home alone.

What do I do?

- Call Nottingham Cars on **01159 700 700** to book a taxi, stating you need to use the Student Emergency Fare scheme.
- When you are in the taxi, the driver will take note of your student card number and check your student card photograph to confirm your identity. You will be given a receipt at the end of your journey.
- Nottingham Cars will then email the SU, stating your N-number, name, campus of study, and cost of your taxi fare.
- We will temporarily cover the fare on your behalf. You will then settle with us when we are invoiced on a monthly basis by Nottingham Cars.
- We will email you confirming your fare and how to settle your bill when we are invoiced on a monthly basis. You will have one week to settle your bill. If you have any queries about settling your bill please contact **finance@su.ntu.ac.uk**.

Learn more about the scheme **here**.

Be mindful of who you're letting into your halls / building

Though rare, someone can hang around buildings such as your halls or apartment block, waiting for an opportunity to get inside. They might pretend to be a fellow student who has forgotten their card / keys and ask you to hold the door open for them when you swipe yourself in. If you're unsure whether they're genuinely a resident, you shouldn't let them in, especially if you've never seen them before. It's a difficult situation but trust your instinct. If they are a genuine resident, they can ask security to let them in.

Don't leave your phone lying on tables

Don't leave your phone on show when you're in bars and cafes. There's a trick unscrupulous people use to take advantage of this habit. They will distract you with something, such as a leaflet or map, which they use to hide your phone from your view so they can steal it. You can easily avoid being a victim of this trick by keeping your phone in your bag or pocket when you're not using it.

Have a strong phone password

Think of all the personal data you have on your phone. Now imagine what someone could do if they got hold of it – they could access your email, social media accounts, bank apps, and more.

Hopefully you never lose your phone. But if you do, your best line of defence is a secure password or PIN (i.e. not Password or 000000). So choose a memorable, complex password or PIN that couldn't be worked out by a stranger. Learn more digital security tips [here](#).

Anonymous your house keys

Keeping anything on your keys that identifies you or your address is a definite no-no. If your keys were to be lost or stolen, you don't want to give someone with bad intentions a map straight to your door.

Lock doors and windows when you leave your room

Sounds obvious, but it's easy to forget or not bother – especially when you're in a rush. Before you leave your room, check your doors and windows are locked. Most home thefts are done by opportunists who find an unlocked entry point, so the simple act of habitually locking up before you go out significantly reduces your chances of anything bad happening.

Respect and Consent

What is Respect at NTU?

It's about how we treat and are treated by, others. Respect is an important part of the NTU ethos.

Treating people with respect is part of being in the NU community and this includes standing up for each other when something isn't right. Together we can help keep NU free from discrimination, harassment and bullying.

Consent is everything

NTU and NTSU want to ensure you are aware of sexual consent; What it is, what it isn't giving it and getting it.

The following video gives a visual depiction of what consent should look like:

Consent is everything video – click here

Whether or not you are in a romantic relationship, you have had sexual activity before, or you're "pretty sure" the other person(s) are interested, making sure you have consent is the BEST way to guarantee you and your partner(s) are all interested in the same thing. It doesn't have to be awkward!

Staying Healthy

We encourage all new students coming to NTU for the first time to protect themselves against meningitis.

Get the MenACWY vaccine from your GP before you arrive at NTU.

Please ensure you are aware of the signs and symptoms of meningitis. Please visit Meningitis NOW for more info.



What is Respect at NTU?

We want you to be happy and enjoy your time at NTU. If for any reason you feel unhappy, it's always good to talk to someone about how you're feeling other than bottling it up.

It's also important to look out for your mates. If you see any obvious changes ask them if they are ok! It could make all the difference.

There are many ways to keep a healthy mind. Always keep up with stuff you enjoy doing! Here are some helpful places to go if you're feeling down...

- **Healthy NTU**

Find advice, guidance and resources for health protection, sexual health, alcohol and drugs and emotional health and wellbeing through our HealthyNTU programme.

- **NTU Self-help pages**

Here you'll find various support services and podcasts to tackle any problems you may be facing.

- **NTU Wellbeing Support**

Help and support for personal, emotional, or mental health difficulties which might be impacting your studies and university experience.

- **NTSU Information & Advice Service**

Provides independent, free and confidential advice, information and representation service.

- Finally, **Samaritans** is a safe place to talk about anything that might be bothering you 24/7 service. Just e-mail jo@samaritans.org or call **116123**.

Support and advice

We're not just here for the good times – we're also here to support you when times get tough.

