



BRITISH BUTLER INSTITUTE®
— *Changing People's Lives* —

The British Butler Institute
International School for Butler &
Front of House Professionals
(*Trained British & International style*)
Certification Programmes.

*“Taking service standards to
another level completely”*



PRINCIPAL MR GARY WILLIAMS ESQ

“

Interaction with principals and guests is about exceeding expectations, delighting, and surprising! We will train you to reach the highest level of service as a professional Butler and Front of House professional to match your principals and guests very high expectations.

We ask our students to judge us by our recent testimonials as this is, in our view a true benchmark of our training delivery standards which can be viewed on-line at www.britishbutlerinstitute.com under recent testimonials.

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ENROLMENT FORM

Please complete **ALL** the following sections

PLEASE COMPLETE THIS FORM 1) DIGITALLY (Using Adobe Reader) OR 2) BY HAND AND SCAN, SIGN AND RETURN TO US VIA EMAIL to: administration@britishbutlerinstitute.com

REGISTRATION FORM — 2025 —

First Name

Surname

Address

Post code

Email

Home Telephone

Mobile

Next of Kin (In case of emergency)

Phone

Employers Name (if sending you on the course)

Indicate your general health: Fair Good Excellent

Any disabilities we should be aware of?

Are you on any medication that we should know about?

Dietary requirements

How did you hear about The British Butler Institute?

**** Visa for students from abroad must be applied for by the applicant ****



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COURSE VALUE & CONDITIONS

The 5 day course value: £1965 (Inc VAT @20%)
The 10 day course value: £3750 (Inc VAT @20%)
The 3 Week course value: £5550 (Inc VAT @20%)

Fees are in GB Pounds inclusive and 50% deposit is required on booking, balance of fees is to be paid in full one month prior to commencement of the course. By paying for the course you accept our terms and conditions.

NB* If a student books a 5 day or 10 day butler and hospitality training course and then decide to come back at a future date to do more studies such as the 3 week butler and hospitality training course then they will only pay for the week that they have missed, so for example a 10 day student who wants to complete the 3 week course need only come back and do the additional 1 week and will only be charged for 1 week. This applies for a 5-day student wishing to do the 10-day course or a 5-day student wishing to do the 3-week course at a later date.

Reclaiming VAT: There is a possibility of reclaiming the VAT is if the booking is made by a business/company. Please check this with your accountant or chief financial officer.

PAYMENTS

- You may either pay via Credit Card / Debit Card using our on-line system
- *or* You may pay via BACS / direct transfer into the following account:

Name: TBBI Ltd | Bank: Lloyds Bank | Number: 37897168 | Sort Code: 309871
BIC/SWIFT CODE: LOYDGB21006 | IBAN: GB16 LOYD 3098 7137897168 | **Bank Address:**
Lloyds Bank TSB, 113 –117 Oxford Street, London W1D 2HW, United Kingdom.

Note please:

- Proof of Payment (50% Deposit or full amount) and this enrolment form to be emailed to: administration@britishbutlerinstitute.com
- Fees are in Pound Sterling (UK).
- 50% deposit is required on booking with balance of fees is to be paid in full 2 weeks prior to commencement of the course.
- By paying a deposit or full amount for the course, you accept our terms and conditions below. Deposits are non-refundable should a student decide to not attend the course; however, the deposit can be used towards the next course within a year period from date of deposit.
- When a payment is made the invoice will be issued.
- Money is not refundable however should the student leave the course due to illness or other genuine reasons they will be able to attend future courses at no extra cost for the lessons missed within a period of 12 months from the start of the course that they originally paid for.
- The students will not be reimbursed for any expenses incurred if they cannot attend the course.
- If a student's cancels a course **4 weeks prior to commencement** of said course, then there is no refund, and the amount cannot be credited to a similar course within a year period.



