

## Course Joining Instructions

**Course:** DesignBuilder SBEM Training

**Dates:** 14-15 April 2010

**Venue:** Kents Hill Park, Training and Conference Centre, Milton Keynes.

Thank you for booking the above training course.

Please note that the information included in this message will not be posted to you unless you request otherwise. However, we will email you again a few days before the course with a reminder of the details.

### Invoice and terms

You should have also received an emailed invoice for your booking. Our terms and conditions are contained on this invoice, but please note we require payment before the course commences. Please do take note of our cancellation charges which apply immediately on receipt of the invoice. Terms may be viewed on our website at [www.designbuilder.co.uk/terms](http://www.designbuilder.co.uk/terms)

### Software and laptop

Please be sure to bring along your laptop computer with DesignBuilder pre-installed. You can download a free demonstration version of DesignBuilder from our website [www.designbuilder.co.uk](http://www.designbuilder.co.uk), but you will need a licence to perform the SBEM calculations. When you purchase a licence, you will be sent an e-mail with the license key for the software. Please be sure to activate the software (you will need to be connected to the internet). You should also have admin right to install software on your laptop so that we can update your software if necessary. If you have not purchased a software licence we will provide a student licence for the duration of the course. We recommend bringing a mouse to use with the laptop.

### Times and venue

Registration and coffee on each day will be from 9.00am, with the first sessions starting at 9.30am. We expect the days to close at approximately 5.00pm.

### The course venue is:

Kents Hill Park  
Training and Conference Centre  
Timbold Drive  
Milton Keynes  
Bucks  
MK7 6TT  
Tel: 01908 358000  
Website: [www.accenturehotelandconferencing.com](http://www.accenturehotelandconferencing.com)

If you require overnight accommodation there are rooms available at the venue: Please contact them direct to arrange:

Tel 01908 358000  
Fax 01908 358621  
Email [swallowreception.hrservices@accenture.com](mailto:swallowreception.hrservices@accenture.com)

### Special needs

If you have special needs or will require assistance to reach the training room please send details to [gina@designbuilder.co.uk](mailto:gina@designbuilder.co.uk)

### Substitutions

If you cannot attend and are sending a representative on the day please do let me know the name change ahead of time.

### Refreshments

Refreshments and lunch are provided on each day. Please do advise me if you have any special requirements.

### Cancellations

Cancellations received in writing four weeks before the date of the event will be subject to a 15% administration fee. After this time no refunds will be made and unpaid invoices must be honoured. However, places are transferable and colleagues are welcome in replacement, subject to full details of the replacement candidate being supplied in time. When a booking for a course or exam is cancelled within two working days of the scheduled date, and re-booked to another date, a re-booking fee of £50 + VAT will be charged.

### Enquiries

If you have any questions please contact our Event Manager, Gina Mann, DesignBuilder Software Ltd, Palace Chambers, 41 London Road, Stroud, Gloucestershire GL5 2AJ. Tel: 01453 755500; Fax: 01453 750507, Email [gina@designbuilder.co.uk](mailto:gina@designbuilder.co.uk)

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