

## Booking information and terms and conditions

### Fees

You must pay your workshop fees in full no later than 28 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.

### 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%. PAI’s VAT registration number is 668 071 711.

### How to apply

Please complete the online booking form online on our website: [www.public-admin.co.uk](http://www.public-admin.co.uk) or please contact us if you would like us to send you a booking form.

### Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

### 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 28 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 27 days of the start of the workshop, we will charge the full tuition fee.

### Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept a 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.

### How to pay

We must receive payment no later than 28 days before the start of the workshop. You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

### Please note:

1. All bank fees and currency exchange charges should be paid by you and not deducted from the amount shown on your invoice.
2. Please quote your surname and/or invoice number and tell us which workshop you are attending.

### 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. We advise that you do not book flights and accommodation until we have confirmed that your workshop will be taking place as we will not be liable for any costs incurred. All information is correct at the time of printing.

## Other information

### 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.

### **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 eight 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 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 training materials electronically on a tablet or 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 from PAI.

### **Accreditation**

PAI is accredited as a short course provider by the British Accreditation Council (BAC) for Independent Further and Higher Education. All of our workshops are practical, interactive. The London-based workshops include visits to key public sector and related agencies in the UK.

## **Public Administration International**

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