

COURSE DETAILS

Course Title	<input type="text"/>		
Code	<input type="text"/>	Price	£ <input type="text"/>
Date (1st choice)	<input type="text"/>	Date (2nd choice)	<input type="text"/>

DELEGATE DETAILS

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other:	<input type="text"/>
Surname	<input type="text"/>	Forenames (in full) <input type="text"/>
Job Title	<input type="text"/>	Organisation <input type="text"/>
Phone Number	<small>(including gtn or national code)</small> <input type="text"/>	Email <input type="text"/>
Business Address	<input type="text"/>	
	<input type="text"/>	Postcode <input type="text"/>

Enabling Independent equal access	Additional requirements: e.g. dietary, equipment, a service relating to a disability. Please contact me to discuss my requirements. <input type="checkbox"/> <small>(Please tick if applicable)</small>
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PAYMENT DETAILS

PAYMENT BY CREDIT - Please use this form to pay by or

Cardholder's Name	<input type="text"/>		
Card Number	<input type="text"/>	Expiry Date	<input type="text"/>
CVV Number (last 3 digits on back of card)	<input type="text"/>	Cardholder's Signature	<input type="text"/>

Your signature on this form authorises us to charge the current fees to your card.

PAYMENT BY INVOICE

Name and Address for Invoice (if same as applicant, please tick this box)

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other:	<input type="text"/>
Surname	<input type="text"/>	Forenames (in full) <input type="text"/>
Signature	<input type="text"/>	Organisation <input type="text"/>
Job Title	<input type="text"/>	Phone Number <small>(including gtn or national code)</small> <input type="text"/>
Email	<input type="text"/>	
Your Address	<small>(if same as applicant, please tick this box)</small> <input type="checkbox"/>	
	<input type="text"/>	
	Postcode <input type="text"/>	

Your Customer Reference or Purchase Order Number

*If your organisation requires a reference or purchase order number, please include it here.
Failure to do so could result in your application being delayed or cancelled.*

RETURNING THE FORM

Send the completed form by email to: enquiries@civilservicecollege.org.uk
Or by post to: Civil Service College, Customer Services, 25 Queen Anne's Gate, St James's Park, London SW1H 9BU.

Submit

TERMS AND CONDITIONS

with effect from 1st January 2014

Booking procedure

You can book online at www.civilservicecollege.org.uk. Alternatively, please complete the Booking Form and email to enquiries@civilservicecollege.org.uk or post to Civil Service College Limited, 25 Queen Anne's Gate, St James's Park, London SW1H 9BU, United Kingdom.

Booking confirmation

A provisional place on the course is reserved upon receipt of your Booking Form. Course fees are payable upon booking. Delegates are confirmed on the course only once payment in full has been received.

Payment

Payment can be made through:

- Government Procurement Card, debit/credit card (Visa or Mastercard) by completing an online booking form or by phone or post
- Cheque payable to 'Civil Service College Limited'
- Payment by bank transfer or BACS
Bank Name: HSBC, 333 Vauxhall Bridge Road, London SW1V 1EJ
Sort Code: 40-01-13 Account No: 41840576
SWIFT: MIDLGB2105K IBAN: GB72MIDL40011341840576
Please quote your account and invoice numbers when making payment by bank transfer

Fees

All Civil Service College training courses are subject to VAT at the current rate. Course fees include all relevant course materials and light refreshments. Light lunch is provided on all full day courses unless otherwise stated. Accommodation and travel to and from the course venue are the responsibility of the delegate.

Purchase order

An authorised purchase order may be accepted in lieu of payment at the time of booking at Civil Service College's sole discretion. Acceptance of purchase orders is subject to Civil Service College's terms and conditions as set out here. In particular, no terms and conditions incorporated within your purchase order are treated as a variation of Civil Service College's terms and conditions. Where a Purchase Order is accepted by Civil Service College, invoices will be sent via post/email to the name and address provided on the Booking Form. Payment must be received within fourteen days of the invoice date or no later than fourteen working days prior to the start of the course, whichever is the sooner. Payment must be made in pounds Sterling by cheque (made payable to 'Civil Service College Limited'), debit/credit card or BACS.

