

i n n o v a t i v e s o l u t i o n s

WORLDWIDE

Ticketing
Marketing
Solutions

u n r i v a l l e d k n o w l e d g e

i n - d e p t h e x p e r i e n c e



uktraining@tickets.com

Databox

ProVenueMax™

PASS2

T r a i n i n g G u i d e 2 0 0 4

Training Guide 2004



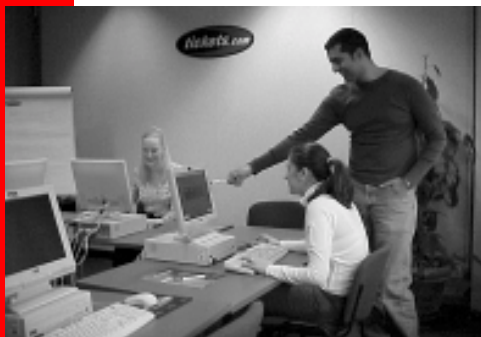
It has been an exciting year for everyone connected with Tickets.com, on-line sales have increased to a record level and the first release of ProVenueMax™ has been launched in the UK.

As a result of the release of ProVenueMax™ we have this year introduced the first ever ProVenueMax™ training courses. These are scheduled towards the end of the year by which time we expect the use of ProVenueMax™ to have spread nationwide.

We certainly enjoyed meeting so many of you during 2003 and many thanks for the warm welcome we have received in England, Ireland, Scotland, Wales and across Europe! We want to make sure the training you receive is at a consistently high standard, and your feedback is vital to us, so another big thank you to all of you who attended a training session in 2003 and took a few minutes to complete a post-training questionnaire. The positive feedback has been tremendous as you can see from the comments throughout the guide, and many of your suggestions have been taken on and helped structure training during 2004.

New Courses

Two members of the Training Department joined other



Tickets.com staff at the 2003 Arts Marketing Association Conference in Poole - one of the resounding comments that came from many of the seminars and discussions was the need to build stronger relationships between Marketing and Ticket

Sales departments. With this in mind, we have introduced brand new courses this year specifically geared to helping these departments forge stronger links. We hope you will find the 'Box Office for Marketing People' and 'Marketing for Box Office People' sessions a welcome addition to the programme.

Conference 2004

The theme of Marketing and Box Office relationships will also form a focal point at our conference this year, with several seminars giving the opportunity to learn and discuss ways of maximising understanding between these departments. The 2004 conference will be held at the Nottingham Playhouse on the 13th - 14th May. Further details can be obtained from Stephen Beadle sbeadle@tickets.com or 01908 232404.

Short Courses on the Road

Following the success of the courses run in Merthyr Tydfil and Winchester we will be extending our programme of Short Courses in 2004. There will be a range of Databox courses run

in both Edinburgh and Dublin, which we hope will make our training even more accessible. Details of these courses can be found in the guide alongside the schedule for Milton Keynes courses.

Choosing your Short Course

All Short Course descriptions offer a guide to the suitability and grade of the course. It is important that everyone attending a course has basic Windows® skills and feels confident using a mouse. If you are in any doubt about the suitability of a course please contact a member of the Training Team who will be able to advise you.

Short Course Details and Prices

You can find the schedule for Databox Short Courses on pages 4-6 with PASS2 and ProVenueMax™ on pages 7-11. We have frozen prices from 2003 which means you can still attend a full day Short Course in Milton Keynes for **£99 (+VAT)** or a half day course for just **£60 (+VAT)**. As last year, the full day rate is available to anyone wishing to attend two half day courses on the same day. Short Courses taking place in Dublin will be charged at **€50** per day, and Edinburgh courses are **£120 (+VAT)** per day.

Full terms and conditions are included on page 11, including full details regarding bookings and cancellations. Your booking form is inserted into this brochure.

Short Courses on Demand

Sometimes the dates of Short Courses are not convenient to all venues, so in order to give you more flexibility, Short Courses can be arranged on alternative dates to suit you. (*A minimum number of delegates is required*). Please contact a member of the Training Team for more information or to organise a Short Course to suit you.

Bespoke Training

Bespoke training continues to be popular with over 100 venues requesting tailored training during 2003. Bespoke training offers the benefit of on-site training which can often be based around your own data. It provides you with the opportunity to design your own training agenda - you tell us what your training needs are and we design sessions to meet them. In some cases venues choose to fit bespoke training around a Short Course agenda then customise it for precise relevance. Bespoke training costs **£600 (+VAT)** per day onsite or **£550 (+VAT)** per day in our Milton Keynes office - making it extremely cost effective, especially for venues otherwise planning to send large numbers of delegates to Short Courses.