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INCLUDED WITH THE COURSE

- **Work experience:** Students enrolling on the 3-week program can apply for the extra 1-week work experience at no extra cost in some of the finest hotels in London and must inform administration prior to commencement of the 3-week programme. Hotels that take our students are *Taj Hotel / 51 Buckingham Gate / The Wellesley Hotel / The Langham Hotel / The Lanesborough / The Ritz London* however we cannot guarantee which hotel you will be assigned. This extra week is not compulsory and please note that you must have a valid work visa in the UK to attend this experience.

Students wishing to do this work experience must inform administration 3 weeks prior to the start of the 3 weeks course and failing to do this will automatically exclude you from the work experience program. Students must write a letter and email administration@britishbutlerinstitute.com separately to this form should they wish to do the work experience.

There is a strict dress code for students who wish to attend the 1 week work experience which is a black suit, white shirt, black tie, black shoes with laces and black socks for men and black jacket, black skirt or trousers, white shirt, black slip-on shoes for ladies. Please consult us for any other dress and appearance details.

6 Month Internship at a famous chateau in France for students who enrol on the 3-week course. This is subject to visa restriction, as well as availability and successful interview process. For more details please email administration@britishbutlerinstitute.com

- **Tea, coffee, and biscuits on classroom training days.**
- **Global Placement opportunities worldwide.**

Introduction to Greycoat Lumleys as well as registration with The British Butler Institute recruitment division.

- **Prestigious British Butler Institute certification.**
- **Prestigious British Butler Institute pins.**





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LONDON COURSE DATES 2025

Due to past courses being full, we advise students who wish to enrol on our 2025 courses to send their application form and deposit as soon as possible. We cannot guarantee a place on these courses until we receive both the enrolment form and the deposit!

5 Day Programmes:

- 5-day programme commences on March 10, 2025, to March 14, 2025.
- 5-day programme commences on June 9, 2025, to June 13, 2025.
- 5-day programme commences on September 15, 2025, to September 19, 2025.

10 Day Programmes:

- 10-day programme commences on March 10, 2025, to March 21, 2025.
- 10-day programme commences on June 9, 2025, to June 20, 2025.
- 10-day programme commences on September 15, 2025, to September 25, 2025.

3 Week Programmes:

- 3-Week programme commences on March 10, 2025, to March 28, 2025.
- 3-Week programme commences on September 15, 2025, to October 3, 2025.

Training Times:

- 9.30am to 4.00pm Monday to Friday.
- Masterclasses and Luxury Shop visits - times will vary.





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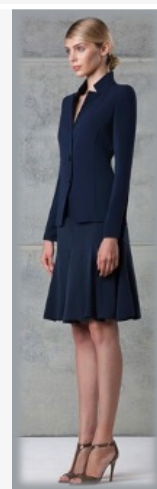
DRESS CODE

Please note the dress code is a pre-requisite to attending the school and must be strictly adhered to:



• **Gentleman**

Collar shirt / tie / business suit and business shoes as depicted in the example below:



• **Ladies**

Business trousers or dress / skirt / shirt / jacket / blouse and low heel shoes as depicted in these examples below:

Rules:

- Students must understand English and be over the age of 16yrs.
- No photos or filming to be taken for whatsoever reason during class.
- Please be on-time for the lectures.
- You must attend 95% of the lectures to be awarded certification.
- All students will need a notepad and pen.
- The use of mobiles during class is not permitted, however if it is an emergency then please excuse yourself from the class and go to a designated area.



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ACCOMMODATION:

Accommodation is non-residential however we are here to assist you according to your personal needs and budget. There is a huge variety of accommodation to suit all budgets and as we are in central London close to Buckingham palace the choice is very wide indeed with a lot of students choosing to stay at Air B&B, guest houses, hotels to name but a few.

LONDON TRAINING VENUE:

Taj Hotel, 54 Buckingham Gate, London SW1E 6AF



TRAVEL:

Closest Underground Station:

St James Park. Walking time from St James Park tube station to 10 Grey coat Place: 8 minutes.
Walking distance to Taj Hotel: 6 minutes.

