How to Use the Luggage Store

Pay Online

- •You should pay online for the number of items that you wish to leave in the store. This facility will open at www.aston.ac.uk/payments before 21 May.
- •Pay the relevant fee: £15 per item up to 6 items, made up of suitcases or our standard boxes.
- Print or carry an electronic copy of your receipt, which will be emailed to you.

Go to the store

- •Collect your full set of luggage store instructions. In leaving your luggage, you will be declaring that you have read, followed and accepted these instructions.
- •Show your payment receipt to the luggage store assistants.
- Have your details entered on the database.
- •Collect your standard boxes.
- •Leave your student card or other form of ID in return for a trolley, if needed.

Pack you luggage

- •Use your standard boxes and suitcases to pack your luggage.
- •Be sure to follow the guidelines on your instruction leaflet.

Deposit your luggage

- •Deposit your luggage, returning your trolley where appropriate.
- •Your deposit receipt will be send to you by email.

Depositing Your Luggage

Weekdays

Monday to Friday 21 May to 15 June 10 am to 12 pm and 2 pm to 3 pm



Please pay online to reserve your space before you come to the store.

You can store up to 6 items at a cost of £15 each (total possible maximum £90). This may include boxes and/or suitcases eg you can store two suitcases and 4 boxes, or three suitcases and three boxes. The standard boxes that we provide are $21 \times 16 \times 18$ inches in size. Please note that if you are using boxes only the standard sized boxes we provide will be accepted in the store.

If you have any large items of electrical equipment, such as a television or a stereo, then these will be classed as 1 item (they must be suitably packed).

Trolleys

There are a small number of trolleys available in the store to help you move your items. We will do our best to make these available, but this obviously depends on demand and how long each student needs to move their boxes. We strongly recommend that you plan to bring a couple of friends with you, so that you have help if you are unable to borrow a trolley.

If you would like to borrow a trolley, ask at the Luggage Store once you have paid the appropriate fee and have packed and are ready to bring your boxes. You will need to leave your Student card or another form of ID with the staff in the store, and return the trolley by the deadline:

Deposits in May/June Trolleys may be borrowed up until 2:30 pm

Trolleys must be returned by 3 pm

Collections in September Trolleys may be borrowed up until 12:30 pm

Trolleys must be returned by 1 pm

Packing Your Boxes

PLEASE NOTE: For security reasons, once the store is closed we cannot give you access to any of your items. Please bear this in mind when you are packing your suitcases or boxes, and follow the rules below:

- · Do not pack food or perishables of any kind
- Do not pack any cans, aerosols or flammable items of any kind
- Do not pack items that you will need before October
- Do not pack your passport or important documents

If any of your items are not correctly boxed, sealed (use parcel tape) and labelled, they will be refused and will not be placed in the Luggage Store. **Do not use plastic bags**, as these tear easily and may perish in the store, and your items may be damaged – use the standard boxes provided or a sturdy suitcase. We will provide you with appropriate luggage labels and stickers so that we can identify your items when you come to collect them.

If any of your items are too heavy to be lifted safely by the team on duty, you may be asked to re-pack your belongings. Please plan carefully and split up large amounts of heavy items e.g. don't pack a whole box full of books.

If you plan to leave items such as bedding and essential cooking equipment in the store, you must make sure that you can travel back to Birmingham on a day that the store is open for collection and get to us during opening hours. If you cannot do this, we recommend that you leave all items that you will need urgently on arrival with a friend.

Unfortunately, we do not have the resources during Aston Welcome to continually open the store and administrate collections at very short notice. In the unlikely event that you experience unexpected problems that will prevent you coming to the store during opening hours as planned, please do contact us and we will do our best to help.

Collecting Your Luggage

The Luggage Store will re-open on the following days so that you can collect your items:

Weekdays Monday to Friday

13 September to 1 October

11 am to 1 pm

In using the store you agree to collect your luggage during these opening hours. If you experience any unexpected circumstances during September that prevent you from collecting your luggage during these times, then you must contact the International Student Support Unit (issu@aston.ac.uk) for further advice. If you do not collect your items by the appropriate date and you have not contacted us, then you may be charged an additional fee before we will release your items. If you still do not collect your luggage, and we are unable to contact you, we may remove and destroy your items.

Important Information

Deposits and collections should be done by **you** personally. If, however, this really is not possible and you would like a friend to come to the store on your behalf, you must email us in advance with their details, and they must bring their Student ID card and your finance receipt with them to the store.

Aston University cannot take responsibility for loss or damage to luggage or items left in the Luggage Store, and we strongly advise you to insure your belongings.

Contact Details

International Student Support The Hub Advice Zone Aston University Aston Triangle Birmingham B4 7ET Tel: +44 (0)121 204 4567

Email: issu@aston.ac.uk

Web: http://www1.aston.ac.uk/current-students/hub/issu/