

The Welsh Contact Centre Conference 2005

Thursday 3rd November 2005, Holland House Hotel, Cardiff



DELEGATE BOOKING FORM

FAX BACK TO 029 20 30 40 51

Mr Mrs Ms Dr Other

First name

Surname

Organisation

Position

Address

Postcode

Telephone

Fax

Mobile

Email

PAYMENT METHOD

Cheque attached

Order attached, please invoice

Credit/debit card

Visa Mastercard Switch Other

Credit card number

Expiry date / Issue number (Switch only)

Cardholder's name

Signature

Payment terms

Full payment is required with your order. Cheques should be made payable to Merlin Marketing & PR Ltd. Please quote Welsh Contact Centre Conference on the reverse of your cheque. All prices are subject to the VAT rate ruling at the time of invoicing. Please note that in the event of cancellation, a charge of 25% will be made.

Terms and conditions

1. No refunds can be made for cancellation but delegate substitution can be made at any time.
2. Payment must be made with booking or on receipt of invoice. All payments must be received before the event. Merlin Marketing & PR Ltd reserve the right to deny access to the event by any person(s) or company(s) who have not made payment prior to the event.
3. The organisers reserve the right to amend the programme, venue and/or substitute speakers without prior notice. Please check the website for the most up to date programme.

IMPORTANT – PLEASE READ AND COMPLETE

Confidentiality and privacy

Merlin Marketing & PR Ltd will use the information you provide when registering to attend the Welsh Contact Centre Conference for internal purposes. This will include process management, analysis of visitors, and the disclosure of our information as necessary to third parties such as auditors, registration and direct mailing contractors. It will also be used to invite you to further Welsh Contact Centre Forum events.

Data Protection

By registering for the Welsh Contact Centre Conference & Exhibition 2005 you are expressly consenting under all relevant data protection legislation to the use of your information in the manner set out above and allow us to further develop our business and services to you; also the transfer to any future purchaser of the Welsh Contact Centre Conference or Merlin Marketing & PR Ltd.

Other data uses/transfer – you choose

Contact will normally be by mail but we would also like to contact you by email:

Opt in Opt out

Merlin Marketing & PR Ltd might also like to invite you to other events organised by Merlin Marketing & PR Ltd that you might find of interest:

Opt in Opt out

Merlin Marketing & PR Ltd would also like to provide your information to sponsors, partners and other bodies:

Opt in Opt out

DELEGATE RATES

We are delighted to have secured a special rate for members of the Welsh Contact Centre Forum Ltd and also a discount for early and/or multi bookings:

MEMBERS

Directors Conference £249.00+VAT

Managers Conference £99.00+VAT

All Day £299.00+VAT

NON-MEMBERS

Directors Conference £299.00+VAT

Managers Conference £150.00+VAT

All Day £345.00+VAT

DISCOUNTS

We are pleased to offer discounts for early or multi bookings.

- Bookings received before 30 September will receive 5% discount off published rates
- Bookings for groups of 4 delegates or more will receive 5% discount off published rates.

If you have any queries please contact us on the number below.

Please complete and return to:

Jayne Davies, Merlin Marketing & Public Relations Ltd, The Wharf, Schooner Way, Cardiff CF10 4EU

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www.welshcontactcentreconference.co.uk