St James's Park Underground Station:

St James's Park is a London Underground station near St James's Park in the City of Westminster. It is served by the District and Circle Lines and is between Victoria and Westminster stations. It is in Travel card Zone 1.

You may also elect to use Victoria Underground which is approximately a 12-minute walk from the training venues.



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RECRUITMENT:

We are delighted for our continued cooperation with **Greycoat Lumleys** the UK number hospitality recruitment agency as well as The British Butler Institute have its own internal recruitment division to assist students in finding wonderful opportunities worldwide. **Greycoat Lumleys'** representatives will visit the school to do a brief presentation and assist with any questions however this is not guaranteed due to timing constrictions.



TESTIMONIALS

We ask our students to judge us by our recent testimonials as this is, in our view a true benchmark of our training delivery standards which can be viewed on-line at: www.britishbutlerinstitute.com under recent testimonials.

**Butler School Class
September 2024**



Video testimonial from September 2024 sums up what a fantastic experience it was for the students. (Click image)

**Students at Chateau de la Croix
des Gardes in Cannes**



Camilla Jacques from Brazil, BBI Butler School 2017 attendee - now working with us at the Chateau.

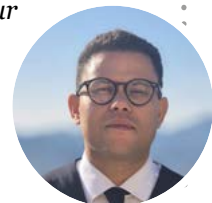
“

Dear Gary, I am writing to you to thank you. I have just started the internship at the Franch Chateau de la Croix des Gardes in Cannes and everything is wonderful, truly amazing. This would not have been possible without you. I have always believed in your principles but now I can say to world that you maintain the most important promise written on your motto: “Changing people’s Lives”. You really changed mine and I will never forget it.

Sincerely,

David Marazzi.

Class of September 2024



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CONFIRMATION

This is to confirm that these details are accurate and I commit to full attendance on the British Butler Institute Course and to the terms and conditions (listed below).

Please select the 2025 course you wish to enrol on:

- 5 Day Programmes:

5-day programme commences on March 10, 2025, to March 14, 2025.

5-day programme commences on June 9, 2025, to June 13, 2025.

5-day programme commences on September 15, 2025, to September 19, 2025.

- 10 Day Programmes:

10-day programme commences on March 10, 2025, to March 21, 2025.

10-day programme commences on June 9, 2025, to June 20, 2025.

10-day programme commences on September 15, 2025, to September 25, 2025.

- 3 Week Programmes:

3-Week programme commences on March 10, 2025, to March 28, 2025.

3-Week programme commences on September 15, 2025, to October 3, 2025.

Date

Signed

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OTHER INTERNATIONAL LOCATIONS

- **Please view our website for more information.**
- **For more information with regards courses in other countries please email us at: info@britishbutlerinsitute.com**



“If you have any questions or need any assistance please do not hesitate to contact us at your convenience. We look forward to welcoming you to our world-famous courses.”

Kindest Regards,

Mr Gary Williams, Principal -The British Butler Institute Worldwide. Email: gwilliams@britishbutlerinstitute.com

DEFINITIONS / TERMS & CONDITIONS

1 DEFINITIONS

1.1 In this contract the following definitions apply;

“Company” means The British Butler Institute, of Castlewood House, New Oxford Street, London WC1A 1DG. TBBI LTD

“Student” means the individual who is attending a Course run by the Company.

“Training” means teaching undertaken by the Company.

“Course” means a period of time where the Company will be undertaking training of the student.

“Relevant Course Fee” means the fee that has been agreed between the Student and the Company for the relevant Course.

Costs for accommodation and travel expenses are not included.

“Authorised Personnel of the Company” Includes all tutors including personnel employed by The British Butler Institute and also external consultants offering specific training.

1.2 Unless the context requires otherwise, references to the singular include the plural.

1.3 The headings contained in this Contract are for convenience only and do not affect their interpretation.

2 THE CONTRACT

2.1 These terms and conditions constitute the Contract between the Company and the Student and are deemed to be accepted by receipt of a completed application form together with a deposit of the Relevant Course Fee.