Information & advice service

NTSU's Information & Advice Service (IAS) provides independent, free, confidential advice, information and representation service to all students at Nottingham Trent University. We are an **AQS Accredited Advice Service Provider**.

We're here to help you

Our expert advisers can offer guidance in various areas, from money matters to mental health. Our independent status means we are ideally placed to provide impartial advice and representation for students regarding academic advice such as academic misconduct, academic appeals procedures, complaints against the University, and disciplinary proceedings. If we can't help you, we can usually refer you to someone who can.

Book appointment here

Academic support

In this section, you will find advice on what to do if you need help with any academic issues, and—more importantly—how to avoid them in the first place.

If you experience any general issues with your course, you should first speak to your course rep. But if you find yourself struggling with a specific problem (e.g., your workload or you feel you've been unfairly treated or graded), speak to our **advice team, who are independent from the university and can give you straight, honest advice without any conflict of interest.**

To support you with your studies and avoid issues in the first place, we've put together some advice that should help you manage your time and study effectively. Use the links above or below to learn more.

Financial support

The university has money set aside for students who need it. If you're unable to work and are struggling financially, you can apply for their **hardship fund**.

You can also book an appointment to talk to one of our advisors. They can talk you through your options or advise you on improving your financial situation.

Discrimination and harassment support

Our **Information and Advice Service** offers dedicated support for students who have experienced discrimination, harassment, bullying, and hate crimes. You can learn more about our specialised services in this section.

Peer Support Scheme

Are you a student needing support in the face of discrimination, harassment, bullying, or hate crime? Follow the links at the top of the page to find out about NTSU's Student Peer Support Scheme.

Hate crime reporting Have you experienced, or witnessed a hate crime or incident, but aren't sure what to do next? Follow the link above for **Hate Crime Reporting** to find out more.

Report & Support is an online platform that makes reporting incidents quick and easy for our NTU community.

Student Accommodation Support Officers

Our Student Accommodation Support Officers are here to help you:

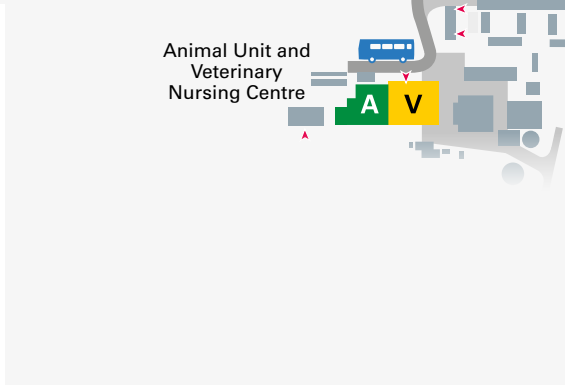
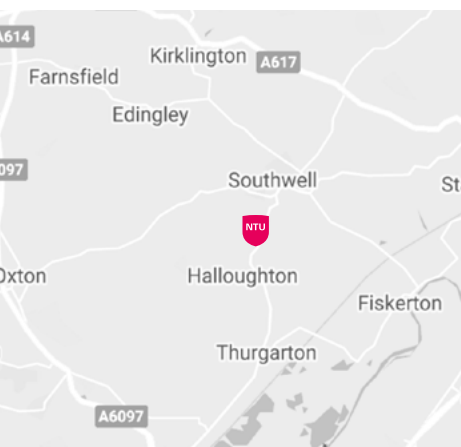
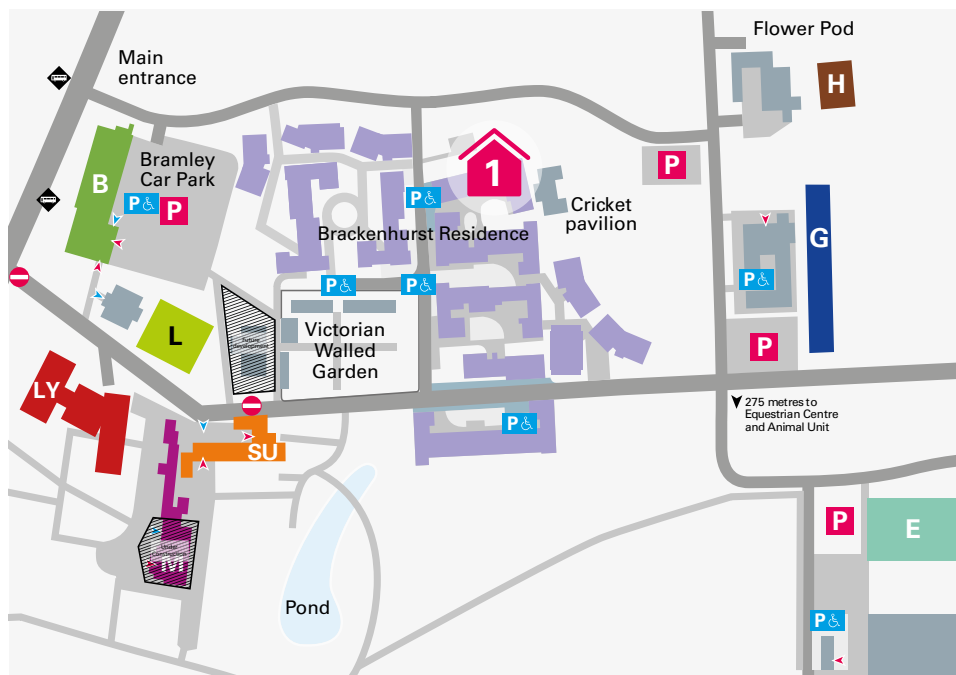
- Settle into your accommodation and make friends
- Resolve disputes
- If you are worried about your flatmates To support your mental health
- If you are feeling down, worried, stressed or overwhelmed.
- With any other problems that are affecting your time at university or your accommodation experience.

