

How to book for courses at our place

1. Choose a course

Contact us if you need more information about courses, CPD hours or fees, or to check availability.

London courses are held at Unit 13, City Forum, 250 City Road (nearest tube: Old Street). Contact us for details of regional venues. All courses run from 10am–4.30pm, with an hour for lunch. Tea, coffee and biscuits are provided at morning and afternoon breaks. Please note that we do not provide lunch on our courses.

2. Booking and payment

Photocopy and complete the booking form (on facing page) and return it by fax/post if you are paying by credit card, or by post if you are paying by cheque.

Tick the early booking discount box and deduct 10% from your course fee if you are booking at least three months in advance of the start date. Tick the multiple booking discount box and deduct 10% from your course fee if you are booking three or more courses at the same time.

Where possible, the payment should accompany your booking form. Please send a cheque, or include credit card details or a BACS remittance.

Our BACS details are as follows:

Bank: Barclays, Southwark branch
Account name: Shelter
Account number: 30828181
Sort code: 20-80-57

Invoices will only be raised for bookings totalling more than £550 (per booking form). It may be possible to invoice you for late bookings if you are unable to pay by credit card. Please contact us to arrange this.

Alternatively, you can book online at www.shelter.org.uk/training on the understanding that prompt payment will follow.

3. Confirmation and joining instructions

We will send you written confirmation and joining instructions within 10 working days of receiving your booking. This will include a course programme and venue map. Please contact us if you do not receive this.

If the course you want is full, we will inform you that we have placed you on the reserve list and will contact you if a space becomes available. We will not process your payment unless your place is confirmed.

4. Delegate cancellations and transfers

If you wish to cancel your registration, please notify us in writing at least 10 working days before your course commences, otherwise the full fee will still be payable. However, you are welcome to send a colleague in your place or transfer to a later date.

A £25 administration fee will be charged for all cancellations and transfers. For transfers made less than 10 working days before the course commences, the fee charged will be £50. All cancellations and transfers must be confirmed in writing.

5. Course fees

Commercial rate

This applies to: all commercial organisations including barristers and solicitors in private practice.

Standard rate

This applies to: local authorities; housing associations and other RSLs; statutory organisations, including HM Prisons, academic institutions and health services; large charities.

Concessionary rate

This applies to: small voluntary sector projects or organisations and registered charities with fewer than 10 employed staff; non-local authority CLS advice and law centres.

We are able to offer a limited number of low-cost places to individuals who are students or unemployed, and to organisations with very limited training budgets. Please call for details.

6. Special offers

10% early booking discount

Book three months in advance of the course start date and receive a 10% discount.

10% multiple booking discount

Make three or more bookings and receive a 10% discount. This offer applies to bookings made at the same time by the same authorising manager.

7. Course cancellations

Shelter Training reserves the right to cancel courses up to 10 working days before the course date. Regrettably, if we do have to cancel a course we cannot refund any expenses incurred, eg travel tickets or accommodation costs. We will of course refund your course fee.

8. Contact details

Please contact us by email at training@shelter.org.uk or by phone on **0844 515 1155**.

Booking form for courses at our place

Shelter

USE THIS FORM TO BOOK DELEGATES ON COURSES AT 'OUR PLACE'

PLEASE PHOTOCOPY

By completing this form you are agreeing to the booking conditions and cancellation charges outlined on page 56.

PY DOWNLOAD

Authorising Manager

Name	Position
Department	Organisation
Address	Postcode
Tel	Fax
Email	

Please add me to your list to receive monthly Shelter Training email alerts.

Rate

Commercial Standard Concessionary (See page 56 for more details)

Course bookings

Booking 1

Delegate

Position

Department

Address (if not as above)

Postcode

Tel

Email

Course

Date City

Fee £ +17.5% VAT £

Early booking discount: 10%
(only if booking three months in advance)

Multiple booking discount: 10%
(only if booking three courses)

Total fee £

Booking 2

Delegate

Position

Department

Address (if not as above)

Postcode

Tel

Email

Course

Date City

Fee £ +17.5% VAT £

Early booking discount: 10%
(only if booking three months in advance)

Multiple booking discount: 10%
(only if booking three courses)

Total fee £

Booking 3

Delegate

Position

Department

Address (if not as above)

Postcode

Tel

Email

Course

Date City

Fee £ +17.5% VAT £

Early booking discount: 10%
(only if booking three months in advance)

Multiple booking discount: 10%
(only if booking three courses)

Total fee £

Payment

Final fee payable £ _____ Cheque – make payable to SHELTER or BACS – see page 56 or Invoice – for over £550 value

Invoice to be sent to (if appropriate)

Name

Position

Department/Organisation

Address

Postcode

Tel Fax

Email

or Credit card

Valid from / Expiry date /

Cardholder name

Card number Mastercard/Visa/Maestro/Delta

Maestro issue no Security code (last three digits on back of card)

House/building number and postcode where card is registered

Total payable £

Please return form

By post to Shelter Training, Unit 13, City Forum, 250 City Road, London EC1V 2PU.

By fax to 0844 515 2907. Do not fax cheque payments.