3 PAYMENT TERMS / CANCELLATIONS AND REFUNDS

3.1 All courses are non-residential, and the student must be Responsible for making his/her own arrangements for Accommodation and travel at his/her own expense.

3.2 Full payment of the Relevant Course Fee is required to secure a place on a course.

3.3 The Relevant Course Fee is payable in full 14 days in advance of Course start date.

3.4 Unless the Relevant Course Fee is paid in full 14 days in advance of the Course start date, the Company reserves the right to



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refuse admission to the Course and to allocate the place to another person.

3.5 A deposit of 50% is required with enrolment. All amounts paid are non-refundable, however they can be credited towards the next similar course within a year period from the date of deposit if the student cannot make the course for good reason, however if a student's cancels a course 4 weeks before commencement, then there is no refund, and the amount cannot be credited to a similar course within a year period.

3.6 Photos of students will appear on our website as well as TV and other productions will be featured on our website which have been taken during the course. Should a student not wish to have photos or any other production on The British Butler Institute website, then this must be in writing before the course starts.

3.9 Should the minimum number of students not be achieved to run the course; students will be advised 3 weeks prior to the start of the course and The British Butler Institute will refund the amount paid only. No other expenses will be refunded whatsoever.

4 COURSE MATERIALS AND COPYRIGHT

4.1 The Course fee includes the cost of all other materials which are supplied before and during the course as per The British Butler Institute.

4.2 The Company is the copyright owner of all course materials except for materials clearly published by third parties. The Company's copyright materials may only be used by the person attending the Course for their personal use and not be passed onto a Third Party.

4.3 The British Butler Institute has the right to change the course curriculum.

4.4 The course content and the trainer may vary due to unforeseen circumstances and the training venue may change.

4.5 The venue of the course may change.

5 ASSESSMENT AND CERTIFICATES

5.1 Assessment is continuous during all courses and will be conducted by Authorised Personnel of the Company. Students must reach accepted levels of skills to be awarded the prestigious Certification. The decision to award certificates is made by The British Butler Institute Principal and all decisions are final.

6 EQUAL OPPORTUNITIES

6.1 The Company adheres to a strict Equal Opportunities Policy in the provision of its training.

7 FUTURE OPPORTUNITIES

7.1 The Company does not guarantee to find a student work following the provision of training.

7.2 If a student seeks employment and wishes to enlist the services of The British Butler Institute, they must register independently with the Recruitment Division of The British Butler Institute.

7.3 The Ritz London Hotel, The Taj Hotel, Wellesley Hotel and any other hotel that we place students on the work experience program is for students who have completed the 3-week course only. This work experience program may be cancelled for reasons out of our control. Students who do not have the required work visa will not be able to attend the work experience program in the UK however The British Butler Institute will assist with a similar program in the country where the student may work legally, however this is not guaranteed. Students who do not inform The British Butler Institute prior to the start of the 3-week course will not be able to do the work experience program.

7.4 If a student wishes to do the work experience program the student must inform administration prior to the start of the 3-week course. Students must write a letter to administration and email: administration@britishbutlerinstitute.com

8 LIABILITIES

8.1 The Company shall not be liable under any circumstances for any loss, expense, damage, sickness, delay, costs, or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the student arising from or in any way connected with the Company providing training. For the avoidance of doubt, the Company does not exclude liability for death or personal injury arising from its own negligence.

8.2 Tea and Coffee as well as biscuits will be provided on the Course. It is the responsibility of the student to clearly indicate any food allergies or special dietary requirements to the Company prior to the commencement of the Course. The Company cannot accept any liability for illness because of non-disclosure of any concerns or medical requirements of this information.

9 LAWS

9.1 This contract is governed by the law of England & Wales and is subject to the exclusive jurisdiction of the Courts of England & Wales.