

Booking information

All the information that you need to apply is given in the following notes. We strongly urge you to read these to avoid error and resultant delay in the processing of your booking. If you have any questions regarding these notes or while completing the booking form please call Customer Service.

General information

- Teaching days normally commence at 09.30 and end at 16.45 but these times may vary. On full teaching days refreshments and lunch are provided. All of our courses are non-residential. A list of accommodation near our training centres is included within your **joining instructions**.

CII membership

- If you are not already a CII member, you can become a member when booking a Face-to-Face Training course. Membership of the CII is open to anyone wholly/mainly employed or engaged in work connected with insurance. If you wish to apply for membership and it is not clear from your application form that you work in insurance, please provide brief details of the nature of your work and the proportion of your time spent on insurance matters on a separate sheet of paper. Should you work within the financial planning or mortgage professions, the option exists to join either of the following:
 - **Personal Finance Society** www.thepfs.org
 - **Society of Mortgage Professionals** www.cii.co.uk/mortgageprofessionals
 To join, go online at the address listed above or alternatively call Customer Service on 020 8989 8464 or complete the relevant section of the booking form.
- Membership status may be disclosed to your employer unless you indicate otherwise in Section D of the application form.

CII membership fees and renewal dates

- The membership fees payable are shown in Section B of the booking form.
- We include a range of payment options which are detailed on the form. When using this please make sure that you clearly select one of the methods of payment and sign and date the declarations.

It is recommended that all members who have a UK current account should pay their membership by direct debit.
- A discounted membership fee of £35 is available for individuals residing in the following countries which have been categorised as 'low income' or 'lower middle income' countries by The World Bank Country Income Classification List (as of July 2007) with the exception of those marked with †. Afghanistan, Angola, Azerbaijan, Bangladesh, Benin, Burkina Faso, Burundi, Cambodia, Central African Republic, Chad, Comoros, Congo (Dem. Republic of), Cote d'Ivoire, Egypt, Eritrea, Ethiopia, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Guyana, Haiti, India, Indonesia, Kenya, Korea (Dem. Peo. Rep. of), Kyrgyzstan, Lao People's Democratic Rep., Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mongolia, Mozambique, Myanmar, Nepal, Niger, Nigeria, Pakistan, Papua New Guinea, Republic of Moldova, Rwanda, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, †South Africa, Sri Lanka, Sudan, Tajikistan, Tanzania (United Rep. of), Timor Leste, Togo, Uganda, Ukraine, Uzbekistan, Vietnam, Yemen, Zambia, Zimbabwe.

Local institutes

- If you apply for CII membership and live in the UK, the Channel Islands or the Isle of Man you will become a member of one of CII's local institutes. Please ensure that you select your preferred location from the list provided below and enter the relevant name in the space provided on the application form.

List of local institutes:

Aberdeen; Bedford & Milton Keynes; Belfast; Birmingham; Blackburn & Burnley; Bolton; Bournemouth; Bradford; Brighton; Bristol; Cambridge; Cardiff; Carlisle; Chelmsford & S Essex; Cheltenham & Gloucester; Chester & North Wales; Coventry; Croydon; Edinburgh; Exeter; Folkestone, Canterbury & E Kent; Glasgow; Guernsey; Guildford; Halifax; Harrow & Ealing; Hull; Inverness, the Highlands & Islands; Ipswich, Suffolk & N Essex; Isle of Man; Jersey; Kendal; Leeds; Leicester; Lincoln; Liverpool; London; Luton & St Albans; Manchester; Mid Kent; Middlesbrough; Newcastle-upon-Tyne; Northampton; Norwich; Nottingham; Perth & Dundee; Peterborough; Plymouth & Cornwall; Preston and Blackpool; Reading; Royal Tunbridge Wells; Sheffield; Shropshire & Mid Wales; Southampton; Stoke-on-Trent; Stratford-upon-Avon; Swansea & West Wales; Swindon; Watford; York.

The area covered by the Insurance Institute of London (IIL) is defined as all London postal districts except the following: N9, N11, N14, N21, NW9, E4, E6, E7, E10, E11, E12, E13, E15, E16, E17, E18, W3, W4, W5, W6, W7, W12, W13, SW20, SE20, SE25. There is an additional subscription fee for IIL members of £3.

Associated or affiliated institutes

- If you live in an area where an associated or affiliated institute is established (see below) you should apply to the secretary of the institute concerned for details of local membership. Addresses can be obtained from Customer Service.

Individuals living outside the UK who are members of an associated or affiliated institute may enter for Face-to-Face Training courses at the same prices as those charged to members of the CII.

Associated institutes:

Ireland (Cork, Dublin, Dundalk, Galway, Limerick and Sligo).

Note: Candidates who are members of the Insurance Institute of Ireland should submit all application forms to the Insurance Institute of Ireland, 39-45 Molesworth Street, Dublin 2, in order to be registered for all exams and tuition. If your application is sent directly to the CII it will be returned with a request that you forward it to the Insurance Institute of Ireland.

For bookings, enquiries and updates visit www.cii.co.uk or call Customer Service on +44 (0)20 8989 8464.

