

## TERMS AND CONDITIONS OF BOOKING

### Fees

You must pay your workshop fees in full no later than 21 days before the first day of the workshop. Fees include all tuition costs, materials supplied during the workshop and light refreshments during each working day. Fees also include airport transfers in the UK.

### Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses. If we have booked hotel accommodation for you and you do not check in to the hotel or cancel the booking, any hotel cancellation charges will be passed on to you.

### Value Added Tax

UK Value Added Tax (VAT) regulations, effective from 1 October 1993, state that training services are zero-rated for Government officials and public servants. When you apply for one of our workshops you must provide a written statement confirmed you are employed by the Government "in furtherance of its sovereign activities" and this must be endorsed with an official stamp in order to be exempt from VAT. Otherwise you are liable to pay the standard rate of VAT, which is currently 20%.

**VAT Reg No: 668 071 711**

### How to apply

Please complete our online booking form online on our website: [www.public-admin.co.uk](http://www.public-admin.co.uk), or scan on the barcode underneath each workshop. You will need to download a QR (quick response) code scanner app on your mobile phone. Please contact us if you would like us to send you a booking form.

### Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 22 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 21 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/Embassy confirming refusal of a visa and providing the visa was not refused due to the required documents outlined by the British High Commission/Embassy not being submitted and you have not entered the UK.

### Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

### Alterations and cancellations by PAI

We review and update our workshops regularly. We reserve the right to make alterations to the programme or cancel a workshop at any time. If we have to cancel a workshop, we will offer you a place on another workshop if possible or we will give you a full refund or credit. All information is correct at the time of printing.

## OTHER INFORMATION

### Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

### Visas

Arrangements for visas (if required) are your responsibility. Please contact the British Embassy/High Commission in your country/region to find out whether you will need a visa to enter the UK. Obtaining a visa can take up to six weeks and we strongly advise you to start the process as soon as possible. We can provide you with a letter confirming you have been accepted on the workshop.

Please note that you may need other visas if you are going to visit other countries in the European Union before or after your workshop.

### Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

### Workshop documents

We will provide you with handouts and other written materials. We will also provide these documents electronically on a USB drive wherever possible so that you have useful reference material on your return to work. All workshop materials are copyrighted and may not be reproduced without prior permission in writing to PAI.

## Accreditation

### BAC logo

PAI is accredited as a short course provider by the British Accreditation Council for independent further and higher education.