

# London joining instructions

## How to find

### Tenter House, 45 Moorfields

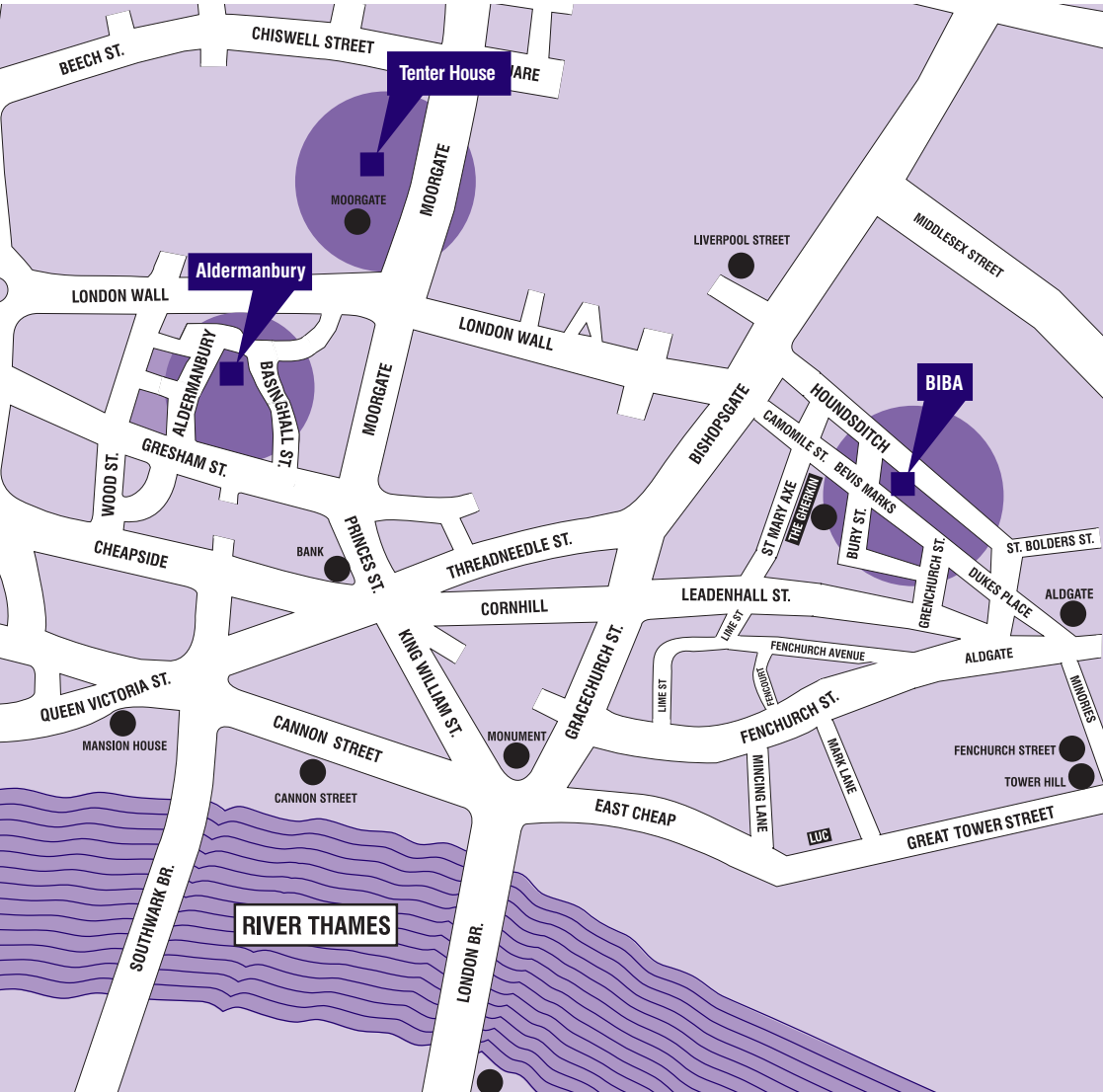
8th Floor, Moorgate, London EC2Y 9AE

### Aldermanbury

20 Aldermanbury, London EC2V 7HY

### British Insurance Brokers' Association (BIBA)

8th Floor, John Stow House, 18 Bevis Marks, London EC3A 7JB



# Course information

## Course timetable

Full day courses start at 9.30 and finish at 16.45. Morning courses start at 9.30 and finish at 12.30 and afternoon courses start at 13.30 and finish at 16.30. You should arrive at least 15 minutes before the course starts to allow for registration. If for any reason you will be arriving late, please telephone to let us know.

## Course material

Technical material and course notes will be supplied according to the needs of each course. For revision courses, workshops and intensive courses you must remember to bring the coursebook, writing materials and a calculator.

## Absence

If for any reason, you cannot attend the course, please notify Face-to-Face Training and if appropriate your employer. The same procedure should be followed if you become ill once the course has started and cannot attend a session.

## Dress

Smart-casual.

## Smoking

The CII has a no-smoking policy.

## Mobile phones

These must be switched off during the training sessions as they may disturb other delegates.

## Fire precautions

On arrival you should read the fire notices displayed in the building. If there is a fire alarm test planned you will be informed on the day. If it sounds at any other time, then you should assume that it is a genuine alarm and follow the instructions given by a member of staff.

