

To confirm your training place, please fill out this form, making sure to complete **all** details, and return to us, with authorised signature via the details below. Once you have returned your form, your details will be processed and you will receive a confirmation email with all relevant course information. For further information please contact us.

## Total Success Training Ltd

### LOYALTY OPEN-COURSE BOOKING FORM

<b>Course Title</b>	
<b>Course Date</b>	
<b>Delegate Name/s</b>	
<b>Job Title</b>	
<b>Company name and address</b>	
<b>Postcode</b>	
<b>Reception Phone</b>	
<b>Direct Line</b>	
<b>Fax</b>	
<b>email address</b> (for delegate course reminder and confirmation)	
<b>Authorised By - Name and signature</b>	
<b>Job Title</b>	
<b>Please indicate Method of Payment</b>	Invoice <input type="checkbox"/> Invoice with P.O <input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque <input type="checkbox"/> BACS <input type="checkbox"/>
<b>Purchase Order reference (if applicable)</b>	
<b>Accounts Payable contact details</b> (inc. email address)	
<b>Invoice address details if different from above</b>	

The cost of £345+ VAT for a one-day course, £690 + VAT for a two-day course includes all written course materials. **All fees must be paid in full prior to each course.** A VAT invoice will be sent on receipt of booking form. All cheques are to be made payable to Total Success. For BACS payments contact the office for details. Overdue payments will automatically incur a £75 administration surcharge and will be applied every 7 days.

**All completed and returned booking forms are bound by the following Terms and Conditions without exception:** Cancellations will only be accepted by written confirmation at least **15 working days** prior to the start of each course. Failure to notify us within the given period will result in full course fees being charged. Delegates postponing must give at least **15 working days** notice. If the required notice is not given, the delegate will be subject to a £150 ex VAT fee to cover costs. When a delegate postpones a course, they must be able to attend the next available training date, or supply a delegate to attend in their place. Failure to do so will result in the charging of full course fees. Sickness must be confirmed no later than 8.30am on the morning of the training.

In the event of a change of course date, venue or cancellation by Total Success, delegates will be notified 7 days prior to the start of the course. In these circumstances delegates will be offered alternatives dates or a full refund.

**Please sign this form and RETURN it to:**

Total Success, 4a Nelson Rd, Greenwich, London SE10 9JB  
 Tel: 0208 269 1177 Fax: 020 8305 0555 email: [tsuccess@dircon.co.uk](mailto:tsuccess@dircon.co.uk)  
 web: [www.tsuccess.dircon.co.uk](http://www.tsuccess.dircon.co.uk)

OFFICE USE ONLY	Invoice file	Invoice	Calendar	email