



Berlington Management Consultants

Customer Care, Complaint Resolution & Call Centre Masterclass Registration Form

SELECT CONFERENCE

9-13 April 2018

The Regenza Hotel by Tunga, Plot No. 37,
Sector 30-A, Vashi, Navi,
Mumbai, India

14-18 May 2018

Radisson Blu Hotel, Sandton, Cnr
Rivonia Rd & Daisy St, Sandton,
Johannesburg, South Africa

12-16 August 2018

4-8 November 2018

Mövenpick Hotel, Bur Dubai, 19th Street,
Oud Metha Street, Bur Dubai, **Dubai, UAE**

SELECT FEE OPTION

5 Day conference including training material, lunch and limited refreshment

5 Day conference, including above option items plus 6 nights hotel bed and breakfast and round-trip airport shuttle

PARTICIPANT DETAILS

Organization name:

Participant 1

Title: Name & Surname:

Position: Email:

Office No.: Mobile No.:

Participant 2

Title: Name & Surname:

Position: Email:

Office No.: Mobile No.:

Participant 3

Title: Name & Surname:

Position: Email:

Office No.: Mobile No.:

Participant 4

Title: Name & Surname:

Position: Email:

Office No.: Mobile No.:

AUTHORIZING MANAGER

Title: Name & Surname:

Position: Email:

Office No.: Mobile No.:

THIS BOOKING IS NOT VALID WITHOUT A SIGNATURE

*Email completed registration form to conferences@berlington.co.za

Authorizing Signature

Date

Terms and Conditions

Payment Terms: Payment must be completed 7 days from the date of invoice. Admission to event is dependent on the completion of full payment. **Event Changes:** For reasons beyond our control, the timing, content and speakers of an event may be altered. In the event that our event is postponed or cancelled, participant payments will be credited to any future Berlington event (such credits are available for a year). Berlington is absolved from and indemnified against any loss or damage as a result of any cancellation, postponement, substitution or alteration arising from any cause whatsoever. **Participant Cancellations:** All cancellations must be received by Berlington in writing. Cancellations received in writing more than 21 working days prior to the event being held will attract a 50% cancellation fee. Should cancellations be received between 15 working days and the date of the event, the Conference fee is payable and non-refundable. Non-payment and non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alterations will not be offered, however substitutes at no extra charge are welcome. Any cancellations received less than 15 working days before the event start-date do not entitle the participant to a refund or credit note and the full fee must be paid. Non-attendance without notification is treated as cancellation with no entitlement to any refund or credit.