

Training Course Booking Form

Delegate Information	
Course Title	
Course Date	Course Location
Delegate Name	
Job Title	
Company Name	Company Reg
Address	
	Postcode
Telephone	
*Mobile/Home	(*please provide a mobile/ personal contact number for emergency use only)
Email	

Accommodation and Course Details Required	
Is English your 1 st Language?	
Dietary Requirements	
Special Requirements (e.g. wheelchair access/ dyslexia etc)	
Accommodation Night(s) Commencing / /

Payment Method (please tick) and Authorisation	
Purchase Order Number	
Contact details for Accounts Payable	
BACS	Payment can be made direct to the URM Consulting Services Ltd bank account: Sort Code: 60-17-21 Account Number: 88748596
Cheque	Made payable to URM Consulting Services Ltd
Credit Card	Payment by VISA or MasterCard may be made via telephone on 0118 206 5410
Payment Terms: Invoices are strictly payable on receipt. Full payment must be made prior to the first day of the course as per our terms and conditions overleaf.	
Authorising Signature.....	
Print Name.....	Job Title.....

I agree to the terms and conditions overleaf and confirm that the information given above is correct.	
Signature.....	Date.....

Please return your completed booking form either by email: training@urmconsulting.com
Any queries, please contact the Training Manager on 0118 206 5410



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URM CONSULTING SERVICES LTD (URM) TERMS AND CONDITIONS

1.0 PAYMENT TERMS

- 1.1 Only full payment, prior to the start of a course, will guarantee a booking.
- 1.2 Subject to places still being available, payment by cheque can be accepted up to 14 days before the first day of a course.
- 1.3 Payment by cash, cards or bankers draft will be accepted up to, and including, the first day of the course (subject to course availability).
- 1.4 Company payment – A full invoice will be issued on receipt of a Company purchase order. Payment is due on receipt and is subject to the payment terms detailed above. Credit may be given, subject to satisfactory credit references being supplied and an account being opened.
- 1.5 A purchase order (PO) must clearly state the PO number, course dates and fee together with all the invoicing details and an authorised signature. These terms shall prevail and apply to the exclusion of any terms in the PO.
- 1.6 Full payment for a course will be due 14 calendar days before the start of the course/programme.

2.0 TRAINING SERVICES

- 2.1 When providing the Training Services, URM shall do so with all due care, skill and ability.
- 2.2 The Customer can request the provision of Training Courses to URM through the following ways:
 - (a) for Public Courses, by completing a Booking Form. URM's acceptance of Delegates onto a Course shall at all times be at URM's discretion and subject to the Delegates' compliance with the URM's knowledge and skill-level prerequisites as set out in URM's course prospectuses.
 - (b) for On-Site Courses, by accepting the Specification set out by URM for the course.
- 2.3 During the provision of the Course, URM may distribute a syllabus to Delegates. URM shall not be held liable for any changes, modification or absence of availability of any syllabi.
- 2.4 Cancellation of and/or rescheduling Public Courses shall be subject to the following provisions:

Date of Cancellation/Rescheduling	Cancellation Charge Payable	Rescheduling Charge Payable
20-11 Business Days prior to the start of the Public Course	50%	50%
10-6 Business Days prior to the start of the Public Course	75%	75%
Fewer than 6 Business Days prior to the start of the Public Course	100%	100%

- 2.5 Cancellation and/or rescheduling of On-Site Courses shall be subject to the following provisions:

Upon confirmation by URM of a start date for the On-Site Courses, URM will start to allocate resources and commit to third party expenditure to fulfil its obligations under the Contract. In respect thereof, URM reserves the right to charge the Customer all direct costs already incurred by URM in relation to the engagement of the On-Site Courses and, in addition the following amounts in the following manner:

Date of Cancellation/Rescheduling	Cancellation Charge Payable	Rescheduling Charge Payable
20-11 Business Days prior to the start of the On-Site Course	50%	50%
10-6 Business Days prior to the start of the On-Site Course	50%	50%
Fewer than 6 Business Days prior to the start of the On-Site Course	100%	100%

- 2.6 Subject to the provisions of clause 5.7, URM reserves the right at all times to cancel or reschedule Courses for any reason, including where Courses do not meet the minimum number of Delegates.
- 2.7 In the event that a Delegate fails to attend a Course due to personal circumstances including illness or injury and subject to the Delegate giving notice of its absence to URM at the latest on the morning of the Course, URM may at its sole discretion (and subject to availability) offer a 'make-up day' to a future Course for the Delegate.
- 2.8 No refund or credit of Charges will be made for a Course that a Delegate starts and does not complete.

3.0 INCOMPLETE COURSES

- 3.1 If a delegate misses a training day due to illness, URM will, at its discretion, offer a 'make-up day' in a future course. URM will only offer 'make-up' days on a space available basis and only when the delegate has notified URM of his or her absence prior to, or on the morning of, a missed class.
- 3.2 No refund or credit of fees will be made for a programme that a delegate starts but does not complete.

4.0 DATA PROTECTION

4.1 Personal data provided on this form or collected during the administration and delivery of training or received from an examining body will be processed in accordance with the requirements of all data protection legislation.

The personal information may be used for any or all of the following purposes:

- administration of your participation in a URM training course
- provision of accommodation and meals as agreed
- liaison with examining bodies (including the receipt of exam results)
- collection of feedback to assist in the review and improvement of our training courses.

Unless we specifically advise you otherwise, we will only collect and process personal information that we need in order to carry out these functions.

This personal information may be stored on our computer systems and/or a training file. It is held securely, and we have security measures in place to prevent it from being accessed by any unauthorised person.

From time to time we may need to provide third parties with personal information relating to you or obtain personal information relating to you from third parties. However, this will only be so that we can accomplish the purposes described above. We may also disclose your personal details if required to do so by law or any Governmental body.