

# BOOKING FORM 2008

COMB/BF161007

SIDE 1 Twin Group

English Language Courses | Management Diplomas  
Work Experience Programmes

2nd Floor, 67 - 71 Lewisham High Street, London, SE13 5JX, United Kingdom.

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Email: sales@twinuk.com • Website: www.twinuk.com



**By completing and submitting this booking form to Twin Group, the agent / applicant is automatically agreeing to Twin Group's terms and conditions**

**PLEASE USE CAPITAL LETTERS IN THE RELEVANT SPACES, TICK THE APPROPRIATE BOXES AND SEND BOOKING FORM TO: TWIN GROUP, 2nd FLOOR, 67 - 71 LEWISHAM HIGH STREET, LONDON, SE13 5JX, UNITED KINGDOM. OR FAX TO: +44(0)20 8297 0984, AND ARRANGE FOR PAYMENT OF YOUR £150 DEPOSIT.**

ARE YOU A REGISTERED TWIN GROUP AGENT?  YES  NO  If 'YES', please enter agency name here:

## Personal Information

Surname:  First Name:  Age:  Date of birth:

Address:

Tel:  Fax:  Email:

Emergency contact tel:  Allergies/dietary requirements:

Nationality (as stated on passport):  Religion:  Sex: Male:  Female:

Address in the U.K. (if known):

Indicate your level of English: BEGINNER:  ELEMENTARY:  LOWER INTERMEDIATE:  INTERMEDIATE:  HIGHER INTERMEDIATE:  ADVANCED:  POST ADVANCED:

## English Language Courses / Management Diplomas

Which Twin English Centre would you like to attend? (please tick box): EASTBOURNE:  SALISBURY:  LONDON:

Which course would you like to attend? (please tick box):

GENERAL ENGLISH COURSES: BASIC COURSE:  STANDARD COURSE:  STANDARD COURSE + CONVERSATION:  INTENSIVE COURSE + CONVERSATION:

AFTERNOON COURSE:  COMBO 5 COURSE:  COMBO 10 COURSE:  ONE-TO-ONE COURSE (STATE NO OF HOURS REQ PER WEEK):

EXAMINATION PREP COURSES: IELTS COURSE:  MANAGEMENT DIPLOMAS: DIP IN BUS MANAGEMENT:  DIP IN HOTEL MANAGEMENT:

SPECIALIST COURSES: ENGLISH FOR ACADEMIC PURPOSES COURSE:  ENGLISH FOR WORK COURSE:  If you would like to attend a 6th Form Access Programme, please ask for a specialist booking form.

## Work Experience Programmes

PLEASE NOTE: Motivation letter, English level test, CV and photo must be sent with Work Experience bookings

Which Work Experience Programme would you like to attend? (please tick box): INTERNSHIP:  PART-TIME INTERNSHIP:  GRADUATE TRAINING PROGRAMME:  ANGLO TRAINING:   
ACTION FOR EMPLOYMENT:  ANGLO CHEF:  IWT:  WORK LONDON:  VOLUNTEER UK:

PEP: OPTION 1:  OPTION 2:  OPTION 3:  SHORT STAY:  ADVANCED PEP:  If you would like to attend a TeachUK Programme, please ask for a specialist booking form.

WHAT IS YOUR PEP / APEP PLACEMENT PREFERENCE?: INTERNSHIP:  GTP:  ANGLO TRAINING:  ACTION FOR EMPLOYMENT:  TEACHUK:  ANGLO CHEF:

Where would you like to take your Course? (PEP / APEP / Part-time Internship): EASTBOURNE:  SALISBURY:  LONDON:

Preferred Placement field (required for PEP Internship, Internship and GTP). Please number your preferred placement field 1 to 3 (1 = most important):

Accounting & Auditing:  Architecture:  Fashion:  Import / Export:  Media:   
Administration & Clerical:  Computing & Information Technology:  Finance / Insurance:  Legal:  Sales:   
Advertising / Public Relations:  Engineering:  Hotel & Catering:  Marketing:  Sport:   
Other:  Travel & Tourism:

What is your preferred location for your work experience?# (#not applicable for Anglo Training/Action for Employment)

PLEASE NOTE: We cannot guarantee your preferred placement location. EASTBOURNE:  SALISBURY:  LONDON:  BRIGHTON:  OTHER:

