Travel and Quarantine (Self-Isolation) Information for New International Students:

We realise that you may have lots of questions or concerns about travelling to the UK and what you need to do when you arrive as a result of the COVID-19 (Coronavirus) pandemic. Please see the information below to help you prepare and plan ahead:

1. Government Pre-Travel Advice
2. University of Liverpool Pre-Travel Advice
3. Travel Advice
4. Accommodation
5. Money and Making Payments Online/On-Campus
6. Getting Food and Supplies
7. Support from the University
8. ‘Welcome Week’ App and Website
9. Further Information

Government Pre-Travel Advice for Quarantine (Self-Isolation):

All international students arriving in the UK will be required by the UK government to provide your journey and contact details before travelling. This needs to be done whether you are required to quarantine or not:

- You will need to complete an online form and you can complete this from 48 hours before travelling. You will need to know your flights details and then provide the address of where you will be staying for the first 14 days in the UK. You will then need to show your completed form on your phone (or have a printed copy) when you arrive in the UK.
- The UK government will use the information that you give in the form to contact you if someone you have travelled with develops coronavirus (COVID-19) symptoms. If this is the case, you will then need to self-isolate. You can find more information on self-isolating here.

You should bring a face mask and some hand sanitiser with you in your hand luggage as face masks are mandatory when using any public transport in the UK.

Remember, if you do have coronavirus symptoms before travelling then you should not travel to the UK until you feel better.

University of Liverpool Pre-Travel Advice:

For those who need to apply for a UK Tier 4 visa before travelling to the UK, you can find information on how to apply here. If you have any questions about applying for your visa you can contact International Advice and Guidance.

All new students will need to complete a registration task online before travelling to the UK. You will receive a registration email once your place at the University has been fully confirmed. If you think that your place has been confirmed but you have still not received an email please contact Student Administration (studentenq@liverpool.ac.uk). There will be a number of steps to complete including submitting a term-time address and letting the University know how you plan to engage with your studies initially (your study setting) and the date that you intend to arrive on campus. You will have the opportunity to update your information as your circumstances change.

You should have a clear plan on how to travel from the airport directly to your accommodation. The University of Liverpool Meet and Greet Team offer an ‘Airport Transfer Service’ where they can arrange bookings in advance to help you make your way to campus by taxis. Taxis can be arranged...
for students travelling independently or for a group of up to 4 students. If you need to use public transport to travel to your accommodation from the airport please read the government’s safer travel guidance.

Travel Advice:

Not all our international students will be required to quarantine (self-isolate) for a period of 14 days on arrival to the UK. For a list of countries whose residents are not required to quarantine (travel corridors) please click here. As this list can change quickly, we recommend checking the list regularly and on the day that you are due to travel. If you suddenly find that you will need to quarantine and you have not had time to plan for this, contact International Advice and Guidance immediately and we will do all we can to support you.

For everyone else who is required to quarantine (self-isolate) for 14 days we have some advice for you below to make sure that you plan ahead and that you are prepared for this time.

Accommodation:

If you will be staying in University of Liverpool accommodation you will receive a separate communication with further details from the University Accommodation Team in September 2020.

If you are not staying in University of Liverpool accommodation you should contact your accommodation provider as soon as you can to inform them of the need to quarantine (self-isolate). You should let them know your expected date of arrival and ask them what arrangements the accommodation provider has in place to support you during your quarantine period. If the provider offers support prior to your arrival, then see if you can adjust your travel arrangements to make use of their support. If you have any issues or problems with your accommodation provider then contact the University private accommodation support service, Liverpool Student Homes (LSH), to discuss any problems you face.

Money and Making Payments Online/On Campus:

The University discourages students from bringing large amounts of cash to the UK, however, if you do plan to bring some with you and plan to open a bank account in the UK once you arrive, please note that most banks will need to meet with you in person to verify your identity, which you will not be able to do during your quarantine period.

Therefore, you will need to think about how you will be able to buy food and essentials during your quarantine period as you will not be allowed to leave your address. This means you may have to buy these things online and get them delivered to you as well as having to pay for them online too. Please be aware that you will need some form of contactless payment to pay for most services on campus. For more information see our shopping guide here.

You may have an international credit card or bank card already that you can use online in the UK. If you are unsure, check with your bank outside the UK before leaving your home country.

If you are not able to use your current bank or credit card in the UK, you may wish to do one of the following:

- Consider opening an international bank account locally, such as with HSBC, or with any other bank that has branches in the UK. This will then allow you to access your money from your bank account straight away once you arrive in the UK.
• Find out if there are any pre-paid debit cards you can open from your own country such as this one. You apply online and it can be posted out to your UK address in 2 days. Therefore, you may be able to apply online before arriving in the UK. You can then use this card for purchases online in the UK wherever Mastercard is accepted.
• Open a full online bank account such as Monzo. You do need to be a UK resident to apply but as long as you know your UK address you should be able to apply online in advance.

