Contents of International Student Information:

- Useful Contacts 2
- University Accommodation Contact Details 3
- Emergency Accommodation 4
- Lost Luggage 6
- What to do in an Emergency 7
- How to Call Home 7
- Where can I get some food 7
- Travel Information 8
Useful Contacts

## Useful Contacts

<table>
<thead>
<tr>
<th>USEFUL CONTACTS</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Accommodation Services</td>
<td>+44 (0)121 331 5359</td>
</tr>
<tr>
<td><em>(Mon to Fri: 9.00am – 5.00pm only, please contact University Security Office outside of these times)</em></td>
<td></td>
</tr>
<tr>
<td>If you are not able to locate anyone at your accommodation then please contact Security.</td>
<td></td>
</tr>
<tr>
<td>University Security Office (24 hours)</td>
<td>+44 (0)121 331 6325</td>
</tr>
<tr>
<td>Services at Birmingham City University</td>
<td></td>
</tr>
<tr>
<td><strong>ASK Student Hub (Student Services)</strong> – Birmingham City University, 1st Floor, Curzon Building, City Centre Campus <em>(Mon – Fri: 8.00am – 8.00pm term time)</em></td>
<td>+44 (0)121 331 7777</td>
</tr>
<tr>
<td><strong>International Office</strong> – Birmingham City University, University House, Level 2, City Centre <em>(Mon – Fri: 9.00am – 5.00pm only)</em></td>
<td>+44 (0)121 331 6714</td>
</tr>
<tr>
<td><strong>University Main Switchboard</strong> <em>(Mon – Fri: 9.00am – 5.00pm only)</em></td>
<td>+44 (0)121 331 5000</td>
</tr>
</tbody>
</table>

## Who can I contact if I feel lonely?

| You can contact **Student Services** via the ASK Student Hub *(Mon – Fri: 9.00am – 5.00pm only)* | +44 (0)121 331 7777  |
| Contact the **Chaplains** via Security *(24 hours)* | +44 (0)121 331 6969  |

## University Address:

Birmingham City University

University House,

15 Bartholomew Row

Birmingham, B5 5JU
Accommodation Contact details

www.bcu.ac.uk/accommodation

- **The Coppice**: (Near to City North Campus)
  The Coppice, Perry Barr, Birmingham, B42 2SU
  Tel: +44 (0)121 331 6748

- **Oscott Gardens**: (Near to City North Campus)
  Oscott Gardens, Perry Barr, Birmingham, B42 2SU
  Tel: +44 (0)121 331 5359

- **Wellhead Lane**: (Near to City North Campus)
  Wellhead Lane, Perry Barr, Birmingham, B42 2SY
  Tel: +44 (0)121 331 5359

- **City South**: (Near to City South Campus)
  Westbourne Road, Edgbaston, Birmingham, B15 3TN
  Tel: +44 (0)121 331 6066/6088

- **clv Birmingham (formerly Opal 1)**: (Birmingham City Centre)
  1 Belgrave Middleway, Birmingham, B5 7AJ
  Tel: +44 (0)121 227 7010

- **Aston Student Villages**: (Birmingham City Centre)
  Aston Triangle, Birmingham, B4 7ET
  Tel: +44 (0) 121 331 6850

- **Jennens Court**: (Near to City Centre Campus)
  Jennens Road, Birmingham, B5 5JR
  Tel: +44 (0)844 371 5654

- **Unite – Curzon Gateway**: (Near to City Centre Campus)
  36 Curzon Street, Birmingham, B4 7XE
  Tel: +44 (0)121 359 2143
Emergency Accommodation

If you have not booked accommodation with Birmingham City University then you can go to:

**IBIS Hotel** (Close to Birmingham Airport)
Ambassador Rd, Bickenhill,
Birmingham, B26 3AW
Tel: +44 (0)121 619 9001

Standard room – from £50 per night (subject to change)
www.ibishotel.com

How to get to IBIS Hotel from Birmingham Airport:

Ibis Hotel is located in the heart of Birmingham Airport and is within walking distance (only 300 meters) from the airport.

**Park Hotel** (Close to City North Campus)
131 Aldridge Road, Perry Barr
Birmingham, B42 2ET
Tel: +44 (0)121 356 0707

Standard room – from £35 per night (subject to change)
www.parkhotel-birmingham.co.uk/

How to get to Park Hotel from Birmingham Airport:

By Taxi - Approximately £30, Journey takes about 20-30 minutes.

You are able to take a taxi directly from outside the airport terminal.
**Travelodge Hotel – Birmingham City Centre** (Close to City Centre Campus)  
Carrs Lane,  
Birmingham, B4 7SS  
Tel: +44 (0)871 984 6489

Standard room – **from** £34 per night (subject to change)  
[www.travelodge.co.uk](http://www.travelodge.co.uk)

**How to get to Travelodge Birmingham Hotel from Birmingham Airport:**

By Taxi - Approximately £30, Journey takes about 20-30 minutes.

You are able to take a taxi directly from outside the airport terminal.