Contact your Student Accommodation Support Officers at: **saso@ntu.ac.uk**, or you can call **+44(0)115 848 2323**.

Homesickness

Moving away from home is a change that can be upsetting, but it is a change that affects everyone at some point in their life. Some students might find themselves just a little upset, but others may feel that they do not want to stay at university and ask their parents to bring them home, before giving themselves time to sit with these new feelings and give them a chance to settle down. If you are feeling the effects of homesickness you can get support with this too.

Brackenhurst Campus



Take a tour of our Brackenhurst accommodation at explore.ntu.ac.uk



“Because there’s no one in my accommodation on the same course, it means I’ve made friends with a whole other group of people.”

Elliot Martin, BSc (Hons) Zoo Biology
Brackenhurst Halls, Brackenhurst Campus

Key

- B Bramley
- SU NTSU
- M Main Hall
- L Library
- H Home Farm
- E Equestrian Centre
- V Vet Nursing Centre
- A Animal Unit
- LY Lyth
- G Glasshouse / Polytunnels
- Student residences
- University buildings
- Entrance
- Entrance with wheelchair access
- P Car parks
- Pedestrian walkway
- BUS Bus stops
- BUS Minibus stop
- ⊘ No entry

Clifton Campus



Take a tour of our Clifton Campus accommodation by visiting explore.ntu.ac.uk



“Originally, I thought I wanted to live in the city centre, but living on Clifton Campus, where my classes were, was such a blessing.”

Grace Carrick, BA (Hons) Media Communications and Culture
New Hall, Clifton Campus

Key

- P** The Pavilion
- TLB** Teaching and Learning Building (TLB)
- PL** The Plaza
- W** Lee Westwood Sports Centre
- M** Mary Ann Evans (MAE)
- I** Interdisciplinary Science and Technology Centre (ISTeC)
- EB** Engineering Building
- L** Library
- E** Erasmus Darwin
- SU** NTSU
- A** Ada Byron King
- C** Centre of Effective Learning in Science (CELS)
- JC** John Clare
- R** Rosalind Franklin
- LR** Lionel Robbins
- Entrance
- Entrance with wheelchair access
- University buildings
- Student residences
- P** Car Parks

Accommodation overview

Residences and key features

	Landlord	Distance from campus (miles)	Rooms	Type	Beds per flat / house	Bed type	Bed size	Bathroom	Mature Students (21+)	Free travel pass	Parking	Bike store	On-site management	Common room
Clifton Campus														
College Drive	NTU	On campus	27	Houses	3-5	Single	3' x 6'3"	Shared	✓		✓			
Brackenhurst Campus														
Brackenhurst A-G	NTU	On campus	300	Flats	6	Various	Various	En suite	✓		✓	✓	✓	
Brackenhurst H-P	NTU	On campus	191	Flats	4-6	3/4 bed	4'0" x 6'3"	En suite	✓		✓	✓	✓	



Full details of the prices and facilities available at each site can be found at ntu.ac.uk/accommodation



