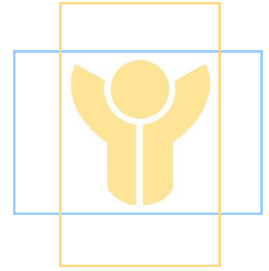


# Booking Form



## 2-Day Winning Edge Open Programme - £450+vat pp

I wish to book:  1  2  3  4 Place(s) *(please tick)* and I understand the date options are:

- A** Leadership & Management - 11/12 September 2012 - Birmingham  
**B** Leadership & Management - 13/14 November 2012 - Cambridge  
**C** Leadership & Management - 26/27 February 2013 - Birmingham

I would like to pay by:  Cheque  PayPal  BACS *(Electronic transfer)*

**N.B For Open Programmes, payments terms are 7 days on receipt of invoice.**

How did you hear about us: \_\_\_\_\_

I would like to book place(s) for:

1. Name:		Course Code:	2. Name:		Course Code:
Position:			Position:		
Email:		(e.g A)	Email:		(e.g B)
Tel:			Tel:		
3. Name:		Course Code:	4. Name:		Course Code:
Position:			Position:		
Email:		(e.g C)	Email:		
Tel:			Tel:		

Please forward all correspondence including invoice and receipt to:

Name:		Address:	
Position:			
Company:			
Email:		Tel:	
By signing this booking form, I acknowledge that all the above details are correct and I accept the Terms & Conditions attached.			
Signature:		Date:	

## Important Booking Information

Please post, fax or email your Booking Form to:

Mancroft International, Drayton Old Lodge, 146 Drayton High Road, Norwich, NR8 6AN, UK

☎ +44 (0)844 884 2940 📠 01603 861690 ✉ info@mancroftinternational.com 🌐 mancroftinternational.com

**Programme Duration and Format:** The Winning Edge Open Programme consists of two days; there is an 'optional' Winning Edge Reloaded one day course (at cost) available to further enhance your development.

**The Fee:** Includes two-days tuition, Conference Folder, Course Materials, FREE Winning Edge Monthly Reminders, Inspirational Packs, Lunch and Refreshments. The fee quoted above expires on 31<sup>st</sup> March 2013. **N.B For Open Programmes, payments terms are 7 days on receipt of invoice.**

Please read our [Terms and Conditions](#) overleaf for more details about this event and our policies.

Mancroft International is Registered for Data Protection and ensures all information is held and use in accordance with current legislation; we will never pass on your details to any other party.

We would like to send you information about other Mancroft International products and services. As you would expect from Mancroft International, we will not share your information with any outside organisations. If you do not want to receive these emails, please tick this box

**Learning & Development Solutions with Mancroft International**

## TERMS AND CONDITIONS

### BOOKINGS POLICY:

Bookings are taken in the order that they are received and confirmed bookings take priority over provisional bookings. For Public Courses, confirmed bookings must be accompanied by payment in full.

### PROVISIONAL BOOKINGS:

You can make provisional bookings on any of our public courses, providing there are places available. Provisional bookings are normally held for a maximum of 14 working days, allowing you time to confirm your bookings.

### CONFIRMED BOOKINGS:

We require you to confirm your bookings in the following way:

1. By submitting a signed booking Confirmation with the relevant details to Head Office.
2. Sending Mancroft International your full payment (*public courses only*)

We will normally send you written confirmation within 5 working days of receiving your confirmation. Full joining instructions will normally be sent approximately 14 days in advance of the course start date.

### PAYMENT:

#### Public Courses (Business Briefings and Open Events):

For Open Programmes and Business Briefing, payments terms are 7 days on receipt of invoice and cleared funds must be received by this time.

Where an invoice is issued by Mancroft International, payment is due within 7 days, therefore it is essential to consider this when issuing purchase orders.

Mancroft International reserves the right to charge interest on any outstanding balance at the rate of 5% per month from the date payment is due until receipt by Mancroft International of payment in full.

#### In House Courses:

The Client shall pay to Mancroft International the Course Fees, other charges shown on the Confirmation of Booking and reasonable travel, accommodation and subsistence expenses within 30 days of the date of the invoice. Mancroft International reserves the right to charge interest on any outstanding balance at the rate of 5% per month from the date payment is due until receipt by Mancroft International of payment in full. Payment can be made in one of the following ways: 1. By cheque; 2. Using Paypal; 3. By Electronic Bank Transfer (e.g. BACS)

By completing and signing your Booking Confirmation you are agreeing to these Terms and Conditions and to pay for the training courses or other services in full.

#### Payment Plan (Open Programmes and Workshops only):

The client shall pay to Mancroft International the full course fee prior to the training start date by means of instalments. A 10% deposit will be required before the payment plan can be processed. This agreement is based on 0% interest; however, failure to pay the agreed instalments (as detailed within the payment schedule authorised by the Account Manager and Client), on the agreed payment dates, will result to the full outstanding balance to be paid immediately in full by the client. Mancroft International reserves the right to charge interest on any outstanding balance at the rate of 5% per month from the date payment is due until receipt by Mancroft International of payment in full. An Invoice will be issued by Mancroft International to the client, detailing the full course fee, attaching the agreed payment schedule.

### TRANSFERS AND SUBSTITUTES:

Notification of transfers or cancellations must be made in writing and received by Mancroft International within the timescales noted below.

#### Transfers:

You can request a transfer up to four weeks prior to the start of the event. Transfers must be to the same course, are subject to availability of places and must be within six months of the initial booking. Requests for transfer must be received in writing and are effective from the date we receive the written request. You will be liable for any costs incurred for accommodation and training materials we may have booked for you or on your behalf.

#### Substitutes:

We understand that sometimes a nominated person may be unable to attend an event, therefore substitutes are allowed up to commencement of the course. Please notify us of the new details before the start date of the event.

### CANCELLATIONS:

#### Cancellations - In House Courses Only:

Mancroft International will provide the training course, training materials and Presenter's transport. It is the customer's responsibility to provide a suitable training venue and any other associated costs such as travel, accommodation and refreshments for the presenter and the delegates attending the course. Courses at venues outside the UK will be subject to separate agreement.

The cancellation fee will be calculated by reference to the notice given of cancellation:

1. Less than 30 days notice - 100% of the contract value including any pre booked travel arrangements;
2. 31 to 60 days notice: 50% of the contract value including any pre booked travel arrangements;
3. 61 to 120 days notice: 25% of the contract value.

Whilst every effort will be made to honour agreed arrangements, Mancroft International reserves the right to cancel, curtail or reschedule the Programme or provide a substitute presenter due to illness, accident or other unforeseen event. If the Programme is cancelled, the Client will receive a full refund of any deposits paid and Mancroft International will make no charges in respect of the cancelled Programme but Mancroft International shall not be liable for any other loss or expense to the Client arising from the cancellation.

#### Cancellations - Open Events Only:

After you confirm a place we frequently refuse other bookings for that place. Therefore our cancellation policy is:

1. To obtain a full refund, Mancroft International must receive a written request 4 weeks prior to start day of the Programme. Allow 7 working days for a refund to be processed.
2. Cancellations received outside these terms of the training will incur the full cost of the training, including any expenses.
3. Delegates failing to arrive for the training or leaving the training during the course will incur the full cost of the training, including any expenses.

We endeavour always to run the courses as scheduled. However, on occasions and due to circumstances beyond our control we may have to change the venue, location or dates at any time and without prior notice from that published. In these cases should you wish to cancel your booking we will of course make a full refund. We understand how frustrating this can be for you and will only do this when it is absolutely necessary, but reserve the right to do this.

