

How to use this form

1. Complete all the areas marked ‘*’
2. Fax (0870-199-2408) or post the form to:
Adelphi Associates
Elm House, South Newington
Oxon OX15 4JW

Fax: **0870-199-2408**



Email : bookings@adelphi-associates.co.uk

Any Questions, please call **0800 458 3246**

Choose Payment Option:

- Standard Price** (Invoice me/my organisation, payment due within 30 days of invoice)
- Immediate Payment Price** (Cheque enclosed, or will be posted separately within 48 hours.—You will receive a receipt immediately by email)
- Immediate Payment Price** (Payment by credit card – Adelphi Associates will contact you within 24 hours—usually sooner—for details)

About You:

Name *	
Email *	
Phone: *	

The Course:

Course Title *	
Fee (ex VAT) per delegate	

Your Organisation:

Company Name *	
Invoice Address With Postcode *	
Telephone: *	

Choose ILM Option:

- Yes** I/We require an ILM certificate and studying membership (extra £45 + VAT per delegate)
- No** I/We do not require an ILM certificate or studying membership is required

Delegate 1

First Name*:
Last Name*:
E-mail:
Phone*:
Course Date*:

Delegate 2

First Name*:
Last Name*:
E-mail:
Phone*:
Course Date*:

Delegate 2

First Name*:
Last Name*:
E-mail:
Phone*:
Course Date*:

Delegate 2

First Name*:
Last Name*:
E-mail:
Phone*:
Course Date*:

Sign Here*: I have read, understand and agree the Terms & Conditions on Page 2 of this document

Signature: _____

Date: _____

Terms & Conditions (to be interpreted under English Law)

Satisfaction Guarantee

We want to hear from you if the course does not meet your reasonable expectations based on the Adelphi Associates web site and marketing literature. If you remain unhappy with our service you can receive a full refund provided we hear from you within 7 days of the completion of the course.

Invoicing

(i) Standard Price

Our invoice is due for payment no later than 30 days following the invoice date. Where payment is not received on time, Adelphi Associates reserves the right to cancel the booking without obligation.

(ii) Immediate Payment Price

Payment should normally accompany the signed booking form. Alternatively, we will contact you for credit card details. Once payment has been received, we will issue a receipt.

Your place on the course is guaranteed only after we have received full payment.

Cancellations

Cancellations must be received in writing or by email 28 or more days before the start of the course - in which event no fee would be payable. Cancellations received less than 28 days before the course start date will result in a cancellation fee as follows: Written or email notice received 22-28 days before course date – 25% fee, notice received 15-21 days before course date – 50% fee, notice received 1-14 days before course date – 100% fee, Substitutions may be made provided the participants meet any pre-requisite conditions for the course concerned.

Transferring Courses

A delegate may transfer once to a later course at no additional cost, provided written or email notification is received 15 or more working days before the start date of the original course. If the delegate then cancels or does not attend the course on the agreed date, the full course fee remains payable.

Changes to Courses

Adelphi Associates reserves the right to improve the specification and format of its courses for the benefit of its customers without prior notice to the customer. Adelphi Associates reserves the right to change the location of the course in exceptional circumstances and will advise the customer immediately should this change be necessary.

Adelphi Associates reserves the right to cancel or reschedule any course in exceptional circumstances and will advise the customer immediately should any such change be necessary and in these circumstances the customer will be offered the option of a full refund.

Adelphi Associates will use all reasonable endeavours to avoid changes of this nature.

Copyright

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of Adelphi Associates or, in the case of a course developed by a partner of Adelphi Associates, the partner organisation. The customer undertakes that they will not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sale or hire of the same to third parties, nor use the same for running independent courses.

Warranty and Liability

The customer accepts that it is their responsibility to certify that the courses are suitable for the requirements of the delegate attending a particular course and that the delegate has the necessary level of competence to be able to achieve the objectives of the course. Adelphi Associates will be limited to damages to the amount of related course fees paid. In no event can we accept any liability for consequential loss, loss of data or economic loss.