

How to Book and Pay for your course

Reserving your place(s)

It is never too early to book, many courses fill months in advance!

Telephone

Most of our clients prefer to book by telephone, bookings are regarded as firm bookings and be advised you are entering into a contract. We do NOT accept provisional bookings.

Post or Fax

Feel free to photocopy the booking form as many times as you require.

email

As long as we have the course details, your full name and contact details, we can accept bookings made via email.

www.mkupdate.co.uk

All courses can be booked online using credit/debit card.

Paying for your course.

Payment can be made using a credit or debit card when booking by phone.

Alternatively payment can be made by cheque Euro or Sterling, and is due within 30 days of receipt of an invoice or prior to the course whichever is the sooner.

Hospital and corporate customers will need to quote a valid purchase order number at the time of booking.

All bookings are confirmed either with a receipt or an invoice which confirms the booking contract and is subject to our terms and conditions as outlined below

How to order and pay for books and equipment

Please note M&K does not manufacture equipment or publish books, and as such we are therefore subject to stocks, re-prints, price changes and potential third party delays.

We do aim dispatch books within 5 working days of receiving your order and hope you agree that this is one of the most convenient ways to order professional books.

Books and equipment can be ordered by phone with a credit or debit card.

Payment will not be collected until the day your order is dispatched.

Books can be ordered online with a credit card at: www.mkupdate.co.uk

For individuals ordering via post or fax, payment must accompany the order, either a cheque or card details.

If ordering via fax or post all sections of the Booking/order form must be completed in full, and in particular the invoice section. Incomplete forms will delay your order. Purchase order numbers must be quoted at the time of ordering.

We do not provide inspection copies or books on approval.

Postage & Packing is £3.00 for all book orders £50.00 and below and FREE for all book orders of £50.00.

Terms and Conditions

Booking your course

M&K accept course bookings via telephone, post, fax, email or via our website.

Telephone bookings constitute a confirmed booking please note we do NOT accept provisional bookings. However we do offer a 7-day 'cooling off' period allowing cancellation of your booking without penalty. If you do not contact us to cancel within the 7 days your booking will then be subject to the following terms and conditions.

Payment if booking for yourself

Payment is to be made at the time of booking by credit or debit card or by cheque.

If booking on behalf of others or for your organisation

We require a purchase order number along with the full name and address of the person to be invoiced – you must have their permission before offering this.

Paying an invoice

Payment is due within 30 days of the invoice date, which will be issued at the time of booking or ordering. M&K will charge a late payment fee at 8% of the total invoice amount for late payments.

Cancellation

Should you need to cancel your place we will accept a substitute at any time, you will need to let us have their details before the course. If you are unable to offer a substitute all cancellations must be received at least 28 days prior to the start of the course, you will be issued with a cancellation number for your retention. If you cancel within 28 days of the course start you will be liable for the FULL course fee or if you fail to attend you will be liable to 100% of the course fee. Cancellations received more than 28 days before course start date will be liable to a £15 administration fee.

Travel and accommodation

You are advised NOT to book travel tickets or accommodation until you have received written confirmation of course venue, M&K will not reimburse these costs.

Changes by M&K Update Ltd

M&K reserve the right to cancel a course, change the venue, amend the dates and/or fees and course tutors at any time and without prior notice.

Please post or fax this form to M&K Update Ltd, The Old Bakery, St. John's Street, Keswick, Cumbria, CA12 5AS

Tel. 01768 773030 Fax. 0 1768 781099 e-mail. bookings @mkupdate.co.uk CONTINUE ON PHOTOCOPIED FORM IF NECESSARY

Course Bookings - please use separate form for each course

Name

FULL Address - Hospital/Trust

Post code

Job title

Ward/dept

Tel. no.

e-mail

Course

Course Date & Venue

Additional delegates

Name

Job title

Name

Job title

All courses include VAT (VAT Reg. 625 0680 42)

Total course fees £

Books/equipment/posters/journals

Title	Ref No	Quantity	Price

Postage & packing: please add
 £3.00 for book orders £50.00 and below
 £3.50 for all poster orders
 £12.50 for equipment orders below £750 net

Total £

I enclose a cheque/postal order made payable to M&K Update

I wish to pay by credit/debit card: Visa/Mastercard/Switch/Delta

Important: If paying by credit/debit card please ensure we have: house name or number, full postcode and card security number (last 3 numbers on the signature strip).

Name

Full Address

Post code

e-mail

Card No.

Card Security No.

valid from

expires

Issue No. (Switch)

Please send an invoice to: Name (MUST be completed)

Title

Dept

Hospital/Trust

Address

Post code

Contact telephone number

e-mail

Purchase order ref