

Important Arrival Information 2025/26

The following information guides you through the process for collecting keys and your arrival. Your room allocation is subject to the regulations set out in the **Student Living Rules and Regulations Booklet 2025/26**. These are the regulations that you have agreed to when accepting your **Licence Agreement online**. Please read these carefully as they form part of your accommodation contract with the University. The Licence Agreement and Student Living Rules and Regulations are governed by English law which international students may find is quite different from the law which applies in their own country, therefore you may wish to take advice if you feel you need it.

Please note the Licence Agreement you have received attached to your 'Accommodation Offer Accepted' email is for your information only. You are not required to return a paper copy of your Licence Agreement to the Allocations Team if you have digitally accepted your Licence Agreement online.

WHAT DO I NEED TO BRING TO COLLECT MY KEYS?

1. Proof of identity (photographic ID) i.e. a passport or valid driver's licence
2. Your student number

WHEN AND WHERE DO I COLLECT MY KEYS?

UNDERGRADUATE STUDENTS:

Keys can be collected from 9.30am on the first day of your Licence Agreement. For the majority of students this will be Sunday 14 September 2025. If you are already living on campus we will notify you when your new room is ready.

POSTGRADUATE STUDENTS:

Keys can be collected from 9.30am on the first day of your Licence Agreement. For the majority of students this will be Sunday 21 September 2025. If you are already living on campus we will notify you when your new room is ready.

***Further information about key collection will be shared closer to your arrival date.**

I WILL BE ARRIVING LATER THAN MY CONTRACT START DATE

If you are planning to arrive after your Licence Agreement has started you will need to complete a **Late Arrival Request Form** online.

Useful links:

[View my Licence Agreement](#)

[Campus room insurance policy](#)

[Campus map](#)

[Arriving by Car](#)

Request forms:

[Request to arrive early](#)

[Request to arrive late](#)

[Cancel your room allocation](#)

*Or email bca@brunel.ac.uk

I NEED TO ARRIVE EARLIER THAN MY CONTRACT START DATE

If you need to arrive earlier than the date stated on your Licence Agreement, you will need to make a [Request to arrive early](#) on the Student Living Hub.

Want more answers to your questions 24/7?

Visit our [Question and Answer Centre](#)

Good luck with your studies and we wish you an enjoyable stay!

Residences Ambassadors:

Residences Ambassadors are students employed during term time throughout the year to help support and guide you towards having the best experience during your stay in Residences. You will have the opportunity to meet them when you arrive and can find them on [Facebook](#), [X](#) & [Instagram](#).

If you require further assistance please email the Allocations Team in Student Living at

bca@brunel.ac.uk

Or call us on: 01895 267900 (option 1)