

Travel and Quarantine Information for Returning International Students – August 2021:

Dear student,

We are very much looking forward to welcoming all our returning students back to the University in the new year.

We know you may have lots of questions and we wanted to take this opportunity to reassure you that the University is committed to supporting you during your time with us.

Within this email, you will find a number of important updates to help you prepare and plan ahead for your return to Liverpool, or for your arrival, if you have delayed your entry due to online learning:

1. [Government Pre-Travel Advice](#)
2. [University Pre-Travel Advice](#)
3. [Travel and Quarantine Advice](#)
4. [Accommodation](#)
5. [Money and Making Payments Online/On-Campus](#)
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Government Pre-Travel Advice:

For the most up to date information on quarantine rules for the UK please visit the government website [here](#), the Universities own [‘Information for students travelling to the UK’](#) pages and the University Coronavirus Safety hub [here](#).

University of Liverpool Pre-Travel Advice:

For those who need to apply for a UK Student visa before travelling to the UK, you can find information on how to apply [here](#). EU students can find information [here](#). If you have any questions about applying for a visa you can contact [International Advice and Guidance](#). You will receive separate communications from the University in relation to [collecting your Biometric Residence Permit \(BRP\)](#).

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 visit the [Student Administration Portal](#) where you can chat online with one of the advisers.

Once you have received your email, there will be a number of steps to complete including submitting a term-time address. Please note the final step, to confirm your engagement with your studies, is only available from 10 days before your course start date. You can find more information on registering for your program [here](#).

You should plan to arrive in the UK in plenty of time to complete your quarantine period before your [latest arrival date](#).

If you need to use public transport to travel to your accommodation from the airport please read the government’s [safer travel guidance](#).

Quarantine Travel Advice:

Up to date information on UK Government quarantine can be found [here](#) and on the Universities pages [here](#).

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 more information on how the University is keeping all students safe and on support for covid testing please visit our COVID hub [here](#).

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.

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. 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, we recommend you adjust your travel arrangements where possible 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:

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 food and other essential items online and get them delivered to you. You will also need to pay for the items online.

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](#).

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 basic supplies such as kitchen items and bedding:

- www.mystudentessentials.co.uk
- www.studentroompacks.co.uk/unitestudentpacks/all_in_one_packs
- www.unikitout.com

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 10 day quarantine period in one go to avoid any possible delivery and transaction fees. 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. You may need to leave detailed delivery instructions, particularly if you will be living in large student accommodation buildings. 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 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.
- Remember to bring electronic devices with you – like laptops, tablets, phones, UK adapters and device chargers – so you can get online straight away once in the UK. 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 dependant 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 need any help or advice on who to contact, and 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 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 supported by the University with a dedicated package of support during your quarantine period. You will be contacted with further details about this once the details of this have been confirmed. In the meantime visit our dedicated Welcome pages [here](#).

In addition to this, you can contact the [International Advice and Guidance Team](#) with any questions that you might have and check out our [website](#) to find lots of useful information including [online presentations](#).

If you have any welfare concerns, then you should contact [Student Welfare Advice and Guidance](#) for support and to speak with one of our Wellbeing Advisers.

'My Liverpool' App:

The University of Liverpool also has a ['My Liverpool' App](#) 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.

Further Information:

For more information about travelling to the UK please click [here](#).

For more information about quarantine please click [here](#).

For more information on how the University of Liverpool is welcoming our students please visit our dedicated [Welcome Page](#).

For more information about Campus Support Services please click [here](#).