List 5 expected daily tasks at work?:

Is there any particular type of organisation you would prefer?:

Why do you want to attend the above programme?:

## Course / Programme Dates

ENGLISH LANGUAGE/ MANAGEMENT DIPLOMA:	<input type="text"/>	START DATE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	FINISH DATE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	NUMBER OF WEEKS:	<input type="text"/>	<input type="text"/>
WORK EXPERIENCE PROGRAMME:	<input type="text"/>	START DATE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	FINISH DATE:	<input type="text"/>	<input type="text"/>	<input type="text"/>	NUMBER OF WEEKS:	<input type="text"/>	<input type="text"/>

## Accommodation Options

Date of arrival:    Date of departure:    Number of days/weeks:

Homestay: YES  NO  Residential (LONDON ONLY): YES  NO  IF YES, PLEASE SPECIFY: HOMERTON:  FOREST GATE:  STRATFORD:

Do you smoke?: YES  NO  Vegetarian?: YES  NO  (availability on request) (availability on request)

Type of room: SINGLE ROOM  TWIN ROOM\*  HALF BOARD  FULL BOARD  BED & BREAKFAST ONLY  SELF CATERING

\*Twin rooms only available to two students arriving together to a Twin English Centre.

Do you have any special requirements: YES  NO  If yes, please state:

## Airport Transfer (AIRPORT TRANSFER DETAILS REQUIRED 2 WEEKS PRIOR TO ARRIVAL)

**Arrival:** Do you require transfer on arrival?: YES  NO  If yes, date of arrival:

Airport:  Flight no:  Time of arrival:  Airport of origin:

**Departure:** Do you require transfer on departure?: YES  NO  If yes, date of departure:

Airport:  Flight no:  Time of departure:  Destination airport:

## Insurance Details (PLEASE NOTE: INSURANCE PAYMENT IS NOT REFUNDABLE)

**WE STRONGLY RECOMMEND THAT YOU TAKE OUT INSURANCE. PLEASE TICK ONE OF THE FOLLOWING BOXES:**

- I would like Twin group to arrange travel insurance for me
- I have arranged my own travel insurance with: \_\_\_\_\_ Policy Number: \_\_\_\_\_

Would you describe your state of physical and mental health as 'very good'? If 'No' full details must be supplied at the time of enrolment.  
European students please remember to bring your EHIC card in order to receive healthcare.

## Payment PLEASE PAY A DEPOSIT OF £150 WITH YOUR BOOKING, WHICH IS NON-REFUNDABLE EXCEPT IN CASES OF VISA REFUSAL WHERE THE REFUND IS £90. YOUR FULL BALANCE IS DUE MINIMUM 28 DAYS PRIOR TO ARRIVAL.

**#PLEASE NOTE: 2% Surcharge on Credit Card & Debit Card Payments. £10.00 Surcharge must be added to Bank transfer Payments.**

**CREDIT/DEBIT CARD#:** We accept the following Credit Cards: **MasterCard/Delta/Visa (please tick the appropriate box)**

MASTERCARD:  VISA:  DELTA:

Name on Card:

Card number:

Expiry Date:

Security number (back of card):    Issue number:

**CHEQUE - DRAWN ON A UK BANK AND CHEQUE MADE PAYABLE: "TWIN TRAINING INTERNATIONAL LTD"**

- BANK TRANSFER#:** Bank Name: Barclays Bank Plc, Knightsbridge Business Centre, PO Box 32014, London NW1 2ZG. Swift Code: **BARCGB22**
- Please tick the box for the centre you are booking with:
- |                                                                   |                                 |                                                 |
|-------------------------------------------------------------------|---------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Centre: <b>English Centre Eastbourne</b> | Account Number: <b>20844101</b> | IBAN Number: <b>GB75 BARC 2006 0520 8441 01</b> |
| <input type="checkbox"/> Centre: <b>English Centre Salisbury</b>  | Account Number: <b>70688010</b> | IBAN Number: <b>GB98 BARC 2006 0570 6880 10</b> |
| <input type="checkbox"/> Centre: <b>English Centre London</b>     | Account Number: <b>30351725</b> | IBAN Number: <b>GB71 BARC 2006 0530 3517 25</b> |
| <input type="checkbox"/> Centre: <b>Work Experience Progs</b>     | Account Number: <b>00952486</b> | IBAN Number: <b>GB06 BARC 2006 0500 9524 86</b> |

## Declaration

I HAVE READ AND UNDERSTOOD THE BOOKING TERMS AND CONDITIONS. Copies are available to download at: <http://www.twinuk.com/download>

**Signature:** \_\_\_\_\_ Date:

**For students of 17 years of age and below:**

As the student's parent/guardian, I give permission for my child to attend an English language course for adults.