Travel time to campuses

	City Campus					Surrounding area				
	Byron	Gill Street North	Gill Street South	Hampden	Sandby	Blenheim	The Maltings	Meridian Court	Norton Court	Simpsons
City campus	 5 mins	 5 mins	 5 mins	 5 mins	 5 mins	 20 mins	 20 mins	 20 mins	 15 / 20 mins	 15 / 20 mins
Confetti (Nottingham)	 14 mins	 14 mins	 14 mins	 14 mins	 14 mins	 27 mins	 25 mins	 25 mins	 25 mins	 20 mins
Clifton Campus	 30-40 mins	 30-40 mins	 30-40 mins	 30-40 mins	 30-40 mins	 45 mins	 35 mins	 35 mins	 45 mins	 35 mins
NTU in Mansfield	 40 mins	 40 mins	 40 mins	 40 mins	 40 minss	 45 mins	 50 mins	 50 mins	 1 hour	 1 hour
Brackenhurst Campus	 1 hour	 1 hour	 1 hour	 1 hour	 1 hour	Exceeds 1 hour	Exceeds 1 hour	Exceeds 1 hour	Exceeds 1 hour	Exceeds 1 hour

	Clifton Campus			Brackenhurst Campus	
	New Hall	Peverell	College Drive	Brackenhurst	Bramley Cottages
To Nottingham and City Campus	 25-30 mins	 25-30 mins	 25-30 mins	 1 hour  30 minutes	 1 hour  30 minutes

	Mansfield			
	Layton Avenue		Grange Avenue	
To Nottingham and City Campus	 1 hour	 45 mins	 1 hour	 40 mins

Distance from accommodation to campuses.



Frequently asked questions

Accommodation fees, deposits and payments

Q: When do I pay for my accommodation fees?

A: You will pay your accommodation fees in three termly instalments, to coincide with loan payments. Typically, these are in October, January and April.

Q: Do I need to pay a deposit?

A: No, deposits are not being taken for 2025/26.

Q: It's asking me to set up a payment plan but I haven't set up my student account yet — what should I do?

A: We recommend you set up the payment plan to secure your booking. You can change your payment details later in the year once your student account has been set up, ahead of your first instalment.

Q: What is your cancellation policy?

A: Our cancellation policy can be found online at ntu.ac.uk/accommodation

Q: Who is my landlord?

A: NTU operate several residences including College Drive and Brackenhurst Halls. If you book this accommodation NTU is your landlord. This means your accommodation requirements when in residence will be dealt with by the NTU Accommodation team.

Accommodation at our Mansfield Campus is managed via a letting agent – the landlord will be stated on your accommodation contract.

General questions

Q: Do you offer catered accommodation?

A: All our halls are self-catered. You can buy food from NTU catering outlets on campus.

Q: Is the accommodation mixed-gender?

A: Most of our accommodation is mixed-gender; however, you do have the option

to request a single-gender flat on our accommodation portal when booking. If you request this option, you will be allocated a room by our team, subject to availability. We would advise exploring our website beforehand so you have an idea of our pricing before you submit your budget / location preferences on the portal.

Q: Am I allowed to smoke or vape in my accommodation?

A: No, you are not permitted to smoke or vape in your accommodation.

Q: Do you offer livery at Brackenhurst?

A: DIY livery is available to students studying on and living at or in close proximity to the Brackenhurst Campus. Priority is given to first year students studying on equine courses, with applications from other years and subject areas considered if / when spaces become available.

Q: Where do I collect my post?

A: At Brackenhurst, your mail and parcels can be collected from the accommodation office in Pippin Cottage, from 2 pm – 4 pm (subject to change). For College Drive, Layton Avenue and Grange Avenue, your post can be delivered directly to your residence.

Q: How do I do my laundry?

A: At Brackenhurst, there are several laundry rooms on site that are fully equipped with washing machines and dryers. To use the machines, you will need to download the Washnet App. All other residences are fitted with their own washing machines.

Q: Can I have guests to stay?

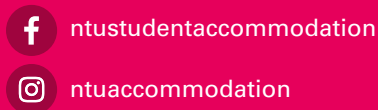
A: You can have overnight guests for a maximum of two nights a week.

Q: What if I want to stay over the summer?

A: We can provide flexible rooms in select halls over the summer, after your main contract ends. To check availability and book, log into the accommodation portal and select "Student summer accommodation" from the menu.

For more information visit:
www.ntu.ac.uk/accommodation
Email: accommodation@ntu.ac.uk
Call: +44 (0)115 848 2894

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This information can be made available in alternative formats.

Disclaimer: Nottingham Trent University reserve the right to alter residence charges at any time and to make alterations to any services advertised or provided. The information given in this guide was correct as of April 2026. Please note that whilst the University has taken all reasonable steps to ensure the accuracy of the content within this leaflet at the time of printing, the University reserves the right to remove, vary or amend the content of the leaflet at any time. For avoidance of doubt, the information provided within the content of this leaflet is for guidance purposes.

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