I hope you enjoy the courses on offer. Do get in touch with the Training Team to discuss any of the information in this brochure or for advice on any of your training needs for 2004.

RACHEL DAVIDGE
European Training Manager

We have frozen prices from 2003, which means you can still attend a full day course for only £99!

index of courses

DATABOX Short Courses

The Control Module 10am-5pm
9th March 2004; 8th September 2004

Data Interrogator - half day 10am-1pm
Sales, Marketing and Financial Reports - half day
2pm-5pm
10th March 2004; 10th September 2004
21st October 2004

Introduction to Mailing and Marketing 10am-5pm
11th March 2004; 9th September 2004

Advanced Marketing 10am-5pm
12th March 2004; 11th June 2004; 20th October 2004

Season and Merchandising - half day - 10am-1pm
Memberships - half day - 2pm-5pm
8th June 2004

System Management and Housekeeping 10am-5pm
9th June 2004; 22nd October 2004

Box Office for Marketing People - half day
10am - 1pm
Marketing for Box Office People - half day 2pm - 5pm
10th June 2004; 19th October 2004

Box Office Ticketing 10am-5pm
7th September 2004

DATABOX in Edinburgh:

Box Office Ticketing 10am-5pm
15th June 2004

The Control Module 10am-5pm
16th June 2004

Introduction to Marketing and Mailing 10am-5pm
17th June 2004

Advanced Marketing 10am-5pm
18th June 2004

DATABOX in Dublin:

Box Office Ticketing 10am-5pm
27th April 2004

The Control Module 10am-5pm
28th April 2004

Introduction to Marketing and Mailing 10am-5pm
29th April 2004

Advanced Marketing 10am-5pm
30th April 2004

PASS2 Short Courses

Seating Plan Design - half day 10am-1pm
Ticket Design - half day 2pm-5pm
2nd March 2004

Get Set up for Success 10am-5pm
3rd March 2004

Box Office Ticketing 10am-5pm
4th March 2004

Marketing and List Generation 10am-5pm
5th March 2004; 15th September 2004

Box Office for Marketing People - half day 10am - 1pm
Marketing for Box Office People - half day 2pm - 5pm
14th September 2004

Database Query and System Management 10am-5pm
16th September 2004

Marc Scripting 10am-5pm
17th September 2004

ProVenueMax™ Courses

Seating Plan design - half day 10am-1pm
Ticket Design - half day 2-5pm
26th October 2004

Marketing and List Generation 10am-5pm
28th October 2004

Get Set up for Success 10am-5pm
27th October 2004

Database Query and System Management 10am-5pm
29th October 2004

index of other information

Biographies	page 12
Directions to find us	page 13
Booking terms and conditions	page 13
Accommodation for attendees	page 14
Booking form	page 15

Databox short courses

The Control Module

Are you in Control?

After completing this course you will be able to:

- Configure and design plans
- Create and edit events
- Understand the System Control options
- Understand and apply Configuration settings

Who is it for?

System Managers or senior Box Office staff who require an introduction or refresher into the core system elements. Ideal for those who have not been formally trained in the Control Module.

Required Experience:

No previous Control experience required, but a working knowledge of Databox is necessary.

Costs:

Milton Keynes: £99 + VAT
Edinburgh: £120 + VAT
Dublin: •250

Dates:

9th March, 8th September
16th June
28th April

Data Interrogator

half day course

Take control of your data

After completing this course you will be able to:

- Channel your data to your own requirements
- Export information for use in Microsoft Word
- Export information for use in Microsoft Excel charts
- Create extended customer extractions

Who is it for?

Advanced Databox users who wish to take an in depth look at data structure and export options.

Required Experience:

Solid knowledge of the customer database. Some experience of Marketing extractions.

Costs:

Milton Keynes: £60 + VAT

Dates:

10th March, 10th September,
21st October

“ Finding a quicker way
saves me
around 3 hrs a week ”

“ Finding there is more
potential in my system ”

Sales, Marketing and Financial Reports

half day course

Are you making the most of your reporting?