To discuss technical, in-house and bespoke courses call Face-to-Face Training on +44 (0)20 7283 3117 or email face-to-facetraining@cii.co.uk

Overseas affiliated institutes:

Australia & New Zealand (Australian Capital Territory; New Zealand {Auckland}); New South Wales; Northern Territory; Queensland; South Australia; Tasmania; Victoria; Western Australia); Bahamas; Barbados; Bermuda; Botswana; Canada (Ontario; Quebec); Republic Of China; Cyprus; Egypt; United Arab Emirates; Fiji; France (Bordeaux); Germany; Ghana; Guyana; Hong Kong; India (Mumbai; Hyderabad); Indonesia; Jamaica; Kenya; Malawi (Blantyre; Lilongwe); Malaysia; Mauritius; Namibia; Netherlands (Rotterdam; Utrecht); Nigeria; Pakistan; Papua New Guinea; Philippines; Poland (Warsaw); Saudi Arabia (Riyadh); St Lucia; Singapore; South Africa (Cape of Good Hope; Drakensberg; East Rand; Eastern Cape; Free State; Gauteng {Johannesburg}; Natal; Northern Gauteng {Pretoria}; Northern Province {Pietersburg}; The Border {East London}, The Lowveld); Sri Lanka; Tanzania; Trinidad & Tobago; Turks & Caicos; Uganda; West Africa (The Gambia); Zambia (Copperbelt {Ndola}; Kitwe; Lusaka); Zimbabwe (Bulawayo; Harare).

Course fees

9. Details of all course fees are included in the Training Directory. Payment should be made by one of the methods shown on the form.
- All remittances must be in Sterling. Cash should only be sent by registered post. **Note:** no liability can be accepted by the CII for cash sent via post.
- For payment from countries outside the UK see the section below on 'International payments'.
- An acknowledgement will be sent when your application form has been processed.

International payments

10. Details of all applicable fees are included on the application form. Payment must be made by one of the methods shown on the form.

In the case of bank transfers, a copy of the stamped remittance advice should be sent together with your application form in the usual way. Funds should be remitted to:

HSBC Bank plc, City of London Branch,
60 Queen Victoria Street, London EC4N 4TR

Sort code: 40-05-30

Account number: 22271044

Account name: Chartered Insurance Institute

International Bank Account Number (IBAN):
GB21MIDL40053022271044

Branch Identifier Code: MIDLGB2141W

Please be sure to quote the following:

SWIFT code: MIDLGB22

Product: FTF training

CII PIN or your name and date of birth.

To ensure that the transfer is made, you must pay any charges made by your bank locally, and by our bank in London.

All remittances must be in Sterling.

11. An invoicing service is available for corporate clients for selected courses. To discuss this service contact Customer Service.

Discounts

12. Discounts for company block bookings are available on all our courses as shown below. To be eligible for discounts, the bookings must be submitted together (only applicable to bookings for the same course, date and venue). Block bookings are not available in conjunction with any other discount.

Number of delegates	Discount available
3-5	£10 off per day of tuition per delegate
6-10	£20 off per day of tuition per delegate
11+	Contact us to discuss discounts or the option to run the course in-house

Cancellation of booking

13. Should you wish to cancel your booking, you will need to contact Customer Service, before the start of the course. The refunding of any fees paid for the course may be subject to the charges laid out in the table below. Please note this does not affect your statutory rights.

Notice given (no. working days)	Charge (% course fees)
1-5	100%
6-10	25%
11-20	20% (subject to a maximum of £75)
21+	£35 administration charge per delegate place

Transfer of booking

14. Should you wish to transfer your booking to another course, you will need to contact Customer Service before the start of the course. The refunding of any fees paid for the course may be subject to the charges laid out in the table below. Please note this does not affect your statutory rights.

Notice given (no. working days)	Charge (% course fees)
1-5	100%
6-10	50%
11-20	25% (subject to a £35 minimum charge)
21+	£35 administration charge per delegate place

Visas and currency

15. It is the delegate's responsibility to ensure that they have the correct student visa valid for the duration of the course. Full payment is required for invitation letters to be issued. It is wise to make an early application for exchange of currency in countries where this may be a problem.

Booking conditions

16. The CII will use all reasonable endeavours to deliver courses in accordance with the information set out in this training directory. However, the CII reserves the right to cancel courses in appropriate circumstances. Cancellations normally occur only when there are insufficient delegates to make the course viable. However, there may be other instances, beyond the CII's reasonable control, which make it necessary for a course to be cancelled at any time. In all these cases, the CII will use its reasonable endeavours to provide a suitable alternative course and to minimise inconvenience to delegates.

The CII also reserves the right to make variations to the contents or method of delivery of the course or to merge or combine courses, if it considers, reasonably, such action is necessary.

If a course is cancelled by the CII, any fees paid to the CII will be refunded in full unless a suitable alternative course has been provided.

The CII does not accept responsibility, and will not be liable, for loss or damage to delegates' property (other than through negligence of the CII, its staff or agents) or for the consequences of any modification or cancellation of courses or time-tabling constraints as set out above.

General

17. When the CII has processed your application form, you will be sent confirmation of your entry. This will give your CII permanent identity number (PIN) which you should use at all times when you contact the CII.

You are advised to retain a copy of the completed application form in case there are any queries.

Copyright

18. All CII study materials are copyrighted. By completing this form you undertake to use the materials for your own purposes only and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited.
- The recording (audio or visual) of any CII Face-to-Face Training courses is prohibited. Any person who attempts to record any presentation will be considered in breach of copyright.

Your right to cancel

19. In accordance with The Consumer Protection (Distance Selling) Regulations 2000 you have a right of cancellation in respect of the Services listed in this brochure, which right shall (subject to the Regulations) expire seven working days from the day after the date on which your order for services is accepted by the CII. Should you wish to cancel, notice should be sent to Customer Service. Reimbursement for any monies paid by you which relate to the cancellation will be sent to you within 30 days of receiving the notice of cancellation.

Additional terms and conditions

20. Please note there are additional terms and conditions which apply to candidates attending courses with the CII. These are contained on the **joining instructions**, a copy will be sent to you. Alternatively, these can be found within the Face-to-Face Training booking section on www.cii.co.uk. Please note that in booking a course you agree to be bound by these additional terms and conditions.