

## How to book your free student ticket to Coventry University.

**Step 1:** Once you have clicked on the link to the National Express website you will need to **select the airport which you will be arriving at, the time of your arrival and 1 passenger.** Click on 'Find my journey' to continue to the next page.

Please only select 1 passenger as any other passengers, such as family members, will need to book their tickets at full price through the main national express page [National Express bookings](#)

The zero price ticket for our airport pick up service is for students ONLY and it is limited to one ticket per student.

The screenshot shows a blue header with the text "Choose Your Journey" and a dropdown menu set to "Single". Below this are four white input fields: "HEATHROW Airport L", "COVENTRY Pool Mead", "Sat 14/09/2019", and "1 Passenger". To the right of these fields is a green button labeled "Find my journey".

**Step 2:** After you have clicked on 'Find my journey' you will be taken to this screen. Here you will need to select which journey you would like to buy a ticket for.

We strongly recommend you choose the **direct** journey (highlighted in yellow) as these have no changes to make on your way from the airport to Coventry Pool Meadow Bus station.

Once you have selected your journey, click on 'Continue' to move onto the next step of your booking.

The screenshot displays the "Outbound Journey" selection screen. At the top, a calendar shows the date "Sat 14 Sep 2019" selected. Below the calendar, there are four journey options listed with their respective departure and arrival times, durations, and prices. The first option is highlighted in green and labeled "Direct".

Departure	Duration	Arrival	Price
01:45 HEATHROW Airport London T2,3 (LHR)	2h 0m Direct	03:45 COVENTRY Pool Meadow Bus Station	From £30.10
04:20 HEATHROW Airport London T2,3 (LHR)	3h 55m 1 Change CHEAPEST	08:15 COVENTRY Pool Meadow Bus Station	From £13.50
08:00 HEATHROW Airport London T2,3 (LHR)	2h 30m Direct	10:30 COVENTRY Pool Meadow Bus Station	From £29.10
09:30 HEATHROW Airport London T2,3 (LHR)	2h 5m Direct	11:35 COVENTRY Pool Meadow Bus Station	From £22.10

On the right side, the "Booking Summary" sidebar shows the route: "HEATHROW Airport London T2,3 (LHR) to COVENTRY Pool Meadow Bus Station" for "Sat 14 Sep 2019" from "01:45" to "03:45" (2h 0m Direct). A green "Continue" button is visible below the summary.

**Step 3:** The next page is where you will need to choose which ticket type you wish to book. Please select the 'Fully flexible fare' ticket as this will mean you can board any coach at any time – if you have any delays or difficulties when travelling to the airport this ticket type is the best option.

Once you have selected the ticket type you will need to click on 'Continue' to go to the next stage of your booking.

The image shows two side-by-side screenshots from a mobile booking application. The left screenshot is titled 'Choose Your Fare' and features two radio button options. The first option is 'Standard fare - amendable and not refundable' priced at £30.10. The second option, 'Fully flexible fare - amendable and refundable', is selected and priced at £38.00. The right screenshot is titled 'Booking Summary' and displays a total price of £39.00, broken down into a £38.00 fare and a £1.00 booking fee. It also shows '1 Adult' passenger. A green 'Continue' button is visible. Below the summary, the outbound journey is detailed: HEATHROW Airport London T2,3 (LHR) to COVENTRY Pool Meadow Bus Station, on Sat 14 Sep 2019, from 01:45 to 03:45, a 2h 0m direct flight.

