



oakley **services** uk ltd

## Course Booking Form

PLEASE COMPLETE IN CAPITALS OR TYPE

Course Title

Course Ref  Date

Delegate Name	Date of Birth	Position
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Whenever possible joining instructions will be sent 10 days prior to course commencement.

Requested by

Name  Position

Company

Address

Postcode

E-mail  Tel No

Fax No  Mobile No

Your Purchase Order No.

PAYMENT: I enclose a cheque for £  Inclusive of VAT for the above booking.

Please make cheques payable to **Oakley Services UK Limited**. Or you may wish to make payments by **Bank Transfer** (quoting delegate's name, course and course date) to:

**Lloyds TSB, 2 Winchester Street, Basingstoke, Hampshire** Sort Code: **30-90-53** Account Name: **Oakley Services UK Ltd**  
Account Number: **3056603**

Credit & Debit card payment can be made by contacting our Client Advisor Team. A VAT invoice will be issued.

Where appropriate, delegates will be issued with certificates unless otherwise requested in advance by the company. Where lunch is provided, please advise us in advance if any delegates have specific dietary requirements. Please also advise us about any access or other requirements. **I have read and accepted the terms and conditions set out overleaf.**

Signed

Date



oakley **services** uk ltd

Pinewood, Chineham Business Park, Basingstoke, Hampshire RG24 8AL

**t:** 01256 698050 **f:** 01256 698251 **e:** info@oakley-services.co.uk **w:** www.oakley-services.co.uk

# COURSE BOOKING TERMS & CONDITIONS

## REGISTRATION

Provisional bookings may be made by telephone, fax or e-mail and held for seven days pending receipt of the completed booking form. Joining instructions (subject to requirement) will be sent approximately ten days before the course date.

## RESERVATION

We can only guarantee to hold a reservation on a course, which has been confirmed in writing either by post, fax or email.

## FEES

All fees are current at the time of going to print; however, we reserve the right to change them.

Fees include lunch (except half day courses), refreshments and course documentation. All course fees are subject to VAT.

For tailored/in-company course programmes please contact our Client Advisor Department for details on 01256 781080.

Course certificated by an Awarding Body may incur additional registration, testing and certification charges not included in the course fees.

## PAYMENT DETAILS

Payment can be made by cheque or BACS:  
Lloyds TSB, 2 Winchester Street, Basingstoke, Hampshire  
Sort Code: 30-90-53  
Account Name: Oakley Services UK Ltd  
Account Number: 3056603  
Credit & Debit card payment can be made by contacting our Client Advisor Team.

Invoices will be sent on receipt of the booking form and remittance.

Where a Purchase Order number is required for invoice processing please ensure that the number is quoted on the booking form.

Where the fee is not enclosed with the booking form, payment should be made prior to start of the course.

## CANCELLATION

Cancellations may be made initially by telephone to Oakley Service's Customer Services Department but must be confirmed in writing. A refund of fees, as per the table below will be enforced, unless prior agreement has been reached.

No refund will be given where an awarding body registration charge has been made.

Days before course commencement	Cancellation Fees
28 +	0
28 – 14	50%
14 to 1	100%

Substitute delegates may be accepted with prior notice on non certificated courses. On certificated courses substitution is subject to awarding body registration criteria.

## TRANSFERS

If you need to make a transfer of delegates please call our Customer Service Department on 01256 781080.

Days before course commencement	Transfer Fees
10 – 28 days	25%
1 – 9 days	50%

The transfer option only applies to delegates who are transferring to a different date for the same course, subject to places being available.

Delegates must specify their choice of transfer date at the time of transfer.

The option to transfer can only be used once, after which non-attendance will be treated as a cancellation and all outstanding invoices will be due.

If a delegate uses the transfer option, the original course invoice and the transfer invoice remain due, even if the transfer reservation is subsequently cancelled.

All transfer requests must be confirmed in writing.

## CHANGE OF TERMS

We reserve the right for reasons of illness of the tutor or other causes beyond our control to cancel the course, whereupon the customer will be offered another mutually convenient date or a refund. However, we will not be liable for any loss or expense of the client arising out of such cancellation.

We reserve the right to change the venue, course content and/or tutor without prior notice.

## HEALTH DECLARATION

It is the responsibility of the client to ensure that all participants attending any programme have no medical condition, which precludes them from taking part.

## EQUIPMENT INSURANCE AND ACCREDITATION

Where equipment and/or visual aids are provided by us for an 'in-house' event, it is the responsibility of the client to ensure adequate security measures are taken and that 'all risks' insurance cover is provided. We will provide adequate 'all risks' insurance whilst equipment and/or visual aids are in transit to and from the client.

## SPECIAL CONDITIONS

Every effort is made to give satisfaction to the client by ensuring reasonable standards of skills and reliability from our staff and to provide them in accordance with booking details. However, we will accept no liability for any loss, expense, damage or delay arising from failure to provide any particular staff for all or any part of the period of the booking or from negligence or lack of skill of the staff provided. In addition, we accept no liability in respect of any claims or demands by staff, the client or any other person or body howsoever arising.

The client will not, either directly or indirectly, employ or in any way utilise the services of any person who shall already be contracted to or have previously been contracted to Oakley Services during a period of one year from the last date the services provided by Oakley Services to that client.

## COPYRIGHT

The material in all our courses remains the copyright of OAKLEY SERVICES UK Limited, our subcontractors or awarding bodies

The material should not be sold or passed onto other organisations.

## DATA PROTECTION

Please notify our Customer Services Department in writing if you do not wish to receive sales literature.