

# Courses Booking Form

To reserve your place, please complete this form and post to Qualifications Department,  
ITOL, Horton House, 5<sup>th</sup> Floor, Exchange Flags, Liverpool, L2 3PF  
or telephone 0151 244 5463 to make a telephone booking.

For future use, please photocopy this form prior to completion. One form should be used per applicant.  
Please retain a copy of the terms and conditions on reverse for your records.

## Applicant's Details

Name \_\_\_\_\_

Membership No (if applicable) \_\_\_\_\_

Job Title \_\_\_\_\_

Company Name \_\_\_\_\_

Contact name (if different from applicant) \_\_\_\_\_

Correspondence Address \_\_\_\_\_

\_\_\_\_\_ postcode \_\_\_\_\_

Email Address \_\_\_\_\_

Home  Company

Please note all pre-course information is sent via email.

Tel \_\_\_\_\_ Fax \_\_\_\_\_

I am happy to be contacted by ITOL via email

Is your organisation  Public Sector  Private

Subsidiary  Charity

Number of employees \_\_\_\_\_

Special dietary requirements e.g. vegetarian  
\_\_\_\_\_

Special access requirements  
\_\_\_\_\_

Purchase Order Number \_\_\_\_\_

## Courses to be booked

### Courses (title)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Preferred date(s) & venue(s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Payment Details

I enclose a cheque (made payable to ITOL)

I wish to pay by BACS

Date of transfer \_\_\_\_\_

(ITOL Bank account no. 43285774 - Sort Code 20-80-33)

Please quote your invoice or reference no. when paying via bacs

I wish to pay via PayPal

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Post to:

**ITOL, Horton House,  
Exchange Flags,  
Liverpool, L2 3PF**

[www.itol.org](http://www.itol.org)

email [info@itol.org](mailto:info@itol.org)

# Booking procedures and terms & conditions

## How to book on ITOL courses and qualifications

For individual courses please complete and return this booking form, together with fee + VAT  
Note: It is important that you complete all appropriate sections of the booking form including your personal and payment details.

**By Fax to: 0151 244 5401**

**Non-members of ITOL are welcome on all Professional Development services.**

### Fees and VAT:

All fees are inclusive of course materials plus light refreshments and working lunch. Unless otherwise stated, VAT is payable on all open courses and qualifications at the current rate (17.5%) including those attended by overseas visitors.

**ITOL VAT registration number: 924 5310 44**

### Payment Methods:

Fees may be paid by cheque (payable to ITOL). ITOL also accepts payments via BACS or ITOL can issue a PayPal invoice. Please quote your invoice number when paying by BACS.

**Account Name: ITOL**  
**Account Number: 43285774**  
**Sort Code: 20-80-33**

### Transfer Policy:

- a) no charge will be applied if requests for transfer are made, in writing, more than 20 working days before the course start date.
- b) If notice of transfer is received, in writing 11-20 working days before the course start date, you will be charged 50% of the course fee.
- c) If notice of a transfer is received in writing between 0-10 working days before the course start date all fees are forfeited.

### Cancellation Policy:

- a) If notice of a cancellation is received in writing more than 30 working days before the course start date, you will be charged 20% of the course fee.
- b) If notice of a cancellation is received in writing 21-30 days before the course start date, you will be charged 50% of the course fee.
- c) If notice of a cancellation is received in writing between 0-20 working days before the course start date all fees are forfeited.

### Attendance:

If a delegate is absent from one or more days of a training course (e.g. the first day of a three day course) they are not permitted to attend the remaining days or rearrange these days without incurring additional charges. ITOL reserves the right to charge an appropriate fee in these circumstances.

### Substitutes:

Delegates may (without financial penalty) send a substitute, provided ITOL is notified in writing in advance. If the substitute is a non-member of the ITOL, any fee difference must be paid prior to the course.

### Dress Code:

Delegates are required to wear smart/casual wear at all times.

### Accommodation:

Delegates who require overnight accommodation are responsible for booking their own accommodation unless otherwise stated.

### Scheduled Changes:

Course descriptions, including fees, are given in good faith. However, ITOL reserves the right to change course content, leader, speaker, location or fees, or to cancel a course for whatever reason. ITOL will not be held responsible for any fees/cancellation charges incurred by these changes.

### Contribution to fees:

Part funding of course/qualification may be available to delegates from Train to Gain, their local Business Link or SBS.

### Invoices:

Please note that no booking will be held until payment has been received in full. Proforma invoices must be paid within 28 days after receipt or before the start of the training – whichever is sooner.

### Enquiries:

**To discuss your Professional Development needs, contact us on 0151 244 5463**

**T: 0151 244 5463**  
**F: 0151 244 5401**  
**E: [info@itol.org](mailto:info@itol.org)**