**Signature of parent/guardian:** \_\_\_\_\_ Date:

# Terms and Conditions

English Language Courses | Vocational Training Courses  
Work Experience Programmes | Vacation Courses

These Terms and Conditions set out the terms of contract between you, the customer, and Twin Group.

## Twin Group

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Email: sales@twinuk.com • Website: www.twinuk.com

Company registration number: 3118260 | VAT registration number: 668 2453 09



### How to Enrol

Please either complete the booking form and post, fax or email it to Twin Group, or book online at [www.twinuk.com](http://www.twinuk.com). If you are booking a Work Experience programme, please also attach your CV and Letter of Motivation. Arrange for payment of £150 deposit or, if you are enrolling on a programme starting within 28 days, your full fees.

Your deposit is non-refundable in all cases apart from visa refusal, where Twin Group will refund £90 of your deposit after you have provided us with proof of visa refusal.

As soon as we receive your booking form we will confirm your acceptance and send you an invoice for the full fees with your Certificate of Enrolment. Your full fees are due 28 days prior to commencement of your programme.

The applicant certifies that the information given in the Application Form is correct and acknowledges that any false information may compromise their participation on the programme.

It is the applicant's responsibility to ensure that he/she has a valid passport and obtains appropriate documentation for entry to the hosting country. Twin and its affiliates do not accept any liability for financial loss incurred by failure to have the correct travel documentation.

Twin Group reserves the right to refuse any applicant who does not meet the programme eligibility requirements.

### How to Pay

Deposit and full fees may be paid in the following ways:

- Bankers draft
- International money order
- AMEX / Master / Visa card - 2% charge will apply
- Direct money transfer to Twin's bank account - £10 charge will apply (account details given on booking form / invoice)

### Transfers on arrival / departure

Transfers are offered at an additional cost. Please see our course fee list for information. It is your responsibility to provide us with arrival / departure details minimum 14 working days prior to transfer - failing this, we may not be able to provide transfer as requested.

### Course Levels

It is your responsibility to ensure that your level is appropriate for the programme you are booking. If we find on your arrival that your level is not appropriate for your chosen programme, we will attempt to offer you an alternative programme, or failing that, we will be unable to accept you. There will be no refund of fees in any case, and if we offer you a more expensive course, you will be required to pay the balance of fees on arrival.

### Age Requirements

Minimum ages for programmes are as follows:

- English language courses: ..... 16
- Vocational training courses: ..... 18
- Work experience courses: ..... 16
- Vacation courses: ..... 9

Under no circumstances will under-age participants be accepted on Twin Group Programmes

### Public Holidays

Lessons will not take place on public holidays and there will be no reduction of fees should a public holiday fall during your course

### Travel and Medical Insurance

We strongly recommend that all students coming to England have travel and medical insurance. Twin Group offers a policy with an international insurance company that protects against expenses incurred through accident or illness and provides coverage for loss of baggage and personal effects. Please indicate on your booking form if you wish

to take out this insurance policy and we will send you prices and further details.

### Cancellation Policy

Cancellations must be made in writing to Twin Group. If notice of cancellation is received more than 28 days before the start of the programme, the deposit will be forfeited. If notice of cancellation is received 28 days or less before the start of the programme, full fees will be forfeited. For cases of cancellation due to visa refusal, see below.

### Visa Refusal

If Twin Group has provided you with visa support, we will only accept cancellation due to visa refusal and for no other reason. £90 of your deposit will be refunded after you have provided us with official evidence of your visa refusal. Please note that accommodation and airport transfers will not be arranged before you have received your visa.

If you are forced to shorten the length of your programme due to visa refusal, Twin Group will calculate the value of the part of the course you have already taken (based on our published rates) and refund you the balance.

### Shortening a Programme

If you wish to shorten the length of your programme once you have started, tuition / programme fees will not be refunded but accommodation fees may be refunded at the discretion of Twin Group management.

