

Arrival at the airport:

Generally, it will take around 30-60 minutes for you to pass through immigration control, baggage claim and custom checks, although it can take longer. All students should carry with them in their hand luggage a copy of their offer letter and some evidence of finances, in case it is requested, as well as your passport.

Please note the Student Ambassadors will set up near the arrival point in Terminal 2, where you enter into the airport itself after collecting your baggage. Depending on which terminal you arrive at, we will have Student Ambassadors wearing bright yellow t-shirts with the Arts University Bournemouth (AUB) logo on them, and carrying Arts University Bournemouth signage. When you see them please make yourself known to them. Please be aware that Heathrow can be extremely busy at this time of the year. If you do not see them straightaway, please take a seat in the arrivals hall and keep an eye out for them - they will stand at the waiting area outside of arrivals.

If you arrive earlier than our Student Ambassadors, please stay near the arrivals point until they get there. There are a few shops that sell food and drinks nearby, but please do not wander too far from the arrivals point. Student Ambassadors have a schedule of who is expected, flight numbers and flight times so they can monitor for any late arrivals or delays - they know your flight number and will be looking for you!

Our Student Ambassadors will be stationed near the arrivals area of Terminal 2. If you arrive at Terminal 3, please follow the signs to Terminal 2; it is a short 10-minute walk between them. If you are arriving at Terminal 4 or 5 we will get someone over to meet you and help you get to the arrivals point.

If, after 10-15 minutes you still cannot find the Student Ambassadors, please log onto the Heathrow airport free Wi-Fi and send us a message (text message/WhatsApp/email) we know you are there. Someone will then come and find you. A contact number and email address will be emailed to you one week before arrival.

Please do not hesitate to ask the Student Ambassadors anything about the University; they are all active students at AUB and know about the University, and the surrounding area. They will try to answer your questions as best as they can!

Once you arrive at the AUB halls, you will pick up your accommodation keys. If you have booked private accommodation, you will be dropped off at the train station where there is a taxi rank, where you will be able to get a taxi onto your accommodation.

My flight is delayed leaving/arriving:

This can happen; mechanical failure, weather, congestion can all cause a flight to leave or arrive late. Don't panic! If possible send me a quick

email/message/WhatsApp to let us know, but we know which flights you are on and will be monitoring them anyway so we will probably already be aware that you are going to be late. Once we have identified a delayed flight we will be making plans to assist you.

I have arrived but my bags have not come out:

Check, you are on the right carousel; it should be displaying your flight number. Baggage can take a while to get from the aeroplane to the terminal, so it could be 30-40 minutes after landing before they actually come through. Helpful customers sometimes remove bags from the carousel and place them to the side, so check around. If all the bags appear to have arrived and your bags have not appeared, talk to the airport personnel for advice. Either it will have been delayed, or they have misplaced it. They will advise accordingly.

I have been held up in immigration:

If you are held up or detained, try and let us know. We know what time you are expected, if you are held up in immigration, customs or passport control please try to contact me.

I am not going to be there in time for the coach/I have decided not to use the pickup coach:

Just let us know so that we know not to wait! If you will be late, we can provide you with details of alternative methods to make your own way here. The best way to get to the Arts University Bournemouth is National Express, www.nationalexpress.com The National Express coach goes direct to Bournemouth and from there it is a short taxi ride to your accommodation.

Please do not hesitate to contact the International Student Experience Officer for further for assistance by emailing intadvice@aub.ac.uk

We look forward to meeting you!