Early bird discounts

Early bird discounts are available on some courses. Please contact us for further information. To take the benefit of this offer, booking and full payment must be made eight weeks before the start of the course. The discount cannot be used in conjunction with any other offer and places are subject to availability.

Group discounts

If three or more delegates book on the same course from the same organisation, they qualify for a fifteen percent discount off the combined course fees. To take the benefit of this offer, booking and full payment must be made eight weeks before the start of the course. This discount cannot be used in conjunction with any other offer and places are subject to availability.

Correspondence

Civil Service College will send all correspondence to the delegate primarily via email to the email address provided on the Booking Form, unless otherwise requested. It may be necessary, for reasons beyond the control of Civil Service College, to change the content and timing of the programme, the date, the venue or the trainer. In this event, Civil Service College will endeavour to inform all delegates a week before the course is due to take place, although please be aware that this is not always possible.

Special requirements

Civil Service College will make every effort to accommodate special requirements notified in advance on the Booking Form.

Joining instructions

Joining instructions including an outline Programme Schedule, venue details and map will be issued approximately three weeks prior to the course. If you have not received your joining instructions one week prior to the training course, please call us on 020 8069 9000. Civil Service College will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

Cancelling your place

If you notify Civil Service College in writing (via letter, email or fax) 29 days

or more before the start date of a course, you will receive a refund less a cancellation fee of 50% (plus VAT) of the course fee. If you withdraw for whatever reason 28 days or less, no refund is given. Failure to attend a course is treated as late cancellation and no refund is given.

Substitute delegates

You may transfer a place on a course to a substitute delegate free of charge. Please inform us of any changes a week in advance of the course date so that we can ensure that joining instructions are sent to the correct person and delegate lists and badges are correct on the day the course starts. No more than one substitution is permitted. Failure to attend by a substitute is treated as late cancellation and no refund is given.

Course transfers

There is no charge for transferring your booking to the same course on an alternative date or to an alternative course offered by Civil Service College provided you notify Civil Service College in writing (via letter, email or fax) 29 days or more before the start date of the original course and if there is availability. However, a transfer fee of 50% of the course fee (plus VAT) is payable if the notice is received 28 days or less before the start of the original course. No more than one transfer is permitted and transfer to the alternative course must be made within six months following the originally booked course. Failure to attend a transferred course is treated as late cancellation and no refund is given. Should a transferred booking be subsequently cancelled, the cancellation fees outlined above will be applied as from the original start date of the original booking.

Cancellation by Civil Service College

In extreme circumstances, it may be necessary for Civil Service College to alter published programmes, trainers or venues without prior notice, but we will endeavour to inform you as soon as possible in any such instance. Civil Service College cancellations will only take place under extenuating circumstances. In these rare instances, you will be offered a place on the same course on another date. If we cannot offer you an alternative option, we will provide a full refund of the course fees. Civil Service College shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Intellectual property

All intellectual property rights, including copyright, patents, design rights and know-how in or relating to the course or course materials provided, or made available in connection with the course, remain the sole property of Civil Service College or its licensors and no copies of course materials may be made unless expressly agreed in writing by Civil Service College.

Force majeure

Civil Service College shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Privacy and data protection

From time to time, we will send latest updates to you on the availability of programmes, courses and events offered by Civil Service College. We may contact you by direct mail, email and mobile phone by using your personal data registered with us at the time of your booking. As always, we abide by the law to protect your privacy, so please be assured that your personal data will be used for processing marketing materials from Civil Service College only. Civil Service College does not sell, trade or rent any personal information to others. Should you wish to unsubscribe at any time, please do so by email to enquiries@civilservicecollege.org.uk or by post to Civil Service College Limited, 25 Queen Anne's Gate, London SW1H 9BU.

Civil Service College may from time to time take photographs during the training course for marketing purposes which may be reproduced in future materials. If you do not wish to be photographed, please make yourself known to the photographer at the time.

Governing law

These Terms and Conditions shall be deemed to be a contract made in England and shall be construed and applied in all respects in accordance with English law and the parties hereto submit and agree to the jurisdiction of the English courts.

Contact us

If you have any questions regarding your booking(s), please call us on 020 8069 9000 or email customer.services@civilservicecollege.org.uk