

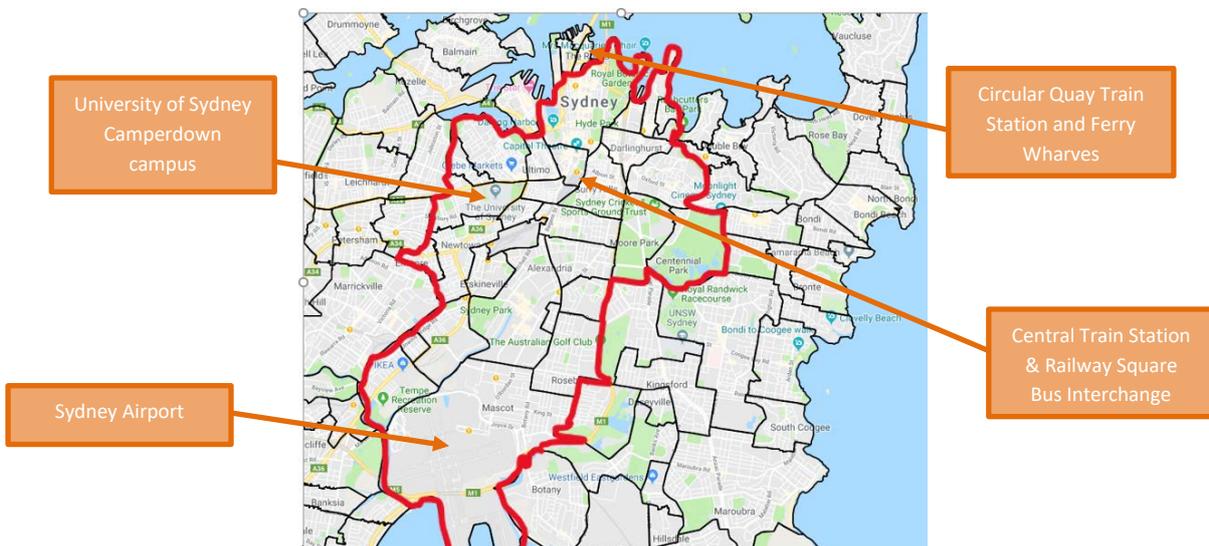


The University of Sydney offers a free airport shuttle service to central Sydney locations for newly commencing international students arriving between **Saturday 25 January to 1:00pm Monday 30 March 2020** (inclusive) to begin their studies at the University of Sydney in Semester One, 2020.

ELIGIBILITY

To be eligible for a free seat on a shuttle service you must:

- Be a new international student who has not previously studied at the University of Sydney
- Arrive at the international or domestic terminals of Sydney airport during the service period of **Saturday 25 January to 1:00pm Monday 30 March 2020** (inclusive)
- Book your complimentary seat via the secure, online booking form at least 3 working days prior to your arrival date in Sydney
- Enter your University of Sydney student identification number, flight details and your destination address in one of the following suburbs/locations:
 - Alexandria
 - Beaconsfield
 - Broadway
 - Camperdown
 - Centennial Park
 - Central Business District
 - Central Train Station
 - Chippendale
 - Darling Harbour
 - Darlinghurst
 - Darlington
 - Elizabeth Bay
 - Enmore
 - Erskineville
 - Eveleigh
 - Forest Lodge
 - Glebe
 - Green Square
 - Haymarket
 - Kings Cross
 - Mascot
 - Moore Park
 - Newtown
 - Paddington
 - Potts Point
 - Railway Square Bus Interchange
 - Redfern
 - Rosebery
 - Rushcutters Bay
 - St Peters
 - Strawberry Hills
 - Surry Hills
 - Sydenham
 - Tempe
 - Town Hall Train Station
 - Ultimo
 - Waterloo
 - Wolli Creek
 - Woolloomooloo
 - Zetland



How to Book

Step by step instructions to making your free shuttle bus booking:

NOTE: Please book at least 3 business days prior to the departure of your flight.

