

BOOKING A TAXI INFORMATION

*For students travelling to Kent
from outside the UK*



Welcome to Kent!

Travelling from the airport to the University by taxi

You may prefer to travel by taxi rather than use public transport. Taxis are a direct way to travel in the UK, picking you up from your location and taking you straight to your destination. However, please be aware that taxis are considerably more expensive than public transport. You will usually find taxis waiting in taxi ranks outside train stations and at airports.

Keep informed and stay safe while travelling

Please be aware that UK government guidelines surrounding COVID-19 are subject to change. Routes and timetables are also subject to change by operators.

Remember to continually check the status of your journey and ensure you're familiar with which social distancing measures will be in place for your journey – for instance, you may be required to wear a face covering on public transport. You can find out more about social distancing for your journey by using the links in this leaflet.

If you have any questions, please contact the International team at international@kent.ac.uk or by telephone at +44 (0) 1227 824904.

Booking a taxi in advance

If you do wish to travel by taxi from the airport to the University, we recommend booking it in advance, ideally as soon as you are aware of your flight times. If you are unable to book your taxi in advance, you can use a licensed black cab located at the airport taxi ranks. These are also known as hackney carriages and can be any colour.

Sharing a taxi

If there are three or more of you who wish to travel from the airport to the University, it may be cheaper to share a taxi, although please check with the taxi company that the vehicle is large enough to allow appropriate social distancing. If there are more than three of you, you may need a bigger vehicle which may be more expensive.

Ride-hailing services in the UK

Alternatively, you can book a taxi via a ride-hailing service app or website, which may be a cheaper option than a black cab/hackney carriage. You will need to sign up and create an account with a ride-hailing service prior to your arrival.

Travelling with a ride-hailing service instead of a taxi company is slightly more expensive. We advise you to check the prices for the day of your arrival carefully, and to compare taxi services to different ride-hailing services in order to find the cheapest option.