After completing this course you will be able to:

- Understand the best report for all situations
- Use account codes and classifications for reporting purposes
- Display a report in Excel
- Use the Sage export feature (training on Sage not provided)
- Use the Profit and Loss report

Who is it for?

Any Box Office, Marketing or Financial staff who regularly produce or analyse Databox reports.

Required Experience:

A working knowledge of Databox transactions and sales.

Costs:

Milton Keynes: £60 + VAT

Dates:

10th March, 10th September,
21st October

Box Office Ticketing

Learn all you need to know to work in a Box Office

After completing this course you will be able to:

- Sell tickets
- Work with the events list
- Navigate seating plans
- Handle unreserved events
- Reserve and maintain tickets
- Create and maintain reservations
- Use the customer database

Who is it for?

New staff and those who have been working in a Box Office for less than six months. Also a good confidence builder for existing staff.

Required Experience:

No previous Databox experience required.

Costs:

Milton Keynes: £99 + VAT
Edinburgh: £120 + VAT
Dublin: •250

Dates:

7th September
15th June
27th April

Databox short courses

Introduction to Mailing and Marketing

How to use Databox Marketing features

After completing this course you will be able to:

- Capture accurate and complete customer data
- Make extractions to produce mailings and labels
- Create Category and Interest lists
- Merge and clean customer duplicates
- Understand basic marketing reports

Who is it for?

New Marketing Managers, Marketing Officers or Box Office Managers who have not used Databox Marketing or have not received formal Marketing training.

Required Experience:

No knowledge of the extraction module is required, though some knowledge of the customer database is useful.

Costs:

Milton Keynes: £99 + VAT
Edinburgh £120 + VAT
Dublin: •250

Dates:

11th March, 9th September
17th June
29th April

Advanced Marketing

Maximise your use of Databox Marketing

After completing this course you will be able to:

- Use advanced data capture methods
- Perform complex extractions
- Run effective email and telesales campaigns
- Measure the effectiveness of your campaigns
- Perform advanced database cleaning

Who is it for?

Marketing Managers and Box Office Managers who have used the Marketing and extraction modules and wish to refresh or complete their knowledge.

Required Experience:

At least 8 months' use of Databox and ability to perform simple extractions.

Costs:

Milton Keynes: £99 + VAT
Edinburgh £120 + VAT
Dublin: •250

Dates:

12th March, 11th June,
20th October
18th June
30th April

“ I enjoyed the course and learned loads. Thank you! ”

“ Being able to ask all those questions to someone who really knew their stuff ”

System Management and Housekeeping

Everyday tools for a healthy Databox system

After completing this course you will be able to:

- Use daily and long term procedures for maximum efficiency
- Understand Datachecks and table repair
- Manage and troubleshoot your network
- Understand error messages and what they mean
- Find out about the importance of system backups

Who is it for?

Advanced system users or System Managers responsible for maintaining the system and troubleshooting problems.

Required Experience:

At least one year's experience of Databox in all (BMRC) modules. Sound knowledge of Windows® operations.

Costs:

Milton Keynes: £99 + VAT

Dates:

9th June, 22nd October

Seasons and Merchandising half day course

A complete look at setting-up subscriptions and merchandising

After completing this course you will be able to:

- Create seasons and discount packages
- Setup and report on season sales
- Base mailing extractions on season sales
- Configure merchandising items
- Report on merchandising stock and sales

Who is it for?

Any staff who are responsible for entering subscriptions or merchandising information in to Databox.

Required Experience:

A basic working knowledge of Databox and transactions.

Costs:

Milton Keynes: £60 + VAT

Dates:

8th June

Databox short courses

Memberships

half day course

Managing your members with ease

After completing this course you will be able to:

- Create and manage different membership schemes
- Identify new and existing members
- Predict and encourage renewals
- Use membership information for mailings

Who is it for?

Any staff who are required to enter and sell memberships through Databox.

Required Experience:

A basic working knowledge of Databox and transactions.

Costs:

Milton Keynes: £60 + VAT

Dates:

8th June

Box Office for Marketing People

half day course

Ticket sales demystified!

After completing this course you will be able to:

- Complete a ticket sales transaction
- Understand how Marketing data is captured
- Ensure that events have correct Marketing information attached
- Run Marketing campaigns that suit Box Office practice

Who is it for?

Marketing staff who need to work with Box Office staff to get the best results from Databox.

Required Experience:

Working knowledge of Databox Marketing.