1. Click this link: <https://quick.redy2go.com.au/USYD>
2. Click the black box labelled **ARRIVAL**
3. Select **ONE WAY**



4. Specify **EACH** of the FOLLOWING FIELDS:

● **Your arrival date** – your flight must arrive in Sydney between **25/01/2020 – 30/03/2020**

● **Your flight type** – INTERNATIONAL or DOMESTIC (for arrival terminal)

● **Your flight arrival time** – make sure you select AM (morning) or PM (afternoon/evening)

● **Your destination suburb** – it must be one of the **ELIGIBLE** suburbs, listed above; or select a transport interchange (i.e. Central, Town Hall, Circular Quay) if you want to transfer to a bus, train or ferry

● **Passengers** - You can only book a free seat for yourself = **1 adult passenger**. Other passengers can book and pay for a seat on the Redy2Go website: www.redy2Go.com.au

● **Luggage** - You can take up to one piece of hand luggage (carry on) and **up to 2 pieces of checked luggage**. You will have to pay for additional/special luggage items

● Select **CONTINUE** at the bottom of the page

Arrival Flight

Select service area
SYDNEY

Select Airport
Sydney Airport

Date
14/02/2019

Arrival flight time
4 : 55 PM

Flight type
International

Drop off location (please select from drop down menu)

Suburbs
CAMPERDOWN

Number of Passengers travelling = 1

Adults (Max. one per booking)
1

Luggage / Special options

Bags: Luggage limited to 2 bags per passenger. A surcharge will be applied for additional luggage items.
2

Special options

Baby Capsule (0-9 months) Car Seat (9 months - 4 years)

Golf Clubs (Per Set) Surf Boards or Snow Skis (no longer than 183cm)

Continue

- A summary of your booking will appear - please check the details to make sure they are correct. If so, please click **SELECT**



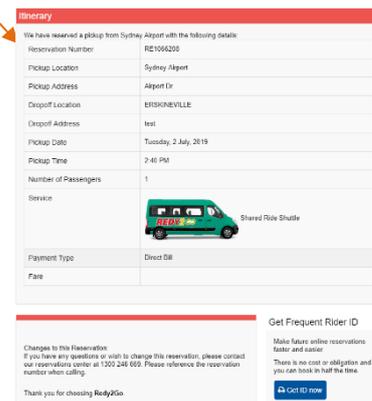
NOTE: Redy2Go, the shuttle service, is aware that you will be required to collect your luggage and clear Customs after your arrival. They will reserve a seat on a shuttle service for you within the following hour- 2 hours. If you are delayed beyond this time, please contact Redy2Go at one of the service desks in the airport terminals or call 1300 246 669.

Reservation details

The screenshot shows a multi-section booking form. Arrows point from the numbered instructions to the following fields: 'Arrival Flight' (Airline and Arrival Flight Number), 'Dropoff Location' (Address), 'Reservation Name' (First Name, Last Name, Telephone Number, Mobile Number, Email Address), 'Payment Information' (Payment method, Student ID, Terms and conditions checkbox), and 'Other Information' (Cross Street and/or Special Notes for your driver).

- Arrival:** Specify your **FLIGHT DETAILS** including your airline and flight number
- Drop off:** Provide the **exact street address** you wish to be delivered to within the eligible drop off suburb or transport interchange, i.e. Central Train Station
- Reservation details:** Provide your name and contact details, including your **EMAIL ADDRESS** for the booking confirmation to be sent
- Student ID:** List your **NINE** digit University of Sydney student identification number to verify you are a newly commencing international student
- Tick this box to **confirm you accept the terms and conditions** of the booking agreement
- Provide any **additional notes** or details you would like to provide to the driver, if required
- Select **CONTINUE** at bottom of page to confirm your booking. **NOTE:** If there are any errors in your booking you will receive an **error message in red** at the top of the page.
- A confirmed itinerary with your **reservation number** will appear on the screen if your booking was successful.

- A booking confirmation will also be emailed to the address you provided. **NOTE:** If you do not receive your booking confirmation within three days of your departure, please call 1300 246 669 to check that it was received and confirmed



Changing/Cancelling Bookings

If you need to change/cancel your booking, please call Redy2Go on 1300 246 669 and provide your Reservation Number. **NOTE:** if you make a duplicate booking without cancelling the previous booking, you may be charged the cost of the cancelled fare.

Arriving in Sydney

Upon your arrival at either the domestic or international terminals at Sydney Airport, please collect your luggage and clear Customs as quickly as possible and make your way to the Redy2Go Service Desk (in the Arrivals Hall) to check in for your shuttle service.

Further information

Please read the FAQs below. If your question is not answered by the FAQs, please contact Redy2Go: bookings@redy2go.com.au or email the University of Sydney STAR Team: international.support@sydney.edu.au

Frequently Asked Questions



1. Who provides the shuttle service?

[Redy2Go](#) provides the shuttle service that the University of Sydney offers to newly commencing international students. For further information, check the [Redy2Go](#) website: redy2go.com.au

2. How much will the shuttle bus cost me?

If you are an international student who is starting your studies at the University of Sydney in Semester 1, 2020 **AND** are arriving in the eligible pick up period (25/1/20 – 30/03/20) **AND** want to be dropped off at a location in the specified delivery area (see Page 1), you can book a FREE shuttle bus.

