

1 Day Butler School (*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 client's 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.”

ENROLMENT FORM

FOR OFFICE USE REF: BBI /11 / 54921

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 – 2023

FOR OFFICE USE REF: TBBI /23 / 54921

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

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 ****

COURSE VALUE & CONDITIONS

The 1 day course value: £395 +VAT

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 training course and then decides to come back at a future date to do more studies such as the 3 or 4 week butler training course then they will only pay for the weeks that they have missed, so for example a 10 day student who wants to complete the 4 week course need only come back and do the additional 2 weeks and will only be charged for 2 weeks. This applies for a 5 day student wishing to do the 10 day course or a 5 day student wishing to do the 3 or 4 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 / PayPal using our on-line system
- *or* You may pay via BACS / direct transfer into the following account:

Account Name: TBBI Ltd
Bank name: Lloyds Bank
Account 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.

Notes (continued):

- By paying a deposit or full amount for the course, you accept our terms and conditions below.
- 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.
- 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.
- If a student's cancels a course **21 days before commencement** of said course, then there is no refund, and the amount cannot be credited to a similar course within a year period.

Included:

- **Work experience**

Students enrolling on the 4-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 4-week program. 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 to attend this experience.

- **Tea, coffee, and biscuits on classroom training days.**

(Monday to Thursday). Fridays are luxury retail visits which sometimes include a meal.

- **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.**



LONDON COURSE DATES 2023

Due to past courses being full, we advise students who wish to enrol on our 2023 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!

PROGRAMMES:

Concierge Excellence Professional 1 Day Certification:

- 1-day programme commences on September 12, 2023

Housekeeping 1 Day Certification:

- 1-day programme commences on September 18, 2023

Cigar, Champagne & Cognac 1 Day Certification:

- 1-day programme commences on September 19, 2023

English Afternoon Tea / High Tea 1 Day Certification:

- 1-day programme commences on September 20, 2023

School Silver Service and Dining Etiquette 1 Day Certification:

- 1-day programme commences on September 21, 2023

Training Times:

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



Dress Code:

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

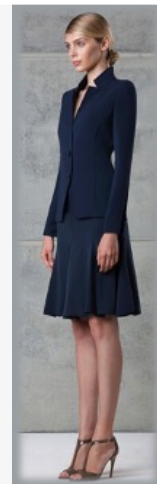
- **Gentleman**

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.

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. We also work closely with *The London Agent* who assists our students with their accommodation needs according to the student's budget.

The London Agent:

London based and London focused, we are your very own short let accommodation solution, at your service. With more than 30 years' experience letting London flats, we are the right people to advise and help you find your ideal accommodation. We have Studios, 1beds, 2beds and 3bed flats, many within a maximum of 10 minutes' walk from the British Butler Institute. We are always ready to help you with any length of stay and budget. From enquiry to the end of your stay in London we are only a phone call away, 24/7, and we promise to make sure your experience is nothing but straightforward and enjoyable – at the very least!

Contact Details:

Sherry Humphreys & Jennifer Bell

Phone: +44 (0)203 0121 809

Mobile: +44 (0)7963 707 175 (WhatsApp & WeChat enabled)

Email: Sherry@thelondonagent.com / Rentals@thelondonagent.com

Web: www.thelondonagent.co.uk

London Training Venues:

Taj Hotel, 54 Buckingham Gate, London SW1E 6AF

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.

Recruitment

We are delighted for our continued cooperation with Greycoat Lumleys the UK number one 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 Lumley's representatives will visit the school to do a brief presentation and assist with any questions however this is not guaranteed due to timing constrictions.

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 2023 course you wish to enrol on:

Concierge Excellence Professional 1 Day Certification Programme:

- 1-day programme commences on September 12, 2023

Housekeeping 1 Day Certification Programme:

- 1-day programme commences on September 18, 2023

Cigar, Champagne & Cognac 1 Day Certification Programme:

- 1-day programme commences on September 19, 2023

English Afternoon Tea / High Tea 1 Day Certification Programme:

- 1-day programme commences on September 20, 2023

School Silver Service and Dining Etiquette 1 Day Programme:

- 1-day programme commences on September 21, 2023

Date

Signed

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OTHER INTERNATIONAL LOCATIONS



- **Please view our website for more information.**
- **For more information with regards courses in the following 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.

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 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 14 days 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.

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 4-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.

7.4 If a student wishes to do the work experience program the student must inform administration prior to the start of the 4-week course.

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.