Meet and Greet Service – Terms & Conditions

By submitting this application, you confirm that you have read, understood and agree to the following Meet and Greet Service terms and conditions:

Eligibility and availability of the service

1. You confirm that you are a newly enrolled international student who will commence your studies at Birmingham City University from January 2027.

2. Submission of an application does not guarantee that the Meet and Greet Service will be available. Places are limited and are allocated on a first come, first served basis. You are responsible for ensuring that all information provided in your application is accurate and complete. Birmingham City University may be unable to provide the Meet and Greet Service if the information provided is inaccurate or incomplete.

3. If your application is submitted after 5pm on the 23rd December 2026, you will receive a decision on your application on Monday, 4 January 2027.

Accessibility and support needs

4. If you have a disability, medical condition, mobility requirement, or other support need that may affect your use of the Meet and Greet Service, please tell us when submitting your application so that Birmingham City University may consider reasonable adjustments where possible. Birmingham City University may contact you for further information to help us assess what support can reasonably be provided.

Confirmation email

5. Your booking is not confirmed unless and until you receive a written confirmation email ("**Confirmation Email**") from Birmingham City University confirming that you are eligible and that a place has been allocated to you. Birmingham City University will send you the Confirmation Email within 5 working days after you submit this application.

Service period and area

6. If the Confirmation Email confirms that you are eligible, please bring a copy of this Confirmation Email and show it to our team during the service dates and times (**8am-8pm, every day from Tuesday, 5 January 2027 to Sunday, 10 January 2027)** ("**Service Period**"). The Meet and Greet Service will then arrange transportation for you free-of-charge from Birmingham Airport to one designated accommodation address within 16 miles of Birmingham Airport ("**Service Area**"). Where Birmingham City University reasonably determines that an address is outside the Service Area by using a reasonable route-planning method, Birmingham City University will let you know by email and you will need to arrange your transportation at your own costs.

Luggage and personal belongings

7. **You are responsible for your own luggage and personal belongings at all times, including loading and unloading them from any vehicle**. Birmingham City University staff will not normally handle students' luggage or personal belongings, unless Birmingham City University confirms in writing that it will provide reasonable assistance as part of an agreed accessibility or support arrangement. Birmingham City University is not responsible for loss of, theft of, or damage to your luggage or personal belongings, except where this is caused by Birmingham City University's negligence.

Delays, disruption and liability

8. While Birmingham City University will use reasonable care and skill to provide the Meet and Greet Service, Birmingham City University cannot guarantee that transport arrangements will always operate as planned. Birmingham City University is not responsible for any delays, missed appointments, additional travel costs, or other losses arising from inaccurate information provided by you, flight delays or cancellations, traffic conditions, service disruptions beyond its control or acts or omissions of third-party transport providers, except where such loss is caused by Birmingham City University's negligence or breach of statutory duty. Where reasonably practicable, Birmingham City University may notify you in advance of any disruption so that you can make alternative travel arrangements. Nothing in these terms and conditions limits or excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability which cannot lawfully be limited or excluded.

Third-party transport providers

9. Transportation from Birmingham Airport to your designated accommodation address may be provided by independent third-party taxi or minibus operators. You may need to share a taxi or minibus with other students. Birmingham City University does not operate these vehicles and does not control the driving, route, vehicle operation or conduct of the journey, although Birmingham City University may provide the transport operator with your designated accommodation address for the purpose of arranging the journey. Eligible students must comply with any reasonable safety instructions given by Birmingham City University staff, airport staff and transport providers.

Changes to key information

10. You must present yourself to the Meet and Greet team during the Service Period. Birmingham City University may be unable to provide or withdraw the Meet and Greet Service if: (a) your flight date, arrival time, or arrival airport, accommodation address changes and the updated information falls outside the Service Period or Service Area, or (b) operational, safety or capacity constraints prevent Birmingham City University from providing the Meet and Greet Service. If Birmingham City University cannot provide or may withdraw the Meet and Greet Service due to such changes or constraints, we will make reasonable efforts to inform you so that you can make alternative travel arrangements. Information on travelling to Birmingham is available here: Arriving in the UK | Birmingham City University.

Who may use this service

11. The Meet and Greet Service (including the arrangement of transportation service) is available only to the confirmed student named in the Confirmation Email. It is not available to friends, family members, agents, representatives or other accompanying persons (see exception in the next paragraph). The Meet and Greet Service does not include additional stops, onward journeys, return journeys, luggage-only transportation, or transportation to more than one address.

Students under 18

12. If you are under the age of 18 on the date of your arrival in the UK and arrive at the Birmingham Airport on your own, Birmingham City University cannot provide the Meet and

Greet Service to you due to safeguarding requirements. However, if you are accompanied by an appropriate adult such as a parent or guardian on your date of arrival, and you can show the Confirmation Email to the Meet and Greet team, the team may arrange transportation service in accordance with these terms. Birmingham City University cannot provide or arrange for an appropriate adult to accompany a student under the age of 18.

If you no longer require the service

13. If you no longer require the Meet and Greet Service, you must notify Birmingham City University as soon as possible at Meet.greet@bcu.ac.uk.

14. If you do not present yourself to the Meet and Greet Service team on the date of arrival during the Service Period without notifying Birmingham City University, or choose to arrange your own transportation after presenting to the Meet and Greet Service team, you will be deemed to no longer require the Meet and Greet Service. Where you choose to make your own travel arrangements, you will be responsible for arranging and paying the transportation costs. Birmingham City University will not be responsible for delays, additional travel costs, missed appointments, loss of belongings or other issues arising from travel arrangements that you make independently, except where caused by Birmingham City University's negligence or breach of statutory duty. If you decide not to use the Meet and Greet Service after presenting to the Meet and Greet Service team, the Meet and Greet Service team may ask you to confirm this decision in writing before you leave the Meet and Greet area. Information on travelling to Birmingham is available here: Arriving in the UK | Birmingham City University.

Use of your personal information

15. Birmingham City University will use the personal information you provide to assess your eligibility, manage your booking, contact you about the Meet and Greet Service, and arrange transportation where applicable. Birmingham City University may share relevant information, such as your name, arrival details and destination address, reasonable adjustments required with staff involved in operating the Meet and Greet Service and with third-party transport and accommodation providers where necessary. Further information about how Birmingham City University uses student and applicant personal data is available in the Privacy Notice: Privacy Notices | Birmingham City University.

Contact during the Service Period and emergencies

16. During the Service Period, you may contact the Meet and Greet Service team using the contact number provided in your Confirmation Email. This number will be monitored only during the Service Period, from **8am to 8pm, every day from Tuesday, 5 January 2027 to Sunday, 10 January 2027.** This contact number is for Meet and Greet Service-related assistance only and is not an emergency response service. For non-urgent queries about the Meet and Greet Service, you may contact Meet.greet@bcu.ac.uk. This email address may not be monitored in real time and should not be used for emergencies or urgent assistance.

17. If there is an emergency, serious accident, immediate risk to personal safety, or life-threatening medical situation at Birmingham Airport or during your journey to your

accommodation, you should call 999 immediately. If you need urgent medical help but the situation is not life-threatening, or you are unsure what medical help you need, you should contact NHS 111.