---

**IBIS Budget Hotel – Birmingham Centre** (Birmingham City Centre)  
1 Great Colmore Street,  
Birmingham, B15 2AP  
Tel: 0121 622 7575

Standard room – **from** £33 per night (subject to change)  
[www.ibis.com/ibisbudget](http://www.ibis.com/ibisbudget)

**How to get to IBIS Budget Hotel from Birmingham Airport:**

By Taxi - Approximately £20 - £30, Journey takes about 20-30 minutes. You are able to take a taxi directly from outside the airport terminal.

By Train - take a train from Birmingham International train station to Birmingham New Street train station in the Birmingham City Centre (journey takes about 15 minutes and costs approximately £4) – then take a taxi from outside the train station to the hotel.

---

Please note that Birmingham City University will NOT pay for the cost of hotel rooms or travel fares and accepts no responsibility for the service provided or prices charged by the accommodation listed.
Lost Luggage

Have you lost your luggage? In order for your luggage to reach you safely, please make sure you follow the procedure below:

1. Do not panic

2. Wait at the luggage carousel until the entire luggage from your flight has come through. Check the areas near the carousel - if you were delayed at immigration, then your luggage may have already been unloaded.

3. Ask for ARVIN AVIATION desk or call +44 (0)121 767 7771 and tell the working staff member that your luggage has not arrived. You will then be asked for the following items, so have them ready:
   • Your flight ticket which has the luggage receipts and flight details
   • A description of the missing luggage
   • Your address in the UK (The airport official may use this address for any correspondence or for forwarding your luggage)

4. The official may be able to find out where your luggage is at the moment in time or you may have to wait for further notice.

5. Once the official has taken all your details, he/she will explain the procedures for dealing with lost luggage and will give you a reference number and a telephone number for you to ring for any news. Alternatively they may give you a web address.

6. Ask the official for a free emergency overnight kit which contains toiletries e.g. toothbrush etc. Please note that only some airlines provide this.

Do not leave the airport without following steps 3 and 5 otherwise you will not get your luggage or any compensation.

Airport Services

Birmingham Airport
*Emergency Phone Number (24 hours)* Tel: +44 (0)121 767 8222

Lost Property at Birmingham Airport
*5:00am - 10:00pm* Tel: +44 (0)121 767 7813
What should I do in an emergency?

Emergency Numbers
To contact the Police, an Ambulance to take you to hospital or the Fire Service in the UK:
Please call 999. Also please note that you can call 999 from any phone and you do not need any credit / top-up to make this call.

How can I call home?

International Calling / Phone Cards are available from American Express (AMEX) at Birmingham Airport, situated near arrivals and it's open from 4.00am to 11.00pm. Just look out for the American Express sign:

It is best to buy a phone card rather than use your mobile, which will be expensive. Away from the Airport you can buy phone cards from a Post office or Newsagents.

Where can I get some food?

You can buy food from food shops and supermarkets. Small food shops are likely to close between 5.00pm and 6.00pm and may be closed on a Sunday. Bigger supermarkets are likely to stay open until 8.00pm.

You can also buy fast food from takeaways which are likely to be open until midnight. There are also many restaurants in Birmingham city centre.

Arriving after 5pm?

Please get something to eat whilst you are at the airport as University canteens will be shut.
Travel Information

There is an Airport Taxi Rank located directly outside the airport building. All of the taxis are Black Cabs licensed by Birmingham City Council and operate a 24-hour, 365 day service. You can take one of these taxis to your accommodation.

Birmingham Airport is approximately 15 miles from Birmingham City Centre and this journey normally takes around 30 minutes. The taxi from Birmingham Airport to your accommodation will cost **approximately £30 - £35**. All taxis from the Airport Taxi Rank accept major debit and credit cards, or you can pay with UK Pounds Sterling.

Taxis from the Airport Taxi Rank are the **only taxis licensed to operate without prior booking**. All other taxis must be booked by telephone. Do not get into any other taxi without first making a booking by telephone.

When you get in the taxi you will need to give the taxi driver your address. It would be a good idea to write down your address in the space provided so that you can show it to them.

---

Public Transport Information

<table>
<thead>
<tr>
<th>Centro</th>
<th>Travel Line</th>
</tr>
</thead>
</table>
| *For bus information in the West Midlands area*  
(9:00am – 5:00pm)  
Tel: +44 (0)121 200 2787  
[www.centro.org.uk](http://www.centro.org.uk) | *Information on bus services, metro & train*  
(7.00am – 10:30pm)  
Tel: +44 (0)871 200 2233  
[www.traveline.info](http://www.traveline.info) |

<table>
<thead>
<tr>
<th>National Rail</th>
<th>National Express</th>
</tr>
</thead>
</table>
| *For all train information (24 Hrs)*  
Tel: +44 (0)8457 48 49 50  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk) | *For all coach information (24 Hrs)*  
Tel: +44 (0)871 781 8181  
[www.nationalexpress.com](http://www.nationalexpress.com) |