Costs:

Milton Keynes: £60 + VAT

Dates:

10th June, 19th October

“

The training will enhance the marketing of my venue

”

Marketing for Box Office People

half day course

How Box Office and Marketing combine in Databox

After completing this course you will be able to:

- See where data is stored
- Run simple Marketing extractions
- Understand Marketing reports
- Check the efficiency of your Box Office
- See how Box Office data is used for Marketing campaigns

Who is it for?

Box Office staff who need to work with Marketing staff to get the best results from Databox.

Required Experience:

Working knowledge of Box Office ticketing.

Costs:

Milton Keynes: £60 + VAT

Dates:

10th June, 19th October

“

I'm going to be a lot less stressed due to my newly acquired knowledge!

”

“
*The trainer was
very easy-going
and understanding*
”

Marketing and List Generation

List Generation for the Marketing Generation

After completing this course you will be able to:

- Capture accurate and complete customer data
- Use Source Codes effectively
- Use key MARC reports
- Utilise direct mail analysis
- Understand the Data Protection features
- Extract customers for mailings using the varied List Generation components

Who is it for?

Any Marketing staff who need to produce mailings or analytical data.

Required Experience:

Working knowledge of PASS2.

Costs:

Milton Keynes: £99 + VAT

Dates:

5th March, 15th September

Get Set Up for Success

Basic set up skills to make ticketing a breeze!

After completing this course you will be able to:

- Create events and packages quickly and easily
- Customise PASS to meet individual users' needs
- Use Ticketing Constants to configure your system
- Understand system security and passwords

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events or system configuration.

Required Experience:

At least 6 months' PASS experience. In depth Ticketing knowledge.

Costs:

Milton Keynes: £99 + VAT

Dates:

3rd March

Seating Plan Design

half day course

Design seating plans with flair and accuracy

After completing this course you will be able to:

- Structure your spaces using clear sectioning techniques
- Design plans using section maps, availability and graphics
- Create varied Price Maps
- Create Seat Information Maps
- Use additional ticket information features

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events and need to understand Seating Plan configuration.

Required Experience:

At least 6 months' PASS experience. In depth Ticketing knowledge.

Costs:

Milton Keynes: £60 + VAT

Dates:

2nd March

Ticket Design

half day course

Unleash your creativity with Ticket Design possibilities

After completing this course you will be able to:

- Create clear and informative tickets
- Design gift certificates, receipts and credit card receipts
- Utilise dual stock and logo functionality
- Customise ticket information

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events and need to understand Ticketing options and design possibilities.

Required Experience:

At least 6 months' PASS experience. In depth Ticketing knowledge.

Costs:

Milton Keynes: £60 + VAT

Dates:

2nd March

“
*The training will
enhance the
marketing of my venue*
”

PASS2 short courses

Box Office for Marketing People half day course

Ticket sales demystified!

After completing this course you will be able to:

- Complete a ticket sales transaction
- Understand how Marketing data is captured
- Ensure that events have correct Marketing information attached

Who is it for?

Marketing staff who need to work with Box Office staff to get the best results from PASS.

Required Experience:

A working knowledge of PASS Marketing.

Costs:

Milton Keynes: £60 + VAT

Dates:

14th September

Marketing for Box Office People half day course

How Marketing and Box Office combine in PASS

After completing this course you will be able to:

- See where data is stored
- Run simple Marketing extractions
- Understand key MARC reports
- See how Box Office data is used for Marketing campaigns

Who is it for?

Box Office staff who need to work with Marketing staff to get the best results from PASS.

Required Experience:

A working knowledge of Box Office ticketing.

Costs:

Milton Keynes: £60 + VAT

Dates:

14th September

“
*I feel more confident
about attacking problems
now.*
”

“
*I discovered easier ways
to do my job*
”

Box Office Ticketing

Learn all you need to know to work in a Box Office

After completing this course you will be able to:

- Sell tickets
- Work with the sales guide
- Navigate a seating plan fully
- Handle unreserved events
- Reserve tickets
- Create & maintain reservations
- Use the customer database

Who is it for?

New staff or those who have in working in a Box Office for less than six months. Also a good confidence builder for existing staff.

Required Experience:

No previous PASS experience required.

Costs:

Milton Keynes: £99 + VAT

Dates:

4th March

Database Query & System Management

Keep your system purring

After completing this course you will be able to:

- Ensure correct data capture & masterfile set up
- Understand user access & system security
- Understand common error messages
- Understand & navigate the system database
- Track bookings & troubleshoot financial imbalances

Who is it for?