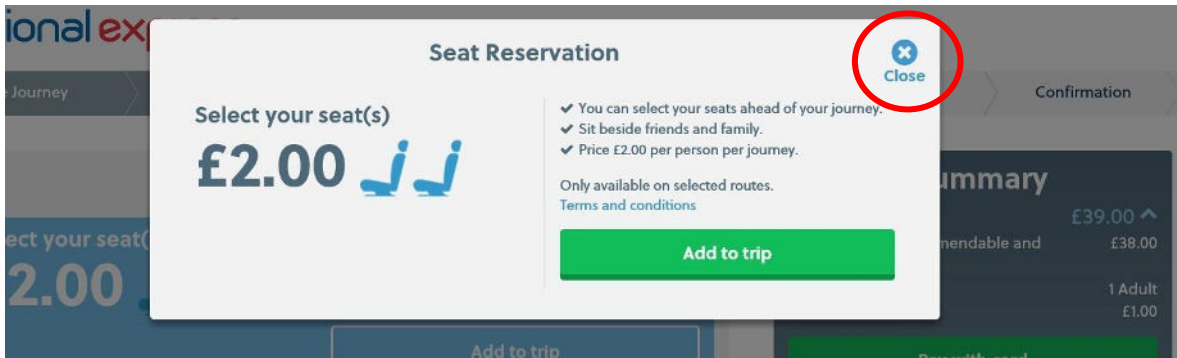
**Step 4:** The next step of your booking will take you to a payment page, however, as this is a free service for our students you will not need to enter card details.

Please do not click on anything from the 'Add Extras' section as this is not included in your ticket due to it being a free service.

Click on 'Pay with card' to be moved onto the final stage of your booking.

The image shows two side-by-side screenshots from a mobile booking application. The left screenshot is titled 'Add Extras' and lists three optional services. 'Select your seat(s)' is £2.00, with a note that you can select seats ahead of your journey and sit beside friends and family. 'Change & Go' is £5.00, with a note that you can board a coach 12 hours before or after your planned journey time if delayed. 'Travel Insurance' is £1.50, with a note that it provides ultimate peace of mind for only £1.50 per passenger, including personal liability up to £1 million and personal accidents up to £20,000. Each option has an 'Add to trip' button. The right screenshot is titled 'Booking Summary' and shows the total price of £39.00, including the £38.00 fare and £1.00 booking fee for 1 adult. A green 'Pay with card' button is prominent, along with options for 'amazon pay' and 'PayPal'. The outbound journey details are the same as in the previous screenshots.

**Step 5:** This box will appear on your screen after you have clicked on 'Continue'. Please click on the blue cross which has 'Close' under it and this will take you to the next page.