## Special requirements

Please let us know of any particular needs that you may have which may affect your ability to attend to enable us to discuss your requirements and make any reasonable adjustments.

Please contact **+44 (0)20 7397 1133** or by email on **face-to-facetraining@cii.co.uk**

## Accommodation

If overnight accommodation is required the following are some local hotels that you may wish to book. These hotels are not CII recommendations but are provided for information purposes only. Please note that accommodation is not included in the course price.

### **Citadines, Goswell Road, EC1M 7AH**

Tel: +44 (0)20 7566 8000

Web: [www.citadines.com](http://www.citadines.com)

### **Holiday Inn Express, Old Street, EC1V 9LN**

Tel: 0870 400 9093/+44 (0)20 7300 4300

Web: [www.hiexpress.co.uk](http://www.hiexpress.co.uk)

### **Thistle City Barbican, Central Street, EC1V 8DS**

Tel: 0870 333 9101/+44 (0)20 7437 4370

Web: [www.thistlehotels.com](http://www.thistlehotels.com)

### **The Tower, St Katherine's Way, E1W 1LD**

Tel: 0870 333 9106/+44 (0)20 7584 6454

Web: [www.guoman.com](http://www.guoman.com)

### **Novotel, Pepys Street, EC3N 2NR**

Tel: +44 (0)20 7265 6000

Web: [www.novotel.com](http://www.novotel.com)

### **Travelodge London Central Bank Hotel, St Swithin's Lane, EC4N 8AD**

Tel: 0871 984 6485

Web: [www.travelodge.co.uk](http://www.travelodge.co.uk)

### **Premier Travel Inn: Park Street, SE1 9EF & Tower Bridge Road, SE1 3LP**

Tel: 0870 242 8000/+44 (0)1582 567 890

Web: [www.premiertravelinn.com](http://www.premiertravelinn.com)

## Tenter House, 45 Moorfields

The nearest underground/mainline railway stations are:

- Bank (exit 2) and Moorgate underground (use exits towards the Metropolitan line gate)
- Liverpool Street underground and mainline rail

### Parking

There is no designated parking at the training centre, so you are advised to use public transport.

### On arrival

Please report to the reception desk stating that you are attending a Face-to-Face Training course at etcVenues, 8th floor. As you step out of the lift report to the Face-to-Face Training reception desk for registration. There is disabled access to the building via the main entrance. The training centre is open from 09.00 to 17.00.

### Refreshments and lunch

These are included on all courses except for half day programmes where lunch is not provided. If you have any special dietary requirements please contact Face-to-Face Training on +44 (0)20 7397 1133 or [face-to-facetraining@cii.co.uk](mailto:face-to-facetraining@cii.co.uk) at your earliest convenience.

## Aldermanbury

The nearest underground/mainline railway stations are:

- Bank, St Pauls and Mansion House underground
- Moorgate underground and mainline rail
- Cannon Street underground and mainline rail
- Liverpool Street underground and mainline rail.

### Parking

There is no designated parking at the training centre, so you are advised to use public transport.

### On arrival

Please report to reception stating that you are attending a Face-to-Face Training course.

### Refreshments and lunch

Details as per Tenter House.

## BIBA

The nearest underground/mainline railway stations are:

- Aldgate, Monument, Bank and Tower Hill underground
- Fenchurch Street mainline rail
- Liverpool Street underground and mainline rail
- Cannon Street underground and mainline rail
- London Bridge underground and mainline rail.

### Parking

There is no designated parking in Bevis Marks, so you are advised to use public transport.

### On arrival

Please report to the main reception stating that you are attending a training course. You will be issued with a pass and directed to the training room.

### Refreshments and lunch

Details as per Tenter House.

## Exam candidates

For courses which include an exam it is essential to be able to show proof of identity. The following are acceptable as identification:

- A current passport;
- A company identification card containing both your photograph and signature;
- A driving licence containing both your photograph and signature;
- A national identity document containing both your photograph and signature.

If you do not hold one of these, you will be expected to obtain one before the exam. If you do not comply with these requirements, your exam result may not be released.

## Exam results

If the course you are attending includes an exam, you will be advised by Face-to-Face Training when the results will be published.

## Lost property

If you lose any personal belongings whilst at the venue contact Face-to-Face Training on **+44 (0)20 7397 1133** or **face-to-facetraining@cii.co.uk**

## Any problems

We hope that you will have no problems during the course, but if you do, please discuss this with any CII staff present. Alternatively contact Face-to-Face Training on **+44 (0)20 7397 1133** or **face-to-facetraining@cii.co.uk**

## Contacting the CII

The CII is committed to delivering a first-class service to its members and customers and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise. We take all such comments seriously, answer them individually and use them to help ensure that we continually improve the service we provide.

If you have any queries regarding Face-to-Face Training courses or on any other service provided by the CII please contact:

### Customer Service

42–48 High Road, South Woodford,  
London E18 2JP  
tel: **+44 (0)20 8989 8464**  
fax: **+44 (0)20 8530 3052**  
email: **customer.serv@cii.co.uk**

### Face-To-Face Training

20 Aldermanbury, London EC2V 7HY  
tel: **+44 (0)20 7397 1133**  
email: **face-to-facetraining@cii.co.uk**