3. Where do I meet the shuttle bus?

- If you are arriving at the International Airport:

The Redy2Go shuttle bus desk is in the Arrival Hall the international airport. Please check in at the desk as soon as you clear customs/baggage claim.

- If you are arriving at the Domestic Airport (Terminal 2 or 3):

After collecting your bags, please check in at the Redy2Go desk before proceeding to the shuttle buses located between Terminals 2 and 3.

4. What do I need to provide to the driver to confirm my seat?

You will receive a confirmation email from Redy2Go to confirm your booking. Show the confirmation (either printed or electronic) at the Redy2Go check in desk.

5. What if I haven't received my booking confirmation via email?

If you do not receive your booking confirmation within three days of your departure, please call Redy2Go on 1300 246 669 (24 hours) to check that it was received and confirmed.

6. How much luggage can I take on the shuttle service?

You can take two pieces of checked luggage (i.e. a suitcase) and one piece of carry-on (hand held) luggage on the shuttle service. If you have additional luggage, please advise when you are booking your ticket. You may be required to pay a fee for additional luggage.

7. What if my accommodation is located outside the free city shuttle perimeter?

If you are travelling to a location outside of this area, we are not able to provide free shuttle service directly to your destination address. You can choose to either:

- book a free shuttle service to a central transport interchange (Central or Town Hall Train Station, Railway Square Bus Exchange) to transfer to public transport and take advantage of the complimentary service and avoid the additional Opal card airport station access fee (\$14.30 added to your train fare. A train fare from the airport to Central Station costs \$18.70 at time of printing). You can plan your trip by entering your location and destination in the NSW Transport Trip Planner: transportnsw.info/trip#; or
- purchase an [Opal Card](#): opal.com.au at the airport train station and take a train or taxi from the airport. A train ticket to Central Station from International airport costs \$18.70 at the time of printing. PLEASE NOTE: There is no train directly to the University of Sydney – you can travel to Redfern Station but it is about a 10 minute walk to the University from there and not every platform has a lift so you will need to be able to carry your luggage upstairs.
- book another [Redy2Go](#) pick up service to travel to other locations in Sydney – please note that the cost of any other service will not be covered by the University of Sydney; or
- you can take a taxi by following signs at the airport to the taxi rank. There are number of taxi companies available in Sydney, however if you would like to get a quote or book a taxi (up to 48 hours prior to your arrival) with a fixed fare, you can use [ingogo](#) via this link: ingogo.com.au/book-taxi-sydney

8. Can people traveling with me (friends and family who are not new international students at the University of Sydney) use the free shuttle service?

If you have family or friends travelling with you, we **cannot** provide a free shuttle service for them but they are welcome to book a seat on a Redy2Go shuttle service to travel with you. They will need to book their shuttle service and pay before you depart either at the desk or prior to arrival using the online booking form: redy2go.com.au/reservations

HOWEVER, if you have more than 3 people travelling with you, it may be cheaper for you all to take a taxi or book a Redy2Go hire car directly to your destination. You can get a fare quote and book a taxi (up to 48 hours prior to your arrival) with a fixed fare through [ingogo](http://ingogo.com.au/book-taxi-sydney) at this link: ingogo.com.au/book-taxi-sydney. **PLEASE NOTE:** The shuttle bus cannot transport babies under the age of 2 as they do not have baby seats available. You may wish to book a taxi with a baby seat. You can get a fare quote and book a taxi (up to 48 hours prior to your arrival) with a fixed fare through [ingogo](http://ingogo.com.au/book-taxi-sydney) at this link: ingogo.com.au/book-taxi-sydney. There is also a dedicated service for families with babies you may also like to investigate: substaxi.com.au

9. What if I am arriving in Sydney outside the free pick-up period?

If you are arriving outside of Saturday 25 January – 1:00pm Monday 30 March 2020, the free shuttle service is not available. However you can book and pay for a shuttle service with [Redy2Go](#) or take another form of transport to your destination (see No. 5 in FAQs for additional options).

10. Changing/Cancelling Bookings

If you need to change/cancel your booking, please call Redy2Go on 1300 246 669 and provide your Reservation Number. **NOTE:** if you make a duplicate booking without cancelling the previous booking, you may be charged the cost of the cancelled fare.

11. Can I book a seat on the free shuttle bus when I arrive at Sydney airport?

No. You must book your seat on the free shuttle at least 3 working days before your arrival in Sydney to receive free transportation. If you or someone else have not previously arranged your free seat, you can book with [Redy2Go](#) directly upon arrival to arrange transport at your own expense (subject to availability); or take a taxi or train service from the airport (See No. 5 in FAQs).