Advanced system users who wish to understand the core of PASS data structure and advanced system configuration.

Required Experience:

At least 8 months' PASS experience.

Costs:

Milton Keynes: £99 + VAT

Dates:

16th September

“

*The Trainer was so fab,
I wanted to take him
home with me*

”

Making your MARC

Scripting for beginners

See what the elements of a MARC report are, and how to adapt them for your own needs

After completing this course you will be able to:

- Understand and navigate the system database
- Edit your own reports
- Create simple reports from step one
- Use MARC Write to design useful reports

Who is it for?

Advanced system users who wish to explore report writing possibilities.

Required Experience:

At least 1 year's PASS experience and knowledge of existing MARC reports.

Attending the 'Database Query and System Management' course would be good preparation.

Costs:

Milton Keynes: £99 + VAT

Dates:

17th September

ProVenueMax™ short courses

Seating Plan Design

half day course

Design seating plans with flair and accuracy

After completing this course you will be able to:

- Structure your spaces using clear sectioning techniques
- Design plans using section maps, availability and graphics
- Create varied Price Maps
- Create Seat Information Maps
- Use additional ticket information features

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events and need to understand Seating Plan configuration.

Costs:

Milton Keynes: £60 + VAT

Dates:

26th October

Ticket Design

half day course

Unleash your creativity with Ticket Design possibilities

After completing this course you will be able to:

- Create clear and informative tickets
- Design gift certificates, receipts and credit card receipts
- Utilise dual stock and logo functionality
- Customise ticket information

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events and need to understand Ticketing options and design possibilities.

Costs:

Milton Keynes: £60 + VAT

Dates:

26th October

“ So stimulating discovering some of the un-tapped potential I had been missing! ”

“ I was really keen to get back to my office so that I could press my new-found knowledge into action ”

Get Set Up for Success

Basic set up skills to make ticketing a breeze!

After completing this course you will be able to:

- Create events and packages quickly and easily
- Customise PVM to meet individual users' needs
- Use Ticketing Constants to configure your system
- Understand system security and passwords

Who is it for?

Senior Box Office staff and System Managers who are responsible for creating events or system configuration.

Costs:

Milton Keynes: £99 + VAT

Dates:

27th October

Marketing and List Generation

List Generation for the Marketing Generation

After completing this course you will be able to:

- Capture accurate and complete customer data
- Use Source Codes effectively
- Use key MARC reports
- Utilise direct mail analysis
- Understand the Data Protection features
- Extract customers for mailings using the varied List Generation components
- Use new emailing features with confidence

Who is it for?

Any Marketing staff who need to produce mailings or analytical data.

Costs:

Milton Keynes: £99 + VAT

Dates:

28th October

“ *I'm going to be a lot less stressed due to my newly acquired knowledge!* ”

Database Query & System Management

Keep your system purring

After completing this course you will be able to:

- Ensure correct data capture & masterfile set up
- Understand user access & system security
- Understand common error messages
- Understand & navigate the system database
- Track bookings & troubleshoot financial imbalances

Who is it for?

Advanced system users who wish to understand the core of ProVenueMax™ data structure and advanced system configuration.

Costs:

Milton Keynes: £99 + VAT

Dates:

29th October

biographies

Paul Cater - Customer Services Manager



Now in his 7th year with Tickets.com, Paul started working in support and was training customers within a year of starting with the company, then known as Dataculture. In 1999 he became Training Manager and has since held the title of Deputy Operations Manager and Deputy Customer Services Manager.

In July 2002 he was promoted to Customer Services Manager and now looks after the largest department within Tickets.com.

Previously Box Office Manager at the Anvil in Basingstoke and Customer Services Manager at The Castle in Wellingborough, Paul has a wealth of knowledge in Box Office management.

He also claims to know a bit about stand - up comedy and ran a comedy club in Wellingborough for The Castle until the role of trainer got the better of him and he had to give up the role of impresario.

His academic qualifications include a BA (Hons) in recreation management.

An accomplished club cricketer in the summer, his winter passion is watching Everton, although he admits that this can sometimes ruin his Saturday evenings.

Rachel Davidge - Training Manager



Rachel joined us in September 2000 and was appointed to her role as head of the Training Department at the end of 2002. She brings into 2004 a vast wealth of Databox and PASS experience and has extended her repertoire to include ProVenueMax™.