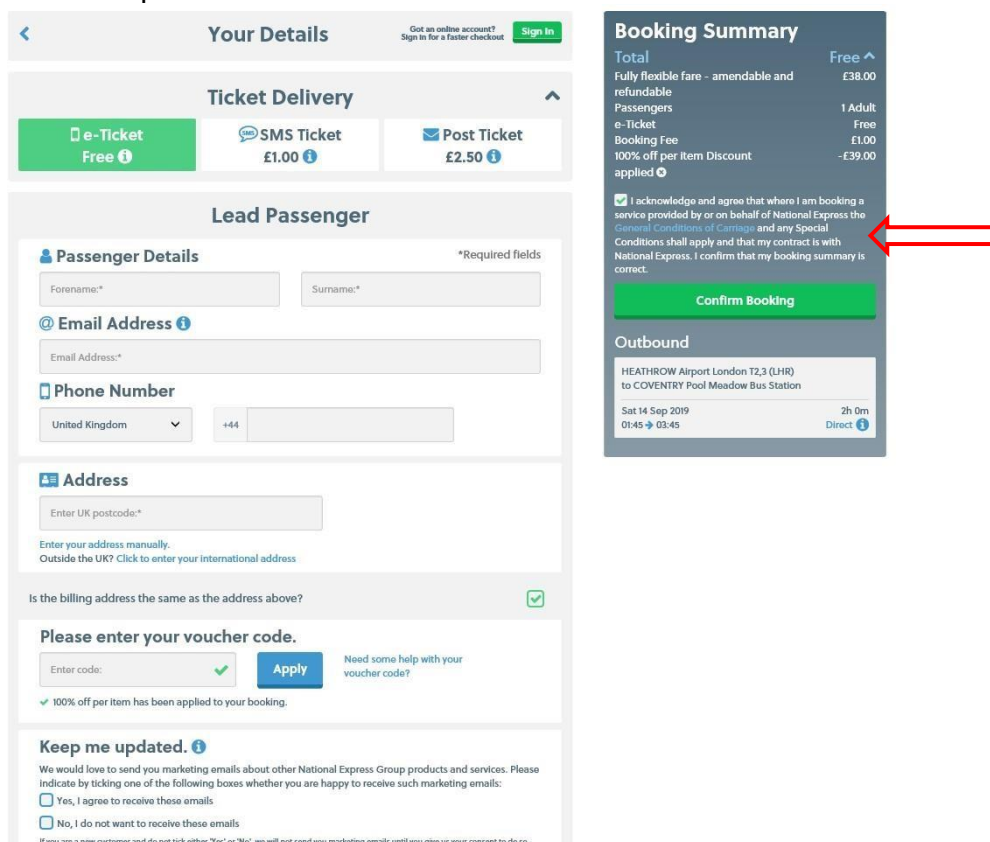


**Step 6:** On the next page you will be required to fill out some personal details. Please enter your **forename**, **surname**, **email address**, **phone number** and **home address** into the correct boxes.

You will also need to tick on the box to say if you would like to receive emails from National Express about marketing and other news about their travel service.

Before you confirm your booking you will need to read the Terms and Conditions and tick the box, which can be found in the *'Booking Summary'* box to the right, to say that you agree to them. You **will not** be able to proceed without ticking this box.

Once you have completed all of these steps, click on *'Confirm Booking'* and your booking will be completed.



**Step 7:** You will now need to wait for the email confirmation to be sent through with your ticket. You will need to show the coach driver this email so they can scan the

code on the ticket – this can either be done on your phone or on a printed paper copy of the email.

You will also be able to see at the **end of the email** that the **price is £0.00** as **your ticket is free** as you have signed up and booked through our free airport pick up service. This can be seen in the second image below.

The **journey** you have booked onto will also be **confirmed above the price of the ticket** at the **end of the email**. This can also be seen in the second image below

**national express**



For coach driver/internal use only: Journey Ref Outbound : ANFD-01-3E8A8



**Thank you for choosing National Express, we hope you enjoy your journey.**

Show this e-Ticket to your driver on either your smartphone or tablet. You can also print a copy using the "Printer Friendly Ticket" button above.

You must be able to produce a valid ticket for travel upon request.

For ticket validation

**YOUR BOOKING IS COMPLETE**

Click here to claim your **£16.87 CASH BACK** on your next booking with National Express!

**CONTINUE >**

By clicking above, you can join NX Rewards for 15 pounds/month and claim your incentive.

Customer name	
Passengers	1 Adult
Passes	
Your ticket number	EU UW9034
Your ticket type	single

**➔ Leaving: HEATHROW Airport London T2,3 (LHR) to COVENTRY Pool Meadow Bus Station.**

**national express**

National Express  
Service: NX 212

Date of travel	Departure	Arrive	From	to
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Fri Sep 06

08:00  
(08:00 AM)

10:30  
(10:30 AM)

HEATHROW Airport  
London T2,3 (LHR)  
Central Bus Stn  
[View on map](#)

COVENTRY  
Pool Meadow  
Bus Station  
Stands A, B & C  
[View on map](#)

## Paid

£0.00 has been charged to your card

Fare: £0.00  
Booking Fee: free  
e-Ticket: free  
**Total: FREE**

**Free onboard entertainment and Wi-Fi**

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**VUER**

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## IMPORTANT INFORMATION YOU SHOULD READ

### Conditions of carriage

Issued subject to National Express conditions of carriage, which are available to view online [here](#).

### Luggage allowance

To see how much luggage you can take with you on your journey, please click [here](#).

### Insurance

If you've purchased insurance you can find information about the key features and benefits of your policy [here](#).

### Refunds

You can view details on how to obtain a refund [here](#).

### Departure information

Please be at your departure point, ready to board your coach **at least 10 minutes** prior to your departure time.