



## Managed Quarantine Service

### Information for International Students arriving in England

Managed quarantine is a key part of our fight against coronavirus (COVID-19). This guidance is for international students who are travelling to England and have been in a [red list country](#) in the 10 days before they arrive. For the rules or guidance in the other parts of the UK, please visit the websites for [Scotland](#), [Wales](#), and [Northern Ireland](#).

- You must [check the rules for the country you're coming from or have travelled through](#). Countries and territories are listed as either red, amber or green. The rules for testing and quarantine when you arrive in England are different for each list.
- If you have been in a [red list country](#) in the 10 days before you arrive in England, you must quarantine for 10 full days in a managed quarantine facility. Before you travel to England, [book and pay for a quarantine package](#) which includes your hotel quarantine, transport and COVID-19 testing on day 2 and on or after day 8.
- Full guidance for booking and staying in a quarantine facility if you've been in a red list country is available at GOV.UK: [www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england](https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england). A ['what to expect' guide](#) is also available on GOV.UK.
- You should look to book your managed quarantine package and flight simultaneously to avoid any discrepancy.
- You should look to travel to the UK in keeping with your course requirements and should speak to your education provider to understand these. Remote learning [visa concessions](#) are in place until April 6th 2022, as well as visa concessions for the Graduate Route – this means that you can start your course remotely if necessary, with no detriment to your visa status. Please speak to your chosen education provider directly to discuss the possibility of starting or resuming your course remotely if required. This may not be possible in all cases and will depend on course teaching requirements.
- Before you travel you must also take a COVID-19 test and get a negative result during the 3 days before you travel. For example, if you travel directly to England on Friday, you must take the test on either Tuesday, Wednesday or Thursday.
- You must also [complete a passenger locator form \(PLF\)](#) with details of where you will quarantine when you arrive. Location details will be provided when you book your quarantine package. You must provide a quarantine package invoice number to complete your passenger locator form.

#### Keep in touch with your chosen education provider

You should stay in touch with your education provider when planning your travel (especially before booking), to ensure that your arrival to the UK will be appropriately supported. We are confident that all red-list travellers will be accommodated in managed quarantine facility, however the coming months are peak travel-season, and this means that travellers may not always get first choice on the day they wish to travel. Your education provider may suggest that you travel slightly later than planned and at a point where there may be better availability and the travel experience is smoother.

## Frequently asked questions

### Do I need to quarantine in a managed quarantine facility?

The rules you must follow depend on which countries or territories you've been in or travelled through in the 10 days before you arrive in England, as well as the one you're travelling from. For example, if you travel from an amber list country but have been in a red list country in the 10 days before you arrive in England, you must follow rules for red list countries. [Check the red, amber and green list to find the rules for the country or territory you're travelling from or have travelled through.](#)

To stop the spread of potentially harmful variants into the UK, stricter measures are in place for people who have been in a red list country in the 10 days before they arrive. Everyone who arrives into England and has been in a red list country must quarantine in a managed quarantine facility for 10 full days from the point of their arrival. The day of arrival in England will be treated as day 0.

### How do I book a managed quarantine package?

The managed quarantine service is administered by Corporate Travel Management (CTM). You must book a managed quarantine package within a 14-day period before arrival. The booking will include your accommodation, quarantine transport and travel tests for COVID-19 tests on day 2 and day 8 of quarantine.

Bookings can be made online: <https://quarantinehotelbookings.ctmportal.co.uk/>. If you experience any difficulty booking through the booking portal, please phone +44 (0)20 7429 9732.

You will need to agree to book and pay for a quarantine package before you complete your passenger locator form and board your journey to the UK.

### Where can I arrive in England?

If you're required to quarantine in a managed quarantine facility you can only arrive in England at certain ports of entry. It is your responsibility to make sure you are travelling to one of these ports. Direct flights from red list countries must arrive at dedicated red list terminals. Currently these are at London Heathrow and Birmingham Airport. Indirect arrivals can currently travel to: Heathrow Airport, Gatwick Airport, London City Airport, Birmingham Airport, Bristol Airport, Farnborough Airport, Biggin Hill Airport. Other ports of entry may be added in the future.

### I am studying a course with practical elements, when should I travel?

If you are undertaking a practical course, or courses with practical elements you should look to travel to the UK in-keeping with your course requirements. You should stay in touch with your education provider when planning your travel (especially before booking), to ensure that your arrival to the UK will be appropriately supported. If you are not sure about your course requirements you should get in contact with your education provider.

### I can't book a managed quarantine package for the day I would like to arrive, what should I do?

We are confident that all red-list travellers will be accommodated in managed quarantine facility, however the coming months are peak travel-season, and this means that travellers may not always get first choice on the day they wish to travel. Your education provider may suggest that you travel slightly later than planned and at a point where there is more availability.

