

Please return your completed form to H2:

**By Fax:** Or  
(0870) 312 1131

**By Post:**  
H2 Training & Consultancy Ltd  
Bookings Department  
PO Box 944  
Newbury RG14 9AN

Delegat(e)s name(s)

Delegat(e)s job title(s)

Title of course

Date of course

Location

Name of your organisation

Address and postcode

Phone number

Delegate's mobile number

Email

Tick Preferred Payment Method  
Cheque                      BACS                      N.B. 5% surcharge for Debit/Credit Cards  
Credit or Debit Card

Your Purchase Order Reference (if any)

To whom should we send the booking confirmation on receipt of payment?

Does the delegate have any special requirements? Eg: dietary/disability

How did you find out about H2?  
(Please be as specific as possible)

*"I have read and agree to comply with H2's booking terms"*  
Signature

Date

Please note: All places *must* be paid for before the event.

# H2 Booking Information and Terms

## Cost

1-day open courses:

- Per delegate: £295 +VAT
- 2 or more delegates: £255 +VAT each
- Public Sector: £255 +VAT
- Registered charities or self-funding individuals: £230 +VAT

Fees are fully inclusive of:

- Personal objective setting
- Course tuition/materials
- Workbook/handouts including comprehensive reference materials/proformas

2-day open courses:

- Per delegate: £480 +VAT
- 2 or more delegates: £420 +VAT each
- Public Sector: £420 +VAT
- Registered charities or self-funding individuals: £375 +VAT

- Lunch/refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## Payment

When you submit a booking form, you are making a commitment to purchase, and you are entering into a legally binding agreement with H2 Training & Consultancy Ltd, that is subject to our terms of payment, cancellation and transfer. On receipt of a completed booking form, H2 will reserve the specified number of places on the requested course/date and we will send you a proforma invoice. Payment is requested in advance and we may not be able to guarantee a place on your preferred date unless we receive your payment in advance. Your place/s will be confirmed, and a receipted VAT Invoice will be sent soon after we receive your payment.

H2 will accept payment by:

- Cheque (payable to "H2 Training & Consultancy Ltd.") or by
- BACS (NatWest Sort Code: 52-10-46 - Account: 16538722 - H2 Training & Consultancy Ltd.) or by
- Credit/debit card (subject to a 5% surcharge).

## Cancellation and Transfers

If you need to cancel your reserved or confirmed place(s) and are unable to send a substitute, cancellation fees will apply as follows:

Less than 24 hour's notice - 100% of course fee

1 - 5 working days prior to the course - 75% of course fee

6 - 20 working days prior to the course - 50% of course fee

21 - 30 working days prior to the course - 25% of course fee

Cancellations must be made in writing and cancellation charges will be made whether or not payment has been received. We ask that you contact us by email or by telephone to confirm receipt of your cancellation notice. Non-attendance at a course, with or without notice will be treated as a cancellation. Cancellation fees must be paid no later than 14 days after the course start date. After 14 days we will add a further £40 administration charge to each cancellation.

Bookings may be transferred to another course, as long as notice of at least 20 working days is given in writing and will be subject to an administration charge of 10% of the original course fee. Transfers requested within 20 working days of the original course will be treated as a cancellation.

The number of places on each open course is restricted, and courses are run subject to demand. We may therefore offer you an alternative date/venue. Similarly there may be circumstances beyond our control that require us to reschedule or relocate a particular course. Delegates are not obliged to accept the alternative in which case the booking fee will be returned in full if necessary. We will not however be responsible for any other cost however incurred (such as rearrangement of travel and/or accommodation). If you do accept our offer of an alternative date/venue, your booking will be transferred free of charge, and will continue to be subject to our standard Terms and Conditions, including any subsequent cancellation or transfer charges as detailed above.

## Overnight accommodation/special needs

Accommodation can be arranged at extra cost if required. For more details, please contact H2 at least 10 working days prior to the course. Delegates with any special dietary requirements are asked to inform us on their booking form, so that we can make the necessary arrangements.

## Venue

Maps, directions and parking information will be sent together with the booking confirmation. H2 endeavours to use venues with disabled access and facilities. Delegates with any special requirements should inform us at time of booking, to ensure that their needs are catered for.

## Timings

Exact start and finish times of each course will be sent with the booking confirmation. All courses will have at least a 45-minute lunch break and two 15-minute tea/coffee breaks.