

Booking form for public courses



By completing this form you are agreeing to the booking conditions and cancellation charges below.

EMAILBK

Rate (see below) Commercial Standard Concessionary

Delegate details

Name	Position
Department	
Organisation	
Address	
	Postcode
Tel	Fax
Email	

Course bookings

Course	Course
Date	Date
City	City
Fee £ + 20% VAT* £	Fee £ + 20% VAT* £
<input type="checkbox"/> Multiple booking discount: 10% (only if booking three courses)	<input type="checkbox"/> Multiple booking discount: 10% (only if booking three courses)
Total fee £	Total fee £

* VAT applies to the commercial rate only

Payment

Final fee payable £ _____

Cheque – make payable to SHELTER or BACS (see next page for details)

or Invoice Purchase order number (if applicable)

or Credit card - card number

Mastercard Visa Maestro Delta Valid from / Expiry date /

Maestro issue no Security code (last three digits on back of card)

House/ building number and postcode where card is registered

Cardholder name Total payable £

Authorising manager

Name	Position
Department	
Organisation	
Address	
	Postcode
Tel	Fax Email

Please return form

By email to training@shelter.org.uk

By post to Shelter Training, Unit 13, City Forum, 250 City Road, London EC1V 2PU.

By fax to 0344 515 2907. Do not fax cheque payments

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How to book for courses at our place

1. Choose a course

Contact us if you require further information about our courses, CPD hours or fees, or if you wish to check availability.

London courses are held at Unit 13 City Forum, 250 City Road EC1V 2PU (nearest tube: Old Street). Contact us for details of regional venues. All courses run from 10am–4.30pm, with an hour for lunch. Tea, coffee and biscuits are provided at morning and afternoon breaks.

Please note we do not provide lunch on our courses.

2. Booking and payment

Please photocopy and complete the booking form (on facing page) and return it by fax or post if you are paying by credit card, or by post if you are paying by cheque or BACS.

Our BACS details are as follows:

Bank: Barclays, Southwark branch
Account name: Shelter Trading Ltd
Account number: 30999172
Sort code: 20-80-57

Alternatively, you can book online at shelter.org.uk/training on the understanding that prompt payment will follow.

3. Special offers

10% multiple booking discount

Make three or more bookings and receive a 10% discount. This applies to bookings made at the same time by the same authorising manager.

4. Confirmation and joining instructions

We will send you written confirmation and joining instructions within 10 working days of receiving your booking. This will include a course programme and venue map. Please contact us if you do not receive this.

If the course you want is full, we will write to inform you that we have placed you on the reserve list and will contact you if a space becomes available. We will not process your payment unless your place is confirmed.

5. Delegate cancellations

Once you have booked your course you will be subject to a £35 cancellation charge if you advise us of your cancellation request in writing, at least 11 working days before the start date. The full course fee will be forfeited if a cancellation is made less than 11 working days prior to the course commencing.

You are welcome to send a colleague in your place at no extra cost.

6. Delegate transfers

If you wish to transfer to another course or a later date a £35 transfer fee will apply if notification is received in writing more than 11 working days prior to your original course start date. If notification is received in writing less than 11 working days prior to the course commencing then a £60 fee will be payable.

Cancellation and transfer requests must be made in writing to the training administrator.

7. Course cancellations

Shelter Training reserves the right to cancel courses up to 10 working days before the course date. Regrettably, if we do have to cancel a course we cannot refund any expenses incurred, eg travel tickets or accommodation costs. We will of course refund your course fee.

8. Course fees

Concessionary rate (Con) applies to local authorities, registered charities, CLS advice and law centres.

Standard rate (Std) applies to housing associations and other social landlords, statutory organisations, including HM Prisons, academic institutions and health services.

Commercial rate (Com) applies to all commercial organisations including barristers and solicitors in private practice.

9. Contact details

Please contact us by email at training@shelter.org.uk or by phone on **0344 515 1155**.

Please note: All of our training venues are fully accessible by wheelchair. Hearing aid loops and training notes in larger print format are available if requested prior to the course start date.

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