

# Terms & Conditions

Begbie Global Ltd – Student Arrival Packages · Effective 2026

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## 1. About Us

Begbie Global Ltd ("we", "us", "our") provides student arrival and settlement support services for individuals relocating to the United Kingdom for study. Our services focus on practical arrival coordination, accommodation preparation support, and initial settlement guidance to assist students during the transition to university life.

Our services are designed to support students after their university place and visa arrangements have been secured. We assist students in preparing for arrival, settling into accommodation, and navigating key early-stage tasks associated with living and studying in the United Kingdom.

Begbie Global Ltd is not: a visa agency, immigration advisor, legal firm, financial advisor, recruitment agency, accommodation provider, or transportation company. We do not provide regulated immigration, legal, financial, or visa advice. Our role is limited to providing coordination, guidance, and practical support.

## 2. Scope of Services

Begbie Global Ltd provides student arrival and relocation support services which may include:

- Pre-arrival planning and coordination
- Accommodation process guidance and liaison with accommodation providers (with the student's written consent where required)
- Guarantor process guidance
- Bedding, towels and kitchen starter packs — supplied where included within the selected service package
- Public transport planning and coordination for travel from the student's arrival airport to their destination city
- Private airport taxi coordination — available as an add-on for international packages
- UK e-SIM included with all international packages, providing immediate mobile connectivity on arrival
- Arrival monitoring and travel guidance
- University enrolment reminders and preparation guidance
- NHS and GP registration guidance
- UK banking setup guidance
- Employability preparation guidance (including CV, LinkedIn and Indeed profile guidance)
- Local services orientation including gym and lifestyle services
- SIM or e-SIM setup guidance and coordination

### 2.1 What Begbie Global Ltd Does Not Provide

- X Immigration advice or visa applications
- X University application services
- X Legal or financial advice
- X Accommodation provision or landlord services
- X Employment placement services
- X Guarantees of accommodation, employment, bank approval, or any specific outcomes

## 2.2 Accommodation Starter Packs

Where included within a selected service package, Begbie Global Ltd may provide accommodation starter packs such as bedding, kitchen items, towels, or basic household essentials to support a student's arrival and initial accommodation setup. Starter packs are standardised student arrival kits. Specific brands, colours, or item variations may differ depending on supplier availability. Once a starter pack has been prepared or purchased, those costs become non-refundable except where required by law.

## 3. Service Packages & Fees

Begbie Global Ltd offers four service packages:

Package	Price	Deposit Option
UK Home Standard	£200	—
UK Home Premium	£310	—
International Standard	£400	£200 deposit / £200 balance
International Premium	£510	£275 deposit / £275 balance

### 3.1 UK Home Standard — £200

Includes relocation preparation guidance and support for students moving within the United Kingdom: accommodation preparation guidance, employability preparation support, GP registration guidance, and general settlement support. Optional add-ons are available at extra cost.

### 3.2 UK Home Premium — £310

Includes everything in UK Home Standard, plus: Premium Kitchen Pack, Stationery Pack, Essential Toiletries Pack, Basic Essentials Pack, Essential Laundry Pack, and Priority Support — all included as standard.

### 3.3 International Standard — £400

Includes all core international arrival services: public transport ticket from arrival airport to university city (up to the included transport credit), UK e-SIM, basic bedding and kitchen starter pack, arrival monitoring, university enrolment guidance, NHS & GP registration guidance, UK banking setup guidance, and employability preparation guidance. Optional add-ons are available at extra cost.

### 3.4 International Premium — £510

Includes everything in International Standard, plus: Premium Kitchen Pack, Stationery Pack, Essential Toiletries Pack, Basic Essentials Pack, Essential Laundry Pack, higher transport credit covering most routes, and Priority Support. Private airport taxi is available as an add-on.

### 3.5 Optional Add-Ons

The following add-ons are available for Standard packages:

Optional Add-On	Price
Premium Kitchen Pack	+£40
Stationery Pack	+£25
Essential Toiletries Pack	+£25

Basic Essentials Pack	+£25
Essential Laundry Pack	+£25
Private Airport Taxi	Price varies by route

Private airport taxi pricing varies by route and is calculated using real UK taxi rates including time-of-day, area surcharges, and any applicable Bank Holiday premiums. The quoted price is shown clearly before the client confirms the add-on.

## 4. Payment Terms

Payment must be made in full before service coordination begins unless otherwise agreed in writing. For international packages, Begbie Global Ltd may allow a staged payment structure:

- International Standard: £200 deposit on onboarding; £200 balance prior to service delivery.
- International Premium: £275 deposit on onboarding; £275 remaining balance prior to service delivery.

Where a deposit option is used, the remaining balance must be paid before arrival coordination, starter pack preparation, transport coordination, or any physical service preparation begins.

### 4.1 Visa Pending Deposit Option

International students whose visa decision is pending may secure their place using the deposit amount above. The deposit secures a place within Begbie Global Ltd's service schedule. The remaining balance becomes payable once the student's visa has been approved and before services are delivered. If a student's visa application is refused, the deposit may be refunded at Begbie Global Ltd's discretion, less any administrative or preparation costs already incurred.

