



## Training Course Booking Information (PLEASE KEEP THIS FOR REFERENCE PURPOSES)

### Booking Procedure and Payment:

Bookings will only be accepted on receipt of a completed Booking Form. Please note that we are unable to accept telephone bookings.

All courses **MUST** be paid in full to JCWI before the start of the course. **ONLY bookings already paid are secure.** If full payment is not received at least 10 working days before the course date, JCWI is obliged to re-allocate unpaid places to any bookings accompanied with payment. Late bookings will be subject to the standard JCWI cancellation conditions (see below).

Payment may be made by cheque (payable to JCWI) or credit card. **Please note that payment by cheque must be received 3 weeks prior to the course date.** If you require an invoice before payment can be made, please ensure that you provide your email address in the appropriate space in the Booking Form.

Course fees are inclusive of all training materials and light refreshments. Sandwich lunches are included except for half day courses.

### Closing date for bookings:

2 week before the course date.

### Confirmation of Bookings:

**Acknowledgement of bookings is not normally sent.** Approximately 5/10 days before the course date you will be sent a confirmation letter together with details on how to reach the venue.

### Course Cancellation:

JCWI reserves the right to cancel a course. In the event that a course is cancelled we would seek to give as much notice as possible. Course fees will be reimbursed in full. However, JCWI cannot accept liability for refunds for any expenses incurred other than the course fees.

### Delegate Cancellations and Transfers:

If you decide to cancel your booking up to 2 weeks before the course date you will receive a refund minus an administration charge of £35. **All cancellation must be in writing.** We regret that no refund is available for courses cancelled with less than 2 weeks' notice. **However, please note replacement trainees are accepted without notice.**

**Late bookings are subject to the above cancellation policy.**

If you wish to transfer to another course you must notify us in writing at least one week before the course commences, otherwise a £35.00 administration fee will be charged. **Please note that no requests for transfer will be accepted less than 4 working days prior to the course.**

*Cancellation and transfer requests should be faxed to JCWI Training Services on **020 7251 8707**.*

### Course Venues:

**YMCA**, 8 Errol Street, London EC1Y 8JR  
Phone 020 7628 8832

YMCA are within 10 minutes walking distance of Old Street (Northern line) and Barbican (Circle and Metropolitan lines) underground stations.

### Manchester courses are held at:

**The British Council**, Bridgewater House, 58 Whitworth Street, Manchester M1 6BB  
Phone 0161 957 7000

**All venues are fully accessible to wheelchair users and have toilet facilities for people with disabilities. Any participants requiring assistance with access should contact JCWI or the venue with details of the assistance required.**