Staying safe

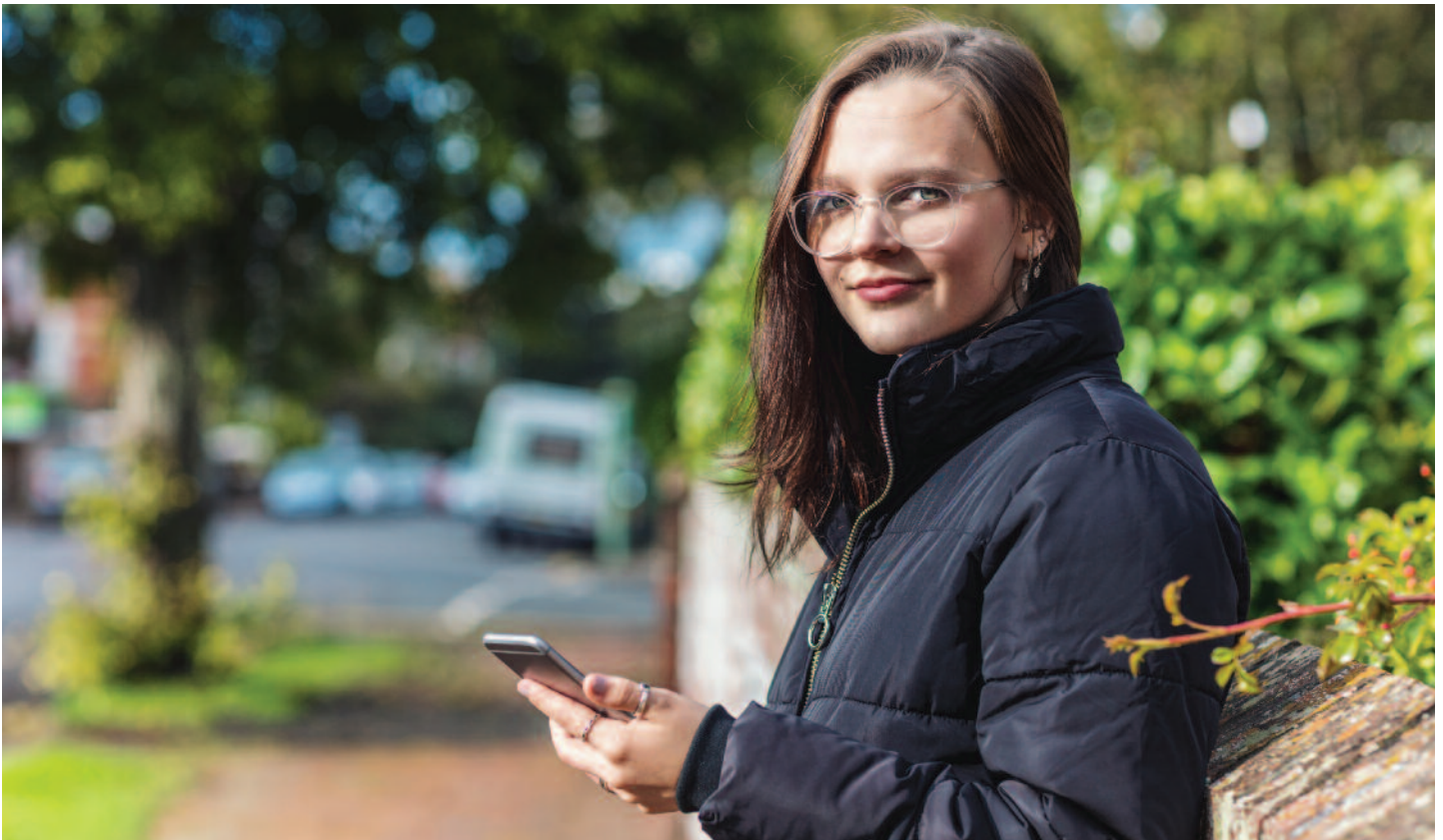
You should only use licensed taxis. You can tell if a taxi is licensed by checking if there is a licence plate on the front and back of the vehicle. They are usually positioned under or next to the vehicle registration plate. Drivers of licensed taxis will also be wearing an ID badge and you can ask to see this if it is not immediately visible. If you are travelling alone it is usual to sit in the back of the taxi.

If you have a lot of luggage and plan to arrive at night, it may be easier and safer to book a taxi in advance to take you directly to your University accommodation.

For further information and to book, see www.taxicode.com/quotes

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TRAVEL INFORMATION (CONT)



Ride-hailing services currently available:

- MyTaxi
- Viavan
- Uber
- DataCars.

Each of these services has its own app, which can be downloaded from the App Store or Google Play Store. Before getting in the taxi, check the driver knows the address of where you want to go and confirm how much it will cost to get there. If you made a booking in advance and agreed on a price at the time of booking, re-confirm this cost with the driver.

Estimated travelling costs

The cost of travelling from a London airport to the Canterbury or Medway campuses will vary depending on which London airport you arrive at, how many passengers are travelling and whether you book it in advance. You should make sure you have the amount available in British currency (notes or coins) and you should pay the driver at the end of the journey.

Please be aware that the prices mentioned below apply **only** if you book a taxi in advance. They are an estimated cost only and may vary on the day. Choosing a taxi located at the airport taxi ranks may have a different price and be more expensive.

Do I need to give a tip?

Tipping is not mandatory, but if you are pleased with the service then you can leave the driver a tip. How much you decide to tip is at your own discretion – tipping in the UK is generally 10%.

