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| **BUSINESS NAME:**  **……………………………………………………………………………………………………………** | **SECTOR:**  **………………………………………………………………….** | | | **NUMBER OF EMPLOYEES:**  **………………………………………** |
| **PRIMARY CONTACT (Full name and Job Title):**  **……………………………………………………………………………………………………………** | **CONTACT DETAILS:**  **TEL:………………………...** | **Email: …………………………………………** | | |
| **WORLDHOST CUSTOMER SERVICE TRAINING PROGRAMME:**  **…………………………………………………………………………………………………………...** | **LOCATION:**  **…………………………………………..** | | **DATE:**  **………………………………………………………………** | |

**Watson & Co. Chartered Marketing - WorldHost Customer Service Training Booking Form**

**Business Registration Form**

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| --- | --- | --- | --- |
| Delegate Name | Job Title | Contact details | Other information e.g. Dietary Requirements? |
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SIGNED………………………………..………………………………………………………………………. DATE…………………………

By signing this form you confirm that you have read and accepted our terms and conditions (below).

*Any queries regarding your booking please contact Christine Watson on 02890265140 or email* [*cwatson@watsonsmarketing.com*](mailto:cwatson@watsonsmarketing.com)

***WorldHost Booking Terms & Conditions***

*By completing and sending us this booking form to confirm your place(s) on one of our training programmes, you agree and accept to be bound by the provisions and restrictions set out below:*

*Booking Procedure:*

To confirm your place on any of our programmes please complete the Booking Form in full. Please check that the full name of each attendee, the title of the programme(s) you are booking and your contact information is correct before sending the Booking Form to us.

*Booking Confirmation:*

Watson & Co Chartered Marketing will email a confirmation of your place(s) upon receipt of the signed Booking Form provided that places are still available for the programme(s) requested. Further instructions will be sent to the contact names on the Booking Form in advance of the programme start date.

*Payment:*

The price of the programme shall be the price specified on our website [www.watsonsmarketing.com](http://www.watsonsmarketing.com) at the date of booking.

Unless otherwise arranged, the WorldHost Customer Service Training Programme fees are as follows:

* £85 - Principles of Customer Service Training: Full Day programme (9am-6pm)
* £60 - Customer service for customers with disabilities: Half Day programme (9am-1pm)
* £60 - Services across Cultures: Half Day programme (9am-1pm)
* £60 - Ambassador: Welcoming visitors to their destination: Half Day programme (9am-1pm)
* £70 - Sales powered by service: Extended Half Day programme (9am-2pm)
* Optional Extra: Additional Vocationally Recognised Qualification accreditation and certificates are available at an extra cost of £35 per person per course

Course fees can be invoiced directly and payments can be made in cash, by cheque, BACS transfer or alternatively made through PayPal via our website. Please note that a 10% booking fee will be added for payments made via paypal. If you have requested an invoice, this will follow in advance of the course date. You are required to pay the total amount set out on such invoice within 30 calendar days of the invoice date and payment must be received before the course commences. We reserve the right to pursue all remedies available to us at law and under contract to recover any outstanding sums. In the event of late payment you shall pay to Watson & Co. interest at the rate of 3% per month on the overdue amount (such interest to accrue on a daily basis until paid).

*Cancellation:*

If you need to cancel your place and are unable to find a replacement delegate, you must notify us by email, [cwatson@watsonsmarketing.com](mailto:cwatson@watsonsmarketing.com) . If we receive your cancellation more than 10 days before the programme delivery date, we will refund 50% of the programme fee to you. If you cancel your place with less than 10 working days notice you will be charged the full programme fee. If a special price has been applied to a booking for one or more delegates as part of a promotion or special offer and the non-attendance contravenes the terms of the relevant promotion or offer, then the full programme price will be applied to any/all remaining places.

We reserve the right to cancel programmes at short notice. In these circumstances (and subject to the terms of the ‘Liability’ section below) we will offer you a full refund of the fees related to the cancelled programme only. We also reserve the right to change venues and trainers. You will be informed of any relevant changes to the advertised programme in advance of the programme commencement date.

*Substitution:*

If any of the named persons on this Booking Form are unable to attend a programme for any reason, a suitable substitution may be made free of charge provided that notification of such change has been given to us in writing by email: [cwatson@watsonsmarketing.com](mailto:cwatson@watsonsmarketing.com) in advance of the programme commencement date. Your notification email shall only deemed to have been received by us once we have sent you an acknowledgement email in response.

*Non Attendance:*

If a delegate fails to attend a programme for any reason, the full programme fee is payable. If a special price has been applied to a booking for one or more delegates as part of a promotion or special offer and the non-attendance contravenes the terms of the relevant promotion or offer, then the full programme price will be applied to any/all remaining places.

*Transfers:*

Consideration will be given by us to requests to transfer delegates to a later date of the same programme, provided notice is given to us in writing by email to [cwatson@watsonsmarketing.com](mailto:cwatson@watsonsmarketing.com) in advance of the programme commencement date. Your notification email shall only be deemed to have been received by us once we have sent you an acknowledgement email in response.

*Liability:*

We will not be responsible for any indirect or consequential loss resulting from cancelled bookings.

Nothing in these Terms and Conditions shall limit or exclude Watson & Co. Chartered Marketing liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation or any other matter in respect of which it would be unlawful for Watson & Co. Chartered Marketing to exclude or restrict liability.

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

Except as set out in these Terms and Conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded.

*Other:*

These Terms and Conditions shall be exclusively governed by law.

If you breach these conditions and we take no action, we will still be entitled to exercise our rights and remedies in any other situation where you breach these conditions.