## 5. Refund Policy

Due to the coordination, administrative work, planning, and preparation involved in delivering Begbie Global Ltd services, the following refund policy applies:

- Deposits are non-refundable once onboarding has been completed and service preparation has begun.
- If a client withdraws before any service coordination or preparation has started, Begbie Global Ltd may, at its discretion, issue a partial refund.
- Once service coordination, planning, or preparation has commenced, the full service fee becomes non-refundable.
- Where accommodation starter packs, transport arrangements, or third-party services have already been arranged or purchased, these costs are non-refundable.
- Refund requests in exceptional circumstances may be considered at Begbie Global Ltd's sole discretion.

Please refer to our full Refund Policy for complete details.

## 6. Arrival Transport Coordination

Begbie Global Ltd provides coordination of transport from major UK airports to the student's destination city as part of all international service packages. Upon receiving the client's confirmed travel itinerary, Begbie Global will:

- Review the student's arrival airport and time
- Identify appropriate public transport options (train, bus, or coach services)

- Provide clear step-by-step travel instructions from the airport to the student's destination city and onward to their accommodation
- Where appropriate, purchase or arrange public transport tickets on behalf of the student

### **6.1 Private Airport Taxi (Add-On)**

A private door-to-door taxi from the arrival airport directly to the student's accommodation is available as an add-on for international packages. Taxi pricing is calculated using real UK taxi rates based on the exact airport and postcode, including time-of-day and area surcharges. Weekend, night, and Bank Holiday arrivals attract higher rates. Pricing is displayed clearly before the client confirms this add-on.

Begbie Global Ltd is not responsible for delays, cancellations, missed connections, or disruptions caused by airlines, transport providers, weather conditions, or other circumstances outside of our control. Students remain responsible for following travel instructions provided, arriving at the correct departure points, and complying with the conditions of relevant transport providers.

## **7. Eligibility**

To use Begbie Global Ltd services, the client must:

- Be 18 years of age or older, or have written consent from a parent or legal guardian
- Be relocating for the purpose of studying at a university, college, or educational institution within the United Kingdom
- Provide accurate and complete information required for the coordination of services

Clients under 18 years of age may only use the service with written consent from a parent or legal guardian. Begbie Global Ltd reserves the right to decline or discontinue services where a client does not meet eligibility requirements or where service delivery is not reasonably possible.

## **8. Limitation of Liability**

Begbie Global Ltd is not responsible for the decisions, actions, or outcomes of third-party organisations or service providers. This includes but is not limited to: accommodation providers, guarantor service providers, banking institutions, transport providers (including trains, buses, taxis and airlines), delays or cancellations, university administrative decisions, and third-party service failures.

To the fullest extent permitted by law, Begbie Global Ltd's total liability for any claim arising from the use of our services shall be limited to the total amount paid by the client for the relevant service. Begbie Global Ltd shall not be liable for any indirect, consequential, incidental, or financial losses arising from the use of our services.

## **9. Student Responsibilities**

By using Begbie Global Ltd services, the client agrees to:

- Provide accurate and truthful information at all times
- Submit all required documents and applications personally unless otherwise agreed in writing
- Make independent decisions regarding housing, banking, employment, transport, and other services
- Pay all third-party costs directly where applicable (including accommodation, guarantor services, transport, gym memberships, banking fees, or other service providers)
- Respond to communications and requests from Begbie Global Ltd in a timely manner to allow service coordination to proceed efficiently

## 10. Data Protection

Begbie Global Ltd processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and applicable data protection laws. Personal data will be stored securely, used solely for the purpose of delivering and coordinating services, and will not be sold or shared without the client's consent unless required by law or necessary for service coordination. Further information is available in our Privacy Policy.

## 11. Duration of Service

Services begin once the onboarding payment has been received and continue through the student's pre-arrival preparation, arrival coordination, and initial settlement tasks. Once the agreed arrival and setup services have been completed, the service will be considered fulfilled. Ongoing support beyond completion of the initial services is not guaranteed and may require a separate agreement.

## 12. Communication & Emergency Information

Begbie Global Ltd provides support and communication during normal business hours. Begbie Global Ltd does not provide 24/7 emergency support. Clients are responsible for contacting the appropriate emergency services in urgent situations:

- 999 — Emergency services
- 111 — NHS non-emergency medical advice
- 101 — Police non-emergency assistance

## 13. Amendments

Begbie Global Ltd reserves the right to amend or update these Terms & Conditions at any time. Where significant changes are made, the updated Terms & Conditions will be provided to clients in writing or made available through official channels. Continued use of Begbie Global Ltd services constitutes acceptance of the updated Terms & Conditions.

## 14. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes arising from or relating to these Terms & Conditions or the services provided by Begbie Global Ltd shall be subject to the exclusive jurisdiction of the courts of England and Wales.