



ASPECTS OF GENERAL LIABILITY CLAIMS HANDLING

25th April 2014

COURSE INFORMATION AND JOINING INSTRUCTIONS

We are most pleased that you will be able to take part in this course. We hope that you enjoy the course and find it worthwhile.

Venue

Novotel London Tower Bridge. 10 Pepys Street, London EC3N 2NR. Nearest transport links are Fenchurch Street (National Rail), Tower Hill (Tube) and Tower Gateway (DLR). Please see map.

Duration

The course will last from 9.30am to 5.00pm. Delegates are expected to arrive at least 15 minutes before the start time so that the course can commence promptly.

Course Materials

All course materials will be provided.

Refreshments

Tea, coffee and fruit juice are available on arrival, and there will be refreshment breaks during the morning and afternoon. A buffet lunch will be from 1.00pm to 2.00pm. Please advise us if you have any special dietary requirements so that we can arrange suitable food for you.

Dress Code

Normal work attire.

Cancellation Terms

If you are unable to attend this course, for whatever reason, please advise us as early as possible. Substitute delegates are permitted without charge, but unfortunately once reservation is confirmed there is a fee for cancellation or to transfer. Charges as follows:

15-6 working days before the event	50% of course fee +VAT
5 working days or less before the event	100% of course fee +VAT
Transfer to a later date	£100 +VAT

IMC Events Ltd

2 The Old Vicarage, Manor Road, Goring, Oxfordshire RG8 9DR

Tel: +44 (0)7712 482 212 Website: www.imc-seminars.com

Evaluation Forms

At the end of the course you will be asked to complete an evaluation form. It is of great help to us to have your views, as we can then take steps to make sure our courses are meeting the needs of the market.

Certificates of Attendance

A Certificate of Attendance will be provided on completion of the course.

If you have any queries please contact Tony Gregory
tony.gregory@imc-seminars.com
07712 482 212

Map for Novotel Venue

10 Pepys Street
London EC3N 2NR



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