

**LONDON AIRPORT COLLECTION SERVICE TERMS AND CONDITIONS 2025**

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**Booking conditions:**

- The London Heathrow collection service is open to all NEW Falmouth University students studying on the Penryn and Falmouth campuses in Cornwall. It excludes University of Exeter students.
- There are a limited number of seats available on the service. To avoid disappointment, please book early. Bookings will close on the following date, unless capacity is reached earlier, in which case we may close bookings earlier: 11:45pm UK time, on 22 August 2025.
- There is a £50 charge per person for the service. There are no price reductions for children.
- You can book additional seats for others travelling with you (up to 4 in total).
- All passengers must be able to sit unaided in their own seat. We cannot accept babies or children under 12 years without appropriate seatbelt-secured child seats to be provided by yourselves (we cannot provide infant or child seats).
- We can only accept online bookings. If you have problems with the Online Booking form or Online Store payment system, please email your student number and flight details to [airportcollectionservice@falmouth.ac.uk](mailto:airportcollectionservice@falmouth.ac.uk)
- You will receive a confirmation email of your booking from the Online Store. Please keep this for your record.
- If you need to change your original booking please contact [airportcollectionservice@falmouth.ac.uk](mailto:airportcollectionservice@falmouth.ac.uk) with your details and request.
- It is your responsibility to leave enough time to meet us in London Heathrow Airport Arrivals Gate Terminal 5 before 12:00pm BST/UK time on the service date. Please allow adequate time after your flight arrival to get through customs, collect your luggage and meet us. As a guide, we advise at least 3 hours for this.
- Luggage is limited to one suitcase and one carry-on bag. Additional luggage will be charged at £20 per suitcase/bag and should be pre-booked and paid for.

**Cancellations and missed coaches:**

- Email [airportcollectionservice@falmouth.ac.uk](mailto:airportcollectionservice@falmouth.ac.uk) to cancel your booking. We will acknowledge your cancellation email.
- If you cancel your booking on or before the 22 August at 11.45pm BST/UK time, you will receive a full refund of the booking fee:
- Cancellations received after the relevant booking deadline receive no refund.
- If the University is forced to cancel the collection service due to unforeseen circumstances (such as the COVID-19 pandemic), all bookings will receive an automatic refund of the booking fee, even if the booking deadline has passed.
- The service will depart London Heathrow Terminal 5 at 12:00pm BST/UK time prompt. If you experience delays on the day, please contact us as soon as possible to discuss the options available, you will be given a UK mobile/WhatsApp number to contact us on.
- If you are late and miss the departure time, we are not able to wait for you and you will be responsible for your own transportation, and associated

costs, to the university campus. You will not be entitled to a refund in this circumstance.

**Data Protection Statement:**

The Collection Service is organised by Falmouth University. As such, by booking a space on the service and agreeing to the terms and conditions you agree to the above information being shared within us. This information will be held securely, used exclusively for the purpose of the Collection Service and deleted within 12 months of the service date. For further information on how we process your data and information on your rights, please see the Universities privacy information:

Falmouth University: <https://www.falmouth.ac.uk/data-privacy>