

Le Poiron Bonjour

UK French Tuition Week- Ken Williams Memorial Pavilion
BOOKING FORM: 20th – 24th February 2012

Please complete all sections of this form in block capitals. The information you give is entirely confidential.

PERSONAL DETAILS

MR/MRS/MS or Title	
FIRST NAME...	
SURNAME...	
ADDRESS INCLUDING POSTCODE	
TELEPHONE NUMBER	
EMAIL	
OCCUPATION	
DATE OR BIRTH	
ANY ALLERGIES/ DIETARY/MOBILITY REQUIREMENTS? If yes, please specify	

YOUR LEVEL OF FRENCH

In the box below please give details (year / length, level) of French Courses, evening classes, etc you have or are participating in.....

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Please indicate the level you feel you are in for each category below:

	SPEAKING	READING	LISTENING/ UNDERSTANDING	WRITING
BEGINNER				
INTERMEDIATE				
ADVANCED				

BOOKING YOUR PLACE:

Complete the section below to book your place. Indicate which days you would like to attend or select the complete week. Please check our payment terms before completing the amount.

DATE	TOPIC	Amount	Total
MONDAY 20 th FEBRUARY	An Insight into French Sounds	£65.00	£
TUESDAY 21 ST FEB	The Masculine and Feminine	£65.00	£
WEDNESDAY 22 nd FEB	Start Expressing yourself in French	£65.00	£
THURSDAY 23 rd FEB	Verbs and Tenses	£65.00	£
FRIDAY 24 th FEB	Complicated French sounds and conversation	£65.00	£
MONDAY 20 – FRIDAY 24 th FEBRUARY – ALL 5 DAYS	As above	£292.50	£
Sub total			£
Total amount due			£

Payment and Booking Terms.

- Full payment is required when booking for 1 or 2 days - £65.00 or £130.00.
- A 50% deposit is required when booking for 3 or 4 days - £97.50 or £130.00.
The remaining amount of £97.50 or £130.00 is due 28 days prior to the start of the course, by the 23rd January 2012.
- A 50% deposit is required if booking for 5 days - £146.25.
The remaining amount of £146.25 is due 28 days prior to the start of the course, by the 23rd January 2012.

Once we have received your completed booking form and deposit payment your place will be confirmed. Booking confirmation will be sent to you with course details and further payment instructions.

We require full payment of your course fee if your booking is made less than 28 days prior to the start of your course.

Payment Methods

Payment can be made by: (Please tick the box next to your payment method and complete the amount).

- Cheque, payable to 'Le Poiron Bonjour'. Amount £.....
- Bank Transfer or standing order, our details are below

Account:	Le Poiron Bonjour	Amount of bank transfer
Sort Code	20-40-71	£.....
Account Number	7047 5076	Date...../...../.....
SWIFTBIC	BARCGB22	Transfer Reference number
IBAN	GB49 BARC 2040 7170 4750 76	Please use this number: 0312 and follow it with your name
Bank	Barclays	For example, 0312LPDITCHBURN
Bank Address	10 High Street Marlow, Bucks, SL7 1AR	

- Credit/Debit card, if you wish to pay using this method there is a £5.00 booking fee. Please call our UK customer service office, below, to make your payment.

All bookings and payments are to be made through our UK Customer Service Office by mail, email or telephone:

Le Poiron Bonjour
Customer Service Office
1 Welles Road
High Wycombe
Bucks
HP13 7XA

Tel: (0044) 01494 529152 / 07742 967775
Email: Lorna@france4life.co.uk

Cancellation and Complaints Policy

- A) If you wish to cancel your course you must do so in writing, (letter or email) to our Customer Service office (as above)
- B) If booking for one or two days your payment is not refundable if you cancel your reservation. However, if possible, we will attempt to place you on another future UK course.
- C) Your deposit is not refundable if you cancel your reservation after the deposit is paid. However, if possible, we will attempt to place you on another future UK course.
- D) Your settlement amount is not refundable if you cancel your reservation less than 28 days prior to the start of your course. Again we will attempt to place you on another future UK course.
- E) If you are unable to attend your course but would like another guest to attend in your place this is acceptable. However they must be suitable for the level of the course they will attend. This can be done without any additional charges.
- F) During your course if you find it necessary to leave prematurely we are unable to provide a refund or offer an alternative later course. We recommend that you have insurance to cover you for such incidences.

Le Poiron Bonjour reserves the right to cancel a course or refuse a booking. If this is the case we will refund in full any amounts already paid.

Le Poiron Bonjour reserves the right to cancel a course if there are insufficient participants. If this is the case we will refund in full any amounts already paid

If you have a complaint you must notify your tutor during your course as soon as possible. We will do all we can to resolve the situation whilst you are participating in your course. We are not able to offer any redress for any complaints made after the course has finished if you did not complain in reasonable time whilst on your course.

If you have any questions regarding our terms and policies please contact our customer service office above.