### Non-arrival, late arrivals and absences

If you fail to arrive or arrive late or are absent during your programme, no refund will be granted. Periods of absence may not be made up with a free extension at the end of the course. In the case of visa nationals, non-arrivals, late arrivals and unexplained periods of absence will always be reported to the Home Office.

### Discipline

Twin Group reserves the right to exclude participants from their programmes or remove them from their accommodation due to poor discipline or attendance. In such cases, there will be no refund of fees, and Twin Group takes no responsibility for providing alternative accommodation and all transportation and related costs will be the sole responsibility of the participant/parent.

### Complaints

Complaints must be made in writing and submitted to Twin Group while the student is attending the course. Complaints will not be given consideration after a student has completed the course.

### Changes to programmes

Twin Group is at times forced to make changes to services and reserve the right to do so. If a significant change needs to be made, the applicant will be informed as soon as possible about the necessary changes prior to their departure. Please note that Twin Group will not be held responsible for any travel costs incurred. Twin Group reserves the right to cancel courses or merge classes due to insufficient student numbers, or to run classes in the morning or afternoon as necessary.

### Liability

Twin Group will not accept liability for damages for death, personal injury or any breach of contract or improper performance of the contract or negligence in situations where the claim arises out of circumstances, which were neither due to the fault of Twin Group or other suppliers because:

1. The failure which occurred was due to your fault
2. The failure was due to a third party unconnected with the provision of the services to be provided under our contract with you and was unforeseen and unavoidable
3. The failure was due to unforeseeable and unusual circumstances

beyond Twin Group's control, the consequences of which could not have been avoided even if all due care had been exercised

4. The failure was due to some event that Twin or any other supplier could not foresee or forestall even with due care. In respect of damage other than death or personal injury Twin Group's liability will be limited to a reasonable sum. In respect of air carriage, sea carriage and any other matters governed by an international convention, Twin Group's liability in all cases will be limited in accordance with the applicable international convention.

In the event that there is any defect in the service provided by Twin Group's or any supplier of Twin Group, you must at your earliest opportunity notify Twin Group and such other supplier immediately of such a defect. Such notification must be in writing or in an appropriate form.

### Terms and Conditions - Specific to Work Experience Programmes

1. Twin strongly advises that no travel arrangements be made before a placement is confirmed.
2. Under no circumstances are placements guaranteed. If the participant is not fluent in the local language and/or does not arrive on time and/or has misrepresented any statement in the application, there is an extremely high likelihood the position will not be available to the participant.
3. The participant must respect the rules of the establishment where they are employed (or are volunteering) and act in a professional manner at all times. Excessively bad timekeeping or absenteeism could lead to the expulsion of the participant without reimbursement of any fees, which may have been made.
4. Because of any language or cultural difficulties, the participant cannot expect to command the same responsibilities that they may have had in their own country.
5. If for any reason a participant must leave their training (or volunteering) establishment early they must inform Twin and its affiliates immediately. No fees paid will be refunded.
6. Occasionally due to operational difficulties, training (or volunteering) establishments may require participants to carry out other reasonable duties than those specified on the original training (or volunteering) description.
7. All travels before, during and after the programme are at the participant's own risk. Choosing to operate any motorized vehicles, obtaining the necessary license, permission and insurance will be responsibility of the participant.
8. Twin and its affiliates are not responsible either for the participant's health & safety whilst in the hosting country or for any loss or damage to property or any third parties property or persons howsoever caused. It is the participant's responsibility to ensure they are fit to travel and to undertake any duties. It is strongly recommended that the participant take out insurance to cover any eventuality that may occur throughout their stay in the hosting country (including repatriation, loss of property or personal injury). Refunds are not given as a result of illness whilst in the hosting country.
9. Twin and its affiliates reserve the right to dismiss from the programme any participant who is deemed to be a danger to themselves or others or whose conduct is deemed to be detrimental to the programme. In the event of this case, Twin and its affiliates cannot be held responsible for any costs incurred by the participant.
10. A training certificate can only be issued to trainees who have successfully completed their training programme, this includes the receipt of duly completed training questionnaires
11. Only 1 placement will be provided by Twin.
12. Complaints must be made on the appropriate complaints form and will be fully investigated by Twin.

**Twin Group:**  
Registered Office Address:  
30 City Road, London, EC1Y 2AB.

Twin are proud to be affiliated and associated with the following organisations:

