



The University of Surrey
Students' Union

University of Surrey Students' Union
Union House
University of Surrey
Guildford
GU2 7XH
Email: ussu.president@surrey.ac.uk

Dear Director of Corporate Travel Management (CTM),

I am writing to you today regarding concerns about the supply of COVID-19 tests and the huge delay that University Students are experiencing on returning to the country and their University campus.

On returning to the UK from international destinations, individuals are required to undertake a COVID-19 test on Day 2 and Day 8 with the potential of a £10,000 fine for non-compliance. However, due to the delays in the delivery of tests, we are beginning to see students being put at risk of a fine out of no fault of their own alongside a COVID-19 risk to themselves and others.

Students are reporting not receiving a test kit until Day 8 meaning they are physically unable to meet the requirements set out by government to students. In an effort to resolve this, students are spending hours trying to contact your company via phone and email. Alongside this issue, students are ordering tests from your company, but finding that electronic payment is not being taken meaning they are also not receiving tests, regardless of their attempts to follow government guidelines.

All Students are expected to return to University campuses on the 19th of April following the Easter break. This will bring in a huge influx of individuals travelling internationally to return to education and subsequently cause an increase in demand of the tests needed on their return. My key concern is that if CTM is unable to cope with the number of tests currently required for those travelling internationally, how will your company cope with the influx of internationally travelling students in April?

Students are already coping with their education being turned on its head, their social lives being completely removed and the constant worry on how COVID-19 is going to affect them in the future. In addition to these legitimate fears and pressures, students do not need to worry about the lack of support from your company, who were hired by the government to ensure that they are safe on campus. Students are being threatened with huge fines because your company is not delivering.

I would appreciate a response outlining how CTM are planning to support University students going forward and specifically in relation to the organisation and demand of tests on the mass movement of students returning to University.

Kind regards,

Lizzie Rodulson
President