Having gained her BA (Hons) in Music with Theatre at the picturesque Dartington College of Arts in 1995, Rachel went on to become the Box Office Manager for

Salisbury Festival then Newbury Corn Exchange.

Whilst at Newbury, Rachel attended the Tickets.com (then Select Ticketing) training courses and joined Tickets.com with plenty of PASS experience. Since working with us, she has steadily increased her knowledge, and has several international training credits under her belt in such far flung places as Sweden, Singapore and Australia.

Amongst her impressive statistics is the vast amount of information she has regarding the pop icon Madonna. Test her out one day!

Bas Toonen - Multi-lingual Trainer

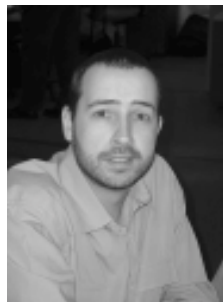


Bas joined Tickets.com in January 2000 as a multi-lingual trainer for the Benelux region. He provides training in PASS, ProVenueMax™ and Databox, and due to his language skills he regularly trains customers in the UK and Ireland as well.

Bas has an industry related background and is nowadays still to be seen as a progressive DJ in several European countries.

After he finished his Human Resource study at the Rotterdam University he worked for several years as an outplacement consultant before he joined Tickets.com. In 2002, Bas took a break from Tickets.com to travel the World. Some of his highlights were the Route 66, Brazil and the very cold Estonia. He also makes mean sushi, and might share some secrets if you ask him nicely!

Pete Foxen - Trainer



Those of you who read the 2003 Training Guide, may remember a mystery Trainer 'A N Other' in the line up as a recruitment drive was under way at the time of going to press.

We can now reveal that the international man of mystery is Pete Foxen, who joined us in March 2003 and has already built up plenty of Databox experience across the UK.

Prior to joining Tickets.com, Pete worked for an out-sourced IT company providing both Training and Support to J Walter Thompson and Hill and Knowlton. He worked on these client sites both in London and New York providing group based and one to one Training.

In Pete's spare time he enjoys producing music and DJing - a past time that has taken him as far and wide as Australia where he helped co-organise Brisbane's largest outdoor party. Blindin'!

Look out for new Trainers in 2004!

Directions to Tickets.com offices

Detailed directions and map can be forwarded on request, otherwise please visit www.mkweb.co.uk for town guide and visitor information.

Location

Our offices are located at:
Midsummer House
405 Midsummer Boulevard
Milton Keynes
MK9 3BN
Tel: 0845 330 2343
Fax: 01908 232414

By Road

Leave M1 at Junction 14 and follow the signs to Central Milton Keynes. Visit www.multimap.com and use our postcode MK9 3BN for our exact location.

By Rail

The nearest train station is Milton Keynes Central, Milton Keynes Central Station is on the West Coast Main Line (London, Euston)

On Foot

Midsummer House is about 10-minute walk from the railway station or a quick taxi journey.

Parking

Pay and display parking is available directly outside Midsummer House. Standard bays are marked by black parking meters, Premium bays are marked by red parking meters.

Booking - terms & conditions

Training Session:

- It is vital that your attention is given to all relevant training and you are not distracted. Please switch off mobile phones.
- There will be regular breaks during the course of each session.
- A no smoking policy will be enforced in all training sessions.
- The full-day courses will run from 10am to 5pm.
- The half-day courses will run from either 10am to 1pm, or 2pm to 5pm.
- It is always our intention to provide each delegate with their own workstation but in exceptional circumstances delegates may be asked to share.
- Delegates must have basic Windows® skills before attending training.

Refreshments:

Tea, coffee and water will be provided during the breaks.

Lunch:

Lunch is provided for full day course delegates only.

Accommodation:

Accommodation is not included in the cost of the courses. Where accommodation is required we can supply a list of hotels and bed and breakfasts.

Payment:

Payment for courses may be made by cheque (payable to Tickets.com Limited) or BACS payment.

