

Frequently Asked Questions (FAQs)

Travelling to an Open Day is a big step in your higher education journey, and RO wants to support you to make it the best it can be for you and your guest. If you have any questions, check this document first to see if the answer is already here!

How to apply to the RO Travel Scheme

Head over to the [events page on the Realising Opportunities website](#) and find an Open Day you wish to attend in the list. Complete the registration form provided by the RO university for their Open Day. Once you have confirmation of your place, click the link on the events page to complete the RO Travel Scheme Form (this will be easily visible on the website).

Complete the RO Travel Scheme Form and wait for your tickets to arrive via email. Note that you must complete the RO Travel Scheme Form at least 3 weeks before the Open Day date. Any applications for the RO Travel Scheme that are submitted after this window may not receive their tickets in time.

Can I use the RO Travel Scheme on multiple Open Days?

The RO Travel Scheme is only available for one return journey for you and a guest. Consider which universities you wish to travel to. Which ones are the furthest away where the cost may be a barrier? You can get this covered by the RO Travel Scheme, so it is important to think about which one you would benefit from the most.

Can I use the RO Travel Scheme on an Open Day that is not an RO university?

The RO Travel Scheme is only available for RO students going to Open Days provided by RO universities. Going to an RO university Open Day can be used to count towards your required two RO events. If you require funding for travel to another university, check with the university to see if they offer a reimbursement for travel.

I can no longer attend my Open Day, what should I do?

As soon as you know you will not be able to attend your booked Open Day at an RO university, and you have received your tickets, you should contact the RO Central Team as soon as possible letting them know that you can no longer attend.

I want to bring more than one guest, will RO cover the cost of everyone?

The RO Travel Scheme will only cover the cost of a return journey for you and one guest. If you wish to bring other guests, they will have to fund the travel themselves.

My train has been cancelled/delayed

RO is not responsible for any cancelled or delayed trains. If your train has been cancelled or delayed, please speak to a member of staff at the train station to see your next steps. You may be able to use the tickets on a later train, although this is not guaranteed. If you can no longer travel due to a cancellation of a train, please inform the RO Central Team.

What do I do on an Open Day?

An Open Day is the perfect chance for you to explore what you want at a university. It is recommended you attend any course/subject sessions you're interested in to explore your options. There will also be other sessions and activities such as a welcome presentation, stands for accommodation, sports and societies, support etc. for you to ask any questions.

Explore the city/campus to see if it is the right fit for you. Would you be happy there for 3-4 years? Can you easily access everything you need (e.g., Doctors, Hairdressers/Barbers, Train/Bus Station).

Ask lots of questions to everyone working the event, especially the student ambassadors. They are living the student life and can give a real answer to what to expect at the university you are attending. You can also check our ['How to make the most of your Open Day' guide](#) to get some more of an idea of what to ask and expect at your Open Day.

What if I need to contact the RO Central Team about my travel?

The RO Central Team work during the business hours of 09:00 – 17:00, Monday to Friday. You can contact the team during these time via email at info@realisingopportunities.ac.uk or you can call 0191 208 8923 to leave a message and we'll call you back. If your Open Day falls on a weekend, the RO Central Team will not be available to answer your queries until the following Monday. Please contact the university hosting the Open Day if you have any issues on the day.

We would like to stay overnight for the Open Day, will RO cover accommodation costs?

The RO Travel Scheme only covers the costs of a return journey for yourself and one guest. If you require overnight accommodation, the RO Central Team will NOT cover the costs of any hotels/hostels etc. The RO Central Team can book your train tickets for specific days if you require.

Can I claim money back for train tickets I have purchased myself?

You cannot claim any reimbursement for train tickets you have purchased for attending an RO university Open Day. If you require financial support to cover the cost of your train tickets to attend an RO university Open Day, please complete the RO Travel Scheme form to request the RO Central Team book your train tickets for a return journey for yourself and one guest.

I cannot attend an Open Day at an RO university but can attend one of their campus tours. Will the RO Travel Scheme cover the cost to get to the campus tour?

The RO Travel Scheme is only available for RO students attending a RO university Open Day. The RO Travel Scheme does NOT cover the cost of any other travel to RO universities. [Contact the RO university](#) running the event to enquire about alternate support for travel costs.