#### Cancellations - Business Briefings Only:

After you confirm a place we frequently refuse other bookings for that place. Therefore our cancellation policy is:

1. To obtain a full refund, Mancroft International must receive a written request 48 hours prior to the event date. Allow 7 working days for a refund to be processed.
2. Cancellations received outside these terms of the training will incur the full cost of the training, including any expenses.
3. Delegates failing to arrive for the training or leaving the training during the course will incur the full cost of the training, including any expenses.

We endeavour always to run the courses as scheduled. However, on occasions and due to circumstances beyond our control we may have to change the venue, location or dates at any time and without prior notice from that published. In these cases should you wish to cancel your booking we will of course make a full refund. We understand how frustrating this can be for you and will only do this when it is absolutely necessary, but reserve the right to do this.

If you have any questions or comments regarding our return, refund & cancellation policy, please contact Lindsey Woodrow by email: [lindsey@mancroftinternational.com](mailto:lindsey@mancroftinternational.com).

### LATE PAYMENT:

Where the customer fails to comply with these terms and conditions Mancroft International withhold the right to charge interest and any additional costs incurred with finance relating to payments overdue.

Certificates for training courses will not be issued until payment has been received by Mancroft International in full.

### 100% MONEY-BACK GUARANTEE

We recognise that not all training events meet the standards that Mancroft International has set down for over 25 years. We also recognise that you may feel you will take a risk by booking today. In order to remove that risk completely we offer a 100% Money-Back Guarantee (where a place or an in house course has been purchased). It's very simple; if by lunchtime you feel you've made the wrong choice in attending, for any reason, you can claim a full refund of the price you paid and leave – you even get to keep the materials issued...!

### DISCOUNTS:

Any discounts are applicable only as specifically agreed in writing and where all of the conditions are met in full. If these are not met then the fees charged will revert to the normal full fees applicable at the time.

### DELIVERY:

Mancroft International will always make every effort to deliver the training event within the timeframes given and or the dates requested and at the chosen venue/location. The Presenter will deliver the training materials on Day 1 of the event, unless otherwise stated to the Client.

Our training is delivered Worldwide.

### QUALITY:

Mancroft International shall use reasonable skill and care when preparing and providing the Programme. The purpose of Mancroft International Programmes is limited to providing delegates with thinking and emotional "tools" that will assist them in making judgments and decisions for themselves. Mancroft International shall not be liable for delegates' personal decisions and actions. Any concerns regarding the quality of the Programme must be notified in writing to Mancroft International within 14 days following completion of the Programme. Mancroft International processes are ISO 9001 accredited.

### LIABILITY:

Mancroft International has Professional Indemnity and Public Liability insurance. Mancroft International shall not be liable beyond the remit and extent of the aforementioned insurance for loss of revenue, business, profits, goodwill, anticipated savings, data, corruption of data, indirect or consequential loss whether suffered by the Client or other persons.

### INTELLECTUAL PROPERTY/COPYRIGHT:

All copyrights associated with material supplied by Mancroft International for the Programme remain the property of Mancroft International. The reproduction, by whatever means, of copyright Programme material is forbidden unless written permission is obtained from Mancroft International. The use by the Client of the copyright Programme material and Intellectual Property in a teaching environment is forbidden unless a separate contract for its delivery under licence has been agreed.

### ADMINISTRATION:

Where the customer fails to comply with these terms and conditions Mancroft International withhold the right to charge all costs incurred with the administration of related activities.

### GENERAL PROVISIONS:

These Terms and Conditions come into force when Mancroft International receives from the Client the signed Confirmation of Booking or Booking Confirmation. If any part of these Terms and Conditions are deemed to be void or unenforceable, it shall be deleted and the remainder shall be enforceable. The Client shall not offer employment to any member of the Mancroft International team during a period of six months following completion of the Programme. These Terms and Conditions shall be governed and construed in all respects in accordance with English Law and Mancroft International and the Client agree to submit to the exclusive jurisdiction of the English courts.