Bookings & Cancellations:

- Bookings - course places will be held for 14 days from the date of booking, during which time full payment is due. Course places will only be confirmed upon receipt of full payment within this time, and after 14 days' reservation period unpaid bookings will be released. Bookings made within 14 days of the course date must be paid immediately. No delegate will be permitted to attend a course for which payment has not been made in full. It remains the responsibility of the venue to confirm that late booking payments have been received before sending staff to attend.
- Cancellations made within 14 days of any course date will generate no refund.
- Cancellations between 14 & 30 days of the course date will generate a 50% refund.
- Cancellations made more than 30 days prior to the course date will generate a full refund.
- Any delegate wishing to transfer from one course to a later course may do so, with at least 14 days' notice and upon payment of a 25% administration charge. (No exchange fee will be charged if at least 30 days' notice is given)

Please Note: Substitute delegates are welcome, provided that the substitute has the necessary skills to undertake the course. Please advise Tickets.com of any substitute delegates that may attend.

Tickets.com Ltd reserves the right to cancel training courses where unavoidable. Full refunds will be issued to delegates or alternative dates offered.



Accommodation List

The following hotels are within **5 minutes walk** from our office:

Travelodge Hotel

199 Grafton Gate
Central Milton Keynes
MK9 1AL
Tel: 08700 850950

Monday - Thursday £59.95 per room

Friday - Sunday £39.95 per room

Continental breakfast is an extra £4.25 per person.

All rooms are en suite and parking is available for guests.

Old Barn Beefeater & Travel Inn

800 Secklow Gate West
Central Milton Keynes
MK9 3BZ
Tel: 01908 663388

£40.95 per room per night

Continental breakfast is £4.00 per person.

All rooms are en suite and parking is available for guests.

Holiday Inn

500 Saxon Gate West
Central Milton Keynes
MK9 2HQ
Tel: 0870 4009057

The standard bedrooms offer direct dial telephone, private fridge, interactive TV, trouser press, hairdryer and 24 hour room service.

The superior rooms where available, offer extras including cotton covered duvet, interactive TV with sky sports, a power shower, exclusive bathrobe and neutrogena toiletries.

Their restaurants offer a wide range of cuisine.

There is a bar and a lounge with satellite TV.

Rooms start from £34 per person per night Bed and breakfast.

All rooms are en suite and parking is available for guests.

The following hotels are within **5 minutes taxi drive** from our office.

The Quality Hotel

Monks Way
Two Mile Ash
Milton Keynes
MK8 8LY
Tel: 01908 561666

The bedrooms are all En-Suite and have: Writing desk, television with satellite channels, radio, trouser press, hairdryer, direct dial telephones, room service, mini bars and hospitality tray.

The Mediterranean atmosphere of La Rotisserie Primevere Restaurant is a perfect place to unwind.

Full leisure facilities.

Single Room £110 per room

Premier Double/Twin £120 per room

Premier Suites £125 per room

Full English Breakfast - £9.75

Continental Breakfast - £7.75

Weekend rates start from £28.00 per person for bed and breakfast with a £10 single supplement.

Parking is available for guests.

Shenley Church Inn

Burchard Crescent
Shenley Church End
Milton Keynes
MK5 6HQ
Tel: 01908 505467

Midweek Single/ Double/ Twin £74.95 B&B

Weekend Single/ Double/ Twin £39.95 Room only

All rooms are en suite and Breakfast is available at £6.00 for full English. There is extensive car parking for up to 160 cars, surveyed by security cameras.

Traditional food is the order of the day, with carvery offering a choice of succulent roasts and vegetarian cuisine.

You'll also find an excellent selection of freshly prepared light meals available in the bar all served in relaxed and friendly surroundings. All rooms are en suite.

Booking Form for short courses

Photocopy and return to: Tickets.com, 405 Midsummer House, Midsummer Boulevard, Milton Keynes MK9 3BN
or fax to: 01908 232414. For further information, tel: 01908 232404.

Your name:

Your role:

Venue/organisation name:

Address:

.....

..... **Postcode:**

Telephone: **Fax:**

Email:

Delegate Name	Course Title	Date	office use only
Full Day			
Half Day			

PAYMENT DETAILS: return this form completed to Tickets.com, you will receive an invoice for payment in return.

PURCHASE ORDER NUMBER:.....

*Confirmation of your reservation should be with you in 7 days from receipt. Please remember that places are confirmed when **payment is received**, not when booking forms are received.*

Please let us know of any **special dietary needs** you may have:

Signature:..... **date:**.....

By signing this booking form you are agreeing to the Terms and Conditions shown on page 13.

NB All bookings made using the half-days offer must be made at the same time. Please refer to the 'Terms and Conditions' and retain a copy of your returned booking form for your records.

I am travelling by CAR Number of cars

I am travelling by TRAIN Number travelling