12. What if I don't know where I am staying when I arrive in Sydney?

You need to include your drop off address to be able to complete your shuttle bus booking. We strongly recommend you arrange accommodation for AT LEAST your first 3 nights after you arrive in Sydney prior to leaving your home country. Whether it will be on/off campus, a hotel, private accommodation, backpackers, shared housing or a living in a host home, you can contact [Accommodation Services](#) for advice on finding a place to call home. If you want to live in University owned accommodation, apply now as places fill up quickly! If the accommodation you arrange is within the free city shuttle boundaries, book a seat at least 3 working days before you arrive in Sydney.

13. Will the shuttle bus wait for me if my flight is delayed?

You are booked initially on the first shuttle bus leaving after your flight arrives, however shuttle buses leave the airport every 30 minutes so you will be allocated a seat on the next available shuttle. The last shuttle services of the day are:

- International airport: 11:45pm
- Domestic airport: 11:30pm

If your flight is delayed or you are held up in Customs, please make your way to the [Redy2Go](#) desk as soon as possible. If the desk is not attended, you can call the 24 hour hotline: 1300 246 669 or take a train or taxi (see No. 5 in FAQs)

14. What will happen if I book a free seat on a shuttle bus but I do not meet the eligibility criteria?

The University receives regular reports of bookings made that is cross-referenced with student records. If you are not an eligible student, your booking will be cancelled and you will be notified by email. You are not able to book a shuttle bus outside of the eligibility period or drop off area. You can book directly with Redy2Go if you would like to use their services, however you will need to pay for this.

15. Will the shuttle bus take me directly to my accommodation?

When you book your seat on the shuttle bus you will need to provide your drop off details. As long as it is in the free drop off area and period, you will be delivered to the address provided. If your accommodation is outside the drop off area, you may wish to book a seat on the free shuttle to Central Train Station, Circular Quay Ferry Terminal or Railway Square Bus Interchange to transfer to public transport but avoid the Opal Card airport surcharge (see No. 5 in FAQs above)

16. Will the shuttle bus take me to University of Sydney accommodation?

If you have arranged accommodation in University of Sydney affiliated student residences, you may be able to access the free shuttle service.

You are eligible if you are staying in the following accommodation at the **Darlington/Camperdown campuses**:

University owned accommodation	Affiliated student colleges/residences:
• Abercrombie	• Mandelbaum House
• Darlington House	• Sancta Sophia College & Graduate House
• Darlington Terraces	• St Andrew's College
• Forest Lodge (Arundel St) Terraces	• St John's College
• International House	• St Paul's College & Graduate House
• Regiment Building	• Sydney University Village
• Selle House	• Wesley College
• Queen Mary Building	• Women's College

University owned accommodation outside the free drop off area

Yannadah (Cumberland campus): The shuttle bus cannot take you directly to this location. We suggest you take a taxi directly to the residence or use the free shuttle service to drop you to Central Station where you can purchase an Opal card and take a train service to Lidcombe. You can then take [a University shuttle bus](#) to campus – further details are available sydney.edu.au/campus-life/getting-to-campus/public-transport.html. You can plan your trip by entering your location and destination in the NSW Transport Trip Planner: transportnsw.info/trip#

Nepean Lodge & Nepean Hall (Camden campus): The shuttle bus cannot take you directly to this location. We suggest you take a taxi directly to the residence or take a train to Central Station and change trains to a train service to Camden. You can then take [a University shuttle bus](#) to campus – further details are available sydney.edu.au/campus-life/getting-to-campus/public-transport.html. You can plan your trip by entering your location and destination in the NSW Transport Trip Planner: transportnsw.info/trip#

17. Who should I contact if I have further questions?

- If your question is in relation to the shuttle bus service, please check the [Redy2Go](#) website for further information, or call them:
 - **In Australia:** 1300 246 669
 - **Outside Australia:** +61 2 9534 0820
- If you have questions when you arrive, look for the *International Student Welcome Desk* (provided in partnership between NSW Universities and Study NSW) in Arrival Hall A at the International Airport. You will be greeted by fellow international students who can answer general questions you may have thought of on the flight over.
- Check our webpage and download the pre-arrival guide for further tips on ways to prepare before you depart from your home country – sydney.edu.au/study/getting-started/orientation/new-to-sydney.html
- For any other questions, contact us and we will reply or try to refer you to the most appropriate service: international.support@sydney.edu.au

We look forward to welcoming you to the University and wish you safe travels.

The STAR Team and Redy2Go