Estimated taxi costs to the Canterbury campus

From London Gatwick

Travelling time: 1 hour 30 minutes
Estimated cost:

- Web quote: £98 - £178
- Ride-hailing service: £120 - £161

From London Stansted

Travelling time: 1 hour 30 minutes
Estimated cost:

- Web quote: £124 - £200
- Ride-hailing service: £148 - £198

From London Heathrow (Terminal 2)

Travelling time: Two hours
Estimated cost:

- Web quote: £125 - £210
- Ride-hailing service: £165 - £220

From London Luton

Travelling time: Two hours
Estimated cost:

- Web quote: £152 - £228
- Ride-hailing service: £183 - £244

From London City Airport

Travelling time: 1 hour 15 minutes
Estimated cost:

- Web quote: £100 - £168
- Ride-hailing service: £110 - £146

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TRAVEL INFORMATION (CONT)

Estimated taxi costs to Pier Quays

These estimates are based on the assumption that you will be travelling directly from the airport to Pier Quays (Medway campus accommodation).

From London Gatwick

Travelling time: 1 hour

Estimated cost:

- Web quote: £68 - £147
- Ride-hailing service: £81 - £102

From London Stansted

Travelling time: 1 hour

Estimated cost:

- Web quote: £96 - £158
- Ride-hailing service: £92 - £115

From London Heathrow (Terminal 2)

Travelling time: 1 hour 40 minutes

Estimated cost:

- Web quote: £98 - £189
- Ride-hailing service: £121 - £155

From London Luton

Travelling time: 1 hour 50 minutes

Estimated cost:

- Web quote: £116 - £246
- Ride-hailing service: £113 - £146

From London City Airport

Travelling time: 1 hour

Estimated cost:

- Web quote: £77 - £116
- Ride-hailing service: £86 - £112

How to pre-book a taxi

You can book a taxi by telephone or email. We would recommend that you do so by email, so that you have written confirmation of the details of the booking. We recommend that you print this email and keep it in your hand luggage.

It is important to have the driver's contact details and the address of your destination written down if you are not a proficient speaker of English. You can use the following information as a template for your email:

Personal details

- First name
- Last name
- Contact telephone number (remember to include your country telephone code)
- If you have a disability, give details of any specific transport arrangements you may need
- Number of passengers travelling
- How many suitcases you will have.

Flight details

- Your flight number
- Airport and city of departure (eg JFK International Airport, New York)
- UK airport and terminal of arrival (eg Heathrow Airport Terminal 3)
- Time of arrival (eg 15.20)
- Date of arrival (DD/MM/YY)

Destination

For Canterbury campus accommodation

The address of the Canterbury campus is Giles Lane, Canterbury CT2 7NZ. Depending on the accommodation you are living in, the postcodes are as follows:

Eliot College	CT2 7NP
Becket Court	CT2 7NP
Keynes College	CT2 7NP
Park Wood Flats	CT2 7WU
Park Wood Houses	CT2 7SG
Rutherford College	CT2 7NZ
Darwin College	CT2 7NZ
Tyler Court	CT2 7NZ
Turing College	CT2 7FN
Woolf College	CT2 7BQ

For Pier Quays accommodation (Medway)

The address for Pier Quays accommodation is Blake Avenue, Gillingham ME7 1FL.

Questions to ask the driver

- How much will it cost?
- Where will they meet you?
Usually the driver will meet you in the arrivals hall of the airport terminal and will be holding a card with your name on it.
- Ask the driver to confirm their contact details.
- What is the cancellation policy?
The taxi driver will usually ask you to cancel the taxi at least 24 hours before the time of the travel. If you do not cancel the booking, you may be liable to pay the full fee.

Please note: The taxi driver will have your flight details and will receive live updates of your flight status. Therefore if your flight is delayed they will be aware and will adjust their arrival time at the airport accordingly. We would still advise you to keep in contact with your driver if you experience severe delays or flight cancellations.

Taxi companies

The University uses the services of the following taxi companies:

Canterbury: Cab Co, Cab Line 6 Ltd, Canterbury Galaxy Taxis, Canterbury Taxis, Croft Cars, Longley's Private Hire, Longport Taxis, Wilkinson Taxis Ltd

Medway: ABC Taxis, Computer Cabs, Express Travel, HWS Taxis, Vokes Taxis



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