

# How do I book my flight to the UK with CSC's travel provider?

Before booking your flight to the UK, you must ensure that you have the following details at hand:

- Which airport you are travelling to and from
- The dates of your arrival and departure
- Your passport and visa details
- Contact details of an emergency contact

Then proceed with the following:

1. Go to the Diversity Travel portal using the link provided to you by the CSC.
2. Login using your CSC reference e.g. XXCS-2023-XXX
3. Read and agree to the Booking Conditions
4. Read the FAQs.
5. Complete the online travel booking request form, ensuring all fields are answered.
6. Submit your form online.
7. Diversity will send you confirmation of your booking request for your records.
8. Do not submit your online form more than once, as this will create a delay in booking your travel.
9. Diversity will email you with a proposed travel itinerary (in line with the CSC travel policy) within 48 hours. You should reply to Diversity as soon as possible and within 24 hours at the latest to confirm that you accept the proposed itinerary.
10. Diversity Travel will email your confirmed e-ticket. Please check the details of your ticket carefully including any required onward coach/train travel.
11. If changes are needed you should inform Diversity by 5:00pm on the day that the ticket is issued. Any delay may result in charges being applied for changes.

Please note the following when you are booking your flight.

- Diversity will require quick responses to their enquiries during this time, as such please make sure you will have regular access to emails when proceeding with your booking.
- You must not book your flight until you have received your visa. As per the CSC travel policy, if you need to cancel or amend your

booking once it has been confirmed, you will be responsible for any additional costs associated with this.

- Diversity does not have influence on the baggage allowance included on your flight, as this is organised by the airline. Please refer to your NOA or the CSC Handbook which provide details regarding excess baggage allowances provided by the CSC.
- In deciding your travel dates you should take note of your scholarship and accommodation dates. A reminder that allowances are paid for the period of your award only (as per your final award letter) and any additional time spent in the UK will be at your own expense.

Please remember that Diversity Travel operates standard UK working hours, and if you have any queries after sending your initial email, please contact Diversity via [email](#).