### I have booked my managed quarantine package, but can't book a flight to arrive on the correct day, what should I do?

If you need to cancel or amend your reservation, please contact Corporate Travel Management (CTM) by telephone Phone: +44 (0) 207 429 9732 (or use the local access number in your travel confirmation), or email ([quarantine.hotels@travelctm.com](mailto:quarantine.hotels@travelctm.com)) no later than 48 hours before arrival and they will change or cancel your booking in full. If you contact them after that time, a cancellation charge of £200 will be applicable. The remaining amount paid will be refunded to you.

### **Can I quarantine in a managed quarantine facility room with someone I know?**

Sharing of quarantine is only permitted for members of the same family who also travel together, and they must remain in quarantine together for the entire duration. All other travellers must book their own quarantine package and obtain a unique quarantine booking reference number to travel.

### **What does the managed quarantine facility package include?**

The managed quarantine facility package includes accommodation, breakfast, lunch, evening meal and hot and cold drinks, two COVID-19 tests and transfer from the port of arrival to and from the accommodation at the end of your quarantine. Check out will be after 11 nights' accommodation, subject to a negative COVID-19 test result from the day 8 test.

### **What services will be available during the managed quarantine facility?**

The managed quarantine facility will provide you with information about the services available, including food, laundry and free Wi-Fi. The facilities selected for managed quarantine are able to meet the vast majority of requirements and will be able to accommodate dietary requirements, which should be identified when booking your quarantine package.

### **Can items be delivered to me during my quarantine period?**

If you have items delivered to you during the quarantine period (such as food deliveries), they will be brought to the door of your room by the managed quarantine facility staff. Staff will try to bring the items to you as soon as possible. However, given the need to maintain compliance with COVID guidelines, deliveries may not be able to be brought to your door immediately when they arrive at the quarantine facility.

### **What happens after I complete my required quarantine in a managed facility?**

Your quarantine package will include transport to your quarantine service (and back to the airport at the end of your quarantine to reconnect to your travel plans), However, students may inform their managed quarantine service and their university if they prefer to make their own arrangements for onward travel. Universities may support students with this.

### **What support will my education provider / university provide me?**

Your provider may be able to offer additional support prior to your arrival and/or during and after your time in managed quarantine – for example some providers may offer remote mental health and wellbeing support, or assist you with onward travel once you have completed your quarantine period. You should stay in touch with your provider when planning your travel (especially before booking), to ensure that your arrival to the UK is appropriately supported.

### **After I have completed my managed quarantine period in England, can I travel onward to Wales, Scotland or Northern Ireland?**

You will be able to leave quarantine when you have received a negative result from your day 8 test and have quarantined for 10 full days. You can leave the hotel any time after midnight of day 10.

From there, travel within the Common Travel Area is not counted as international travel. This means that you do not need to isolate or fill in a passenger locator form again if you're travelling directly from England to Wales, Scotland or Northern Ireland after completing your managed quarantine.

Onward travel from managed quarantine may be affected if the area you're travelling to or from has local restrictions in place. As such, please ensure that you read the rules or guidance regarding arrival to other parts of the UK before making your journey by visiting the websites for [Scotland](#), [Wales](#), and [Northern Ireland](#).

#### **Book and pay for a managed quarantine service package**

Bookings can be made online: <https://quarantinehotelbookings.ctmportal.co.uk>. If you experience any difficulty booking through the booking portal, please phone +44 (0)20 7429 9732.



# INTERNATIONAL TRAVEL CHECKLIST

Follow these steps to ensure you are prepared and have all the information you need to travel abroad safely. Prepare for longer wait times at the UK border.

## 1. Check FCDO travel advice



For the latest information on the destinations you are travelling to, including entry requirements and local COVID-19 rules, visit [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice).

Be prepared for change - countries can close borders or change their entry rules for travellers from the UK at short notice.

## 2. Get travel insurance



Check to ensure you have suitable medical cover for COVID-19 while you are abroad.

## 3. Check the rules for entering England



Be aware that COVID-19 spikes may mean countries could get moved between red, amber and green lists.

## 4. Book your COVID-19 quarantine and testing package



Before returning to England, take a pre-departure test and book a COVID-19 testing pack or quarantine hotel package.

## 5. Complete the Passenger Locator Form on [gov.uk](https://www.gov.uk)



All passengers must give contact details before entering the UK. Failure to complete the form will result in a fine.

## 6. Never travel if you have COVID-19 symptoms



If you have symptoms or have been in contact with someone with COVID-19, you must not travel.