

## Booking form for Public Courses

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

Rate (see below)  Commercial  Standard  Concessionary

### Delegate details

Name Position  
 Department  
 Organisation  
 Address  
 Postcode Email  
 Tel Fax

### Course bookings

#### Course 1

Date  
 City  
 Fee      £      + 20% VAT £  
 Multiple booking discount: 10%  
 (if booking three or more courses)  
**Total fee**      £

#### Course 2

Date  
 City  
 Fee      £      + 20% VAT £  
 Multiple booking discount: 10%  
 (if booking three or more courses)  
**Total fee**      £

#### Course 3

Date  
 City  
 Fee      £      + 20% VAT £  
 Multiple booking discount: 10%  
 (if booking three or more courses)  
**Total fee**      £

#### Course 4

Date  
 City  
 Fee      £      + 20% VAT £  
 Multiple booking discount: 10%  
 (if booking three or more courses)  
**Total fee**      £

### Payment

- I enclose a cheque payable to Shelter Trading for £
- Credit card – please send me the secure online payment link to the following email address
- Please invoice me for £  
 PO number (if relevant)

### Authorising manager

Name Position  
 Department  
 Organisation  
 Address  
 Postcode Email  
 Tel Fax

How to book - for courses at our city centre venues

## 1. Venues and timings

**London courses before the end of 2018** will be held at 4 Garrett Street, London, EC1Y 0TY (nearest tube: Old Street).

**London courses in January-May 2019** will be held at Resource for London, 356 Holloway Road, N7 6PA (nearest tube: Holloway Road).

**Manchester courses** are held at Ziferblat, 23 Edge Street, M4 1HW (ten mins walk from Piccadilly and Victoria train stations).

Courses run from 10am–4.30pm, with an hour for lunch. Tea, coffee and biscuits are provided before the course begins and during morning and afternoon breaks.

Please note we do not provide lunch on our courses as there are numerous options nearby.

**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.

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

## 2. Booking and payment

Please complete the booking form (overleaf) and return it by email or post if you are paying by credit card, invoice or BACS; or by post if you are paying by cheque.

### Our BACS details are as follows:

Bank: Lloyds, City Office Branch  
Account name: Shelter Trading Ltd  
Account number: 01170002  
Sort code: 30-00-02

### Return form to us:

By post to: 88 Old Street, London EC1V 9HU.  
Or by email to: [training@shelter.org.uk](mailto:training@shelter.org.uk)

Alternatively, you can book online at [shelter.org.uk/training](http://shelter.org.uk/training) where you can pay securely by credit card or request an invoice 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 an invoice/booking receipt email within a week of receiving your booking. If the course you want is full, we will 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.

Three weeks before the course start date we will send the delegate joining instructions, including a course programme and venue map. Please contact us if you do not receive this.

## 5. Delegate cancellations and transfers

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 16 working days before the start date.

The full course fee will be forfeited if a cancellation is made less than 16 working days prior to the course commencing.

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

If you wish to transfer to another course or a later date a £35 transfer fee will apply.

Cancellation and transfer requests must be confirmed via email to [training@shelter.org.uk](mailto:training@shelter.org.uk).

## 7. Course cancellations

Shelter Training reserves the right to cancel courses up to 15 working days before the start 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](mailto:training@shelter.org.uk) or by phone on **0344 515 1155**.

# Shelter training