

> Questions

If you have any questions about the courses please call GateHouse on 020 8334 4525.

> How to book a place

It is easy and quick to book online at www.gatehousecourses.com. You do not need to pay by credit card to book on-line as an invoice is generated. Or you can complete the booking form in the centre of this prospectus and fax it to us on 020 8332 7201 or post to us:

**Chamberlain Dunn, Gothic House,
3 The Green, Richmond, TW9 1PL.**

Or email your details through to:

gatehouse@chamberdunn.co.uk. You will then be sent a letter of confirmation and a VAT invoice. If you do not receive this please contact our course administrator.

> Joining instructions

Final course details and a venue location map will be sent by email to participants approximately 2 weeks before the event. If you have not received joining instructions within 5 days of the course please telephone our course administrator immediately on 020 8334 4525.

> Venues and accommodation

All venues will be in central London. Venuehunt offer a free service co-ordinating reduced rate hotel accommodation for delegates attending our courses. Tel: 01722 500 675 Fax: 01722 500 729 or email: gatehouse@venuehunt.co.uk quoting the code VHGH at the time of booking. Please do not book travel or accommodation until your joining instructions have been received.

> Time

All courses start at 10.00 and finish at 16.30 unless otherwise stated.

> Meals

All prices include lunch and refreshments. Vegetarians will be catered for, and for any other dietary requirements, please contact us with details.

> Additional requirements

GateHouse would like to ensure that everyone can participate fully at our events. If you have any additional requirements e.g. wheelchair access, large print documentation, induction loop.

> Cancellations

A refund of fees will be made only for cancellations received in writing at least 14 days before the course (less 25% cancellation fee to cover administration costs). No refunds will be made for cancellations

received within 14 days of the course and failure to attend the course after confirming a booking will be subject to the same terms. Transfers will also be subject to a 25% administrative charge from the time of booking and cannot be made within 14 days of the course. A substitute delegate will be accepted at any time before the course. Please note a cancellation deadline of 21 days applies to all PRINCE2™ workshops.

> Certificate of attendance

You receive a certificate following your attendance at a course, as a record of your training and development.

> Payment

Cheques should be made payable to Chamberlain Dunn. Payment should be made before courses take place and must include VAT, which is fully reclaimable by your employer. If you would like the invoice sent to a different address please state this on a separate sheet of paper and send it in with your registration form.

> Incorrect mailing information

If you are receiving multiple mailings, or there is an error in your details, we do apologise. To enable us to improve our service please return the incorrect mailing address(es) and we will amend our database.

> In-company training

If you wish to discuss options for in-company training please call GateHouse on 020 8334 4525.

> Third place half price offer

If you are booking three participants at the same time you will receive a 50% discount on the lowest course fee (exclusions apply, please see below). Booking details for all three participants must be supplied at the time of booking. Delegates do not have to be attending the same course for this offer.

For example:

Graceby NHS Trust wish to send two people to The executive assistant and one to Writing for results, and are making a booking for all three at the same time. The total course fee is £825. This comprises £700 (the full price fee for two people attending The executive assistant) plus £125 (50% discount for one person attending Writing for results). Booked separately, the total course fee would have been £950.

Please note that the following workshops are excluded from the above offers: Finance skills for healthcare managers, Creating a successful NHS business case, PRINCE2™ Accredited foundation and practitioner workshops, ITIL® IT service management foundation workshop.

This information is correct at the time of going to press. However, we reserve the right to cancel the course or to alter the programme, course leaders and venue should it be necessary, due to circumstances beyond our control.

April - December 2008

PLEASE COMPLETE ALL SECTIONS IN BLOCK CAPITALS

COURSE & PARTICIPANT DETAILS

Participant 1: Title _____ First name _____ Surname _____

Course title _____

Course date _____

Position _____ Department _____

E-mail _____

Participant 2: Title _____ First name _____ Surname _____

Course title _____

Course date _____

Position _____ Department _____

E-mail _____

Participant 3: Title _____ First name _____ Surname _____

Course title _____

Course date _____

Position _____ Department _____

E-mail _____

CONTACT DETAILS

Organisation _____

Address _____

Town _____

County _____ Postcode _____

Telephone _____ Fax _____

E-mail _____

I understand that this booking is subject to the cancellation terms set out in this brochure.

Authorised Signature _____ (all bookings must be signed)

Your details will be held on our database to enable us to process your order and so that you can be kept up-to-date with relevant details of future events and publications. Sometimes they may be available for marketing purposes. If you do not wish to receive such information please contact us.

PAYMENT DETAILS

Please select one option only – a VAT receipt will be sent once we receive your payment.

Please invoice me/my organisation (please delete as appropriate)

My purchase order number is _____

I enclose a cheque made payable to Chamberlain Dunn

Please debit the following credit card: Mastercard

Visa

Amex

Card number

Expiry date

If your billing address is different from that stated in the contact details section of this form, please supply details below

Organisation _____

Address _____

Town _____

County _____ Postcode _____

GATEHOUSE
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