



Surrey Airport Welcome

Booking FAQs

Who can use the Surrey Airport Welcome service?

The service is available only to new international University of Surrey students stating their course in September 2026.

When can I book?

Bookings can be made from Monday 20 July to Friday 11 September.

Which day should I plan to arrive to Surrey?

We welcome most students to arrive on Saturday 19th or Sunday 20th September. If you are booking an arrival earlier than 19 September, please contact accommodation@surrey.ac.uk to arrange this.

Which transfer time should I select?

You must allow at least 2 hours from your scheduled arrival into Heathrow until the coach departure time, in order to pass through immigration, collect your baggage, and make your way to Terminal 3 pick-up point.

Transfer times may be subject to change dependent on bookings received. We will do our best to accommodate everyone with the number of vehicles at our disposal. Some transfers may be moved earlier or later to cater for as many students as possible.

There isn't a transfer time suitable for my flight arrival time. Can you help me?

Please try to book a flight that arrived no less than 2 hours prior to the coach transfer times available. If you experience difficulty with timings please contact us at airportwelcome@surrey.ac.uk

How many people and items of baggage are included in the free transfer service?

Your free transfer includes you, 2 suitcases and one piece of hand luggage.

There will be a charge payable for any additional baggage or passengers as follows:

Additional baggage (per item) £10

Additional passengers (per person) £15

These must be booked and paid for in advance.

Will I receive a booking confirmation?

You will be sent a booking confirmation by email at least 3 days before your booking date.

This will include time of your transfer, where to meet, and how to contact us in the event of a delay or any difficulty on arrival.

Where should I meet for my Surrey Airport Welcome transfer?

The meeting point will be in Terminal 3 and we will advise you of the exact location in your booking confirmation.

What if I am delayed?

Coaches will depart on time. Should you miss your scheduled departure we cannot guarantee an alternative transfer will be available. Travel to Guildford will be your responsibility in this case, either by taxi or Railair coach.

Can you assist me with carrying my baggage?

Please ensure you are able to carry your own baggage. Unfortunately our staff will not be able to assist in carrying or lifting heavy suitcases.

Where will the transfer service take me to?

The transfer will offer two drop off points - one at Stag Hill campus and one at Manor Park campus. Both drop off points will be as close to your accommodation check in point as possible.

Please ensure you know which accommodation you are booked into to ensure you are dropped at the correct campus.

Have a question or concern that is not answered here?

If you have any queries or concerns, we'd be happy to assist you. Please email us at

airportwelcome@surrey.ac.uk