Getting Food and Supplies:
You may be able to pre-order for certain household essential items before you travel to the UK. Here are just a few websites that you might want to use to pre-order some of your basic supplies such as kitchen items and bedding:

- www.mystudentessentials.co.uk
- www.studentroompacks.co.uk/unitestudentspacks/all_in_one_packs
- www.unikitout.com (also sell food packs)

You should also think about pre-ordering some (non-perishable) food items before travelling or as soon as you arrive in the UK. Once you have a means to pay for your shopping (see above) you can shop online at most major supermarkets in the UK such as Asda, Tesco or Sainsburys who all offer delivery services. For a list of UK supermarkets and tips for shopping online click here. We also have some other top tips for you on buying the supplies you will need for your first few days:

- Consider doing all of your shopping for your 14 day quarantine period in one go to avoid any possible delivery and transaction fees so think ahead about what you will need. Consider shopping together with other members of your household.
- Delivery slots sometimes need to be booked a few days or even a week in advance so you may wish to order your online shop before you travel to the UK. Please also be aware of leaving detailed delivery instructions, particularly if you will be living in large student accommodation buildings (you should contact your accommodation provider in advance to get this information and ask if they can collect the delivery from the front door and leave it on the doorstep of your room or flat). Make sure you put your exact room and/or flat number on the delivery address and make sure to include your post code.
- You may wish to consider bringing a few dried food supplies with you for your first few days. However, please note that there are rules and restrictions on bringing some items into the UK and you will need to declare certain items when travelling through customs.
- If you wish to bring your own personal protective equipment (PPE) then please note that there may be some restrictions on what you can bring. Please check with your airline and be sure to check the list of government-controlled substances to make sure you do not bring anything with you that you are not allowed.
- Remember to bring electronic devices with you to get online straight away once in the UK such as laptops, tablets and phones as well as UK adapters and device chargers. You should check with your accommodation provider to determine if you will have access to the internet immediately upon arrival or if you will be required to have this installed yourself upon arrival. If this is the case, you may be dependent on an international data package on your phone if internet access is not immediately available.

If you are unable to make your own arrangements for food and supplies then please contact our International Advice and Guidance Team to see what emergency support the University can provide.
Support from the University:

Campus Support Services operates to ensure a safe and secure environment for the University community 24 hours a day. Contacting the control room is made via the enquiry telephone or the emergency telephone:

- **Enquiry Line** - 0151 794 3252 - This telephone number should be used for all security enquiries that are non-emergency i.e. advice on personal and property safety
- **Emergency Line** - 0151 794 2222 - This telephone number should be used for security emergencies and needs to be treated like 999 i.e. requires emergency first response for medical and safeguarding support.

If you will be living in University of Liverpool accommodation, then please email or ring the Hall Reception who operate 24 hours and will be able to help or refer you to the right team. Wardens and our Residential Advisers will be on hand to provide support for you during your quarantine period and for the duration of your stay.

If you will be living in non-university owned accommodation then you will be contacted in your first few days by a member of staff who will check-in on you remotely to make sure that you are settling in to life in Liverpool and answer any questions that you might have.

In addition to this, you can contact the [International Advice and Guidance Team](mailto:iagteam@liverpool.ac.uk) with any questions that you might have and check out our [website](https://www.liverpool.ac.uk) to find lots of useful information.

If you have any welfare concerns then you should contact [Student Welfare Advice and Guidance](https://www.liverpool.ac.uk/welfare) for support and to speak with one of our Wellbeing Advisers.

‘Welcome Week’ App and Website:

The University of Liverpool has a [Welcome Website](https://www.liverpool.ac.uk/welcome) where you can read about how the University of Liverpool is getting ready to welcome all our new and returning students back to campus safely. Once you arrive, make sure you stay up to date with the latest University news and guidance by connecting with us on social media. You can find us on Instagram, Twitter, Facebook and Tik Tok. You can also find out what is happening on campus by checking our [Student News](https://www.liverpool.ac.uk/news) pages and regularly checking your [University email account](https://www.liverpool.ac.uk/email).

The University of Liverpool is also launching our dedicated ‘Welcome Week’ App – new for this year. The app is designed to enhance students’ experience when starting at the University of Liverpool. The app will give you the ability to view events, personalise your week and access information and support including Checklists and Frequently Asked Questions as well as a live chat feature. The app will launch on 14th September 2020 and will be available to download [here](https://www.liverpool.ac.uk/app).

Finally, International Advice and Guidance (IAG) will be running their ‘Hello International!’ program of events for 2020 which will run remotely from mid-September 2020. Here you can get a welcome from the team as well as lots of important information for your first few days and beyond with their online ‘Now You’ve Started’ Guide.

Further Information:

You will receive separate communications from the University in relation to collecting your Biometric Residence Permit (BR)P once you arrive in the UK.
For more information on registering with the police (where required to do so) please visit the [Merseyside Police](https://www.merseyside.police.uk) website. Please note that you will not be required to register with the police during your quarantine (self-isolation) period but should contact your local police force during this time to book the next available appointment or to explain your situation.

For more information about travelling to the UK please click [here](https://www.gov.uk/travel-to-the-uk). For more information about how to quarantine (self-isolate) please click [here](https://www.gov.uk/coronavirus/self-isolation).

For more information on how the University of Liverpool is welcoming our students please visit our dedicated [Welcome Website](https://www.liverpool.ac.uk/students/welcome/) which includes a video on how the University of Liverpool plans to keep you safe on campus.

For more information about Campus Support Services please click [here](https://www.liverpool.ac.uk/students/support/services/).