Frequently Asked Questions (Sept 2018 intake students)

Q. What kind of buses do you use?
A. The University uses 15 or 30 seater buses for student transport.

Q. How do I apply for student transport?
A. Complete the appropriate form, found at: [https://www.hw.ac.uk/dubai/transport.htm](https://www.hw.ac.uk/dubai/transport.htm) and return to the Transport Office with the appropriate fee.

Q. What are the timings for student transport?
A. Pick-up time varies according to location, however in general, the first student will be picked up at around 6:30am in Dubai/Sharjah/Ajman and 5:30am in Abu Dhabi/Al Ain. All buses are required to reach the campus by 8:30am and leave the campus at 5:05pm. In addition, Dubai and Sharjah based students will have transport services to reach campus at 12noon and to leave campus at 2pm. This additional service will not be available for Ajman, Al Ain and Abu Dhabi students.

Q. Do you provide additional drop-off service if classes finish early?
A. The transport service is available at set timings only, irrespective of individual class timings.

Q. Where are the designated pick up / drop-off points?
A. Wherever possible, we will try to provide the transport service from/to the student’s home/building (provided there are satisfactory roads). At the same time we expect students to cooperate with the transport office for a smooth transport operation.

Q. How do we know about the pick-up/drop-off details?
A. Once service is confirmed, we will send you an email with the pick-up/drop-off details one week before the start of semester. In case you don’t receive an email, please feel free to call the Transport Office on 04-4358623/21 or 050-1819348 before the start of your semester.

Q. What happens if I move residences during the Academic Year?
A. We will try to support you at our level best, but it depends on the operational feasibility of the new route you are requesting.

Q. Can I take transport only for one semester?
A. Transport is provided for the whole academic year (Sept 2018-May 2019). Students requesting transport therefore commit to use the transport for the whole academic year.

Q. Do you provide transport from Fujairah or Ras Al Khaimah?
A. Transport services will be made available if there are a feasible number of students applying for transport from these Emirates. You may submit your transport request to the Transport Office and we will be in contact.

Q. Do I have to pay the transport fees in full?
A. Transport fees are payable for the entire academic year (Sep 2018-May 2019) in two installments. The first installment should be paid on or before 1 August 2018 and the second installment should be paid as a post-dated cheque, dated 1 December, 2018. A discount of 3% is offered to students who pay the transport fee in full, using cash or a cheque (which is not postdated) on or before 1 August 2018.

Q. If a student wishes to discontinue using the transport service, can a refund be availed?
A. Transport fees are non-refundable therefore no refund will be given for early withdrawal, for any reason.

Q. Will a bus pass be issued to the students?
A. Yes, you will receive a bus pass on the first day of the classes.

Transport Office, Heriot-Watt University Dubai Campus, Tel: +971 4 4358621/23 or 050-1819348, www.hw.ac.uk/dubai