



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES

# Hospitality Management I Los Cabos, Baja, California - 2023

*Delivered without simultaneous translation*



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*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](http://www.britishbutlerinstitute.com) under recent testimonials.”*



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# ENROLMENT FORM

FOR OFFICE USE REF: BBI /MEX / 820958

5 Day Training Venue: **JW Marriott Los Cabos, Baja California.**

**Hospitality Management I:** September 18 - 22, 2023

**Course times :** 10am to 4.30pm (Monday to Friday)

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: [enrolments@britishbutlerinstitute.com](mailto:enrolments@britishbutlerinstitute.com)

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

Do you have any cooking experience (brief description)?

Are you on any medication that we should know about?

Dietary requirements

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

How did you hear about The British Butler Institute?



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## COURSE VALUE & CONDITIONS

**The 1 day course value:** £1199 | MXN: \$26,900

**Included:**

- Tea and coffee
- Lunch
- Certification

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.

## 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:**

- Course is delivered without simultaneous translation
- Proof of Payment (50% Deposit or full amount) and this enrolment form to be emailed to: [administration@britishbutlerinstitute.com](mailto: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.
- 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.



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## Notes (continued):

- 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.

## COURSE INFORMATION

### Dress Code

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

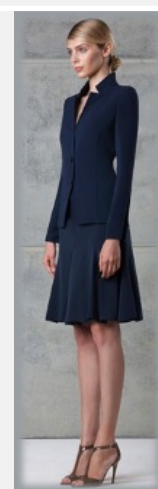
- **Gentleman**

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:





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## 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.

## Training Times:

- 10.00am to 4.30pm Monday to Friday.

## CONFIRMATION

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

Once this is done Payment can be made by credit card or paypal through the website or as a direct deposit into our account. Once monies are recived an invoice and receipt will be issued.

\*\*If payment made via direct deposit - proof of payment (50% Deposit or full amount) and this enrolment form to be emailed to [enrolments@britishbutlerinstitute.com](mailto:enrolments@britishbutlerinstitute.com)\*\*

**\*Please select the course you wish to enrol on:**

**Hospitality Management I : September 5 day: September 18 - 22, 2023**

Signed

Date

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*“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.

“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 The Relevant Course Fees will be outlined to the Student.

3.2 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.

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

3.4 The Relevant Course Fee is payable in full 30 days in advance of Course start date.

3.5 Unless the Relevant Course Fee is paid in full 30 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.

3.6 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, however if a students cancels a course 7 days before commencement then there is no refund and the amount cannot be credited to a similar course within a year period.



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3.7 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.

3.8 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 Company is the copyright owner of all course materials with the exception of 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 will send you a copy of the curriculum, thus on payment you acknowledge, the course content and are happy with the curriculum.

4.4 The course content may vary due to unforeseen circumstances and training venue may change from time to time.

## 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 in order 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 wish to enlist the services of The British Butler Institute they must register independently with Recruitment The British Butler Institute.

7.3 The Ritz London Hotel, The Taj Hotel, Wellesley Hotel and any other hotel in which we place students on the work experience programme is for students who have completed the 4 week course only. This work experience programme 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 programme in the UK; however, The British Butler Institute will assist with a similar programme in the country where the student may work legally, however, this is not guaranteed. If a Student seeks employment and wishes to enlist the services of The British Butler Institute they must register independently with The British Butler Institute Recruitment.

## 8 LIABILITY

8.1 The Company shall not be liable under any circumstances for any loss, expense, damage, 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 as a result of non-disclosure of this information.

8.3 The Company will comply fully with its responsibilities of all aspects of Health and Safety legislation.

## 9 LAW

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.