

Assessment Centre Training Courses: Frequently Asked Questions



How do I book myself onto a course?

You can book places on our courses in a number of simple ways:

Phone: call +44 (0)1483 860898 to speak to our experienced Customer Support Team who will be able to provide you with more information and book you onto the appropriate course.

Email: you can email customersupport@adc.uk.com with the chosen course and your contact details; we will then contact you to discuss the enquiry.

When will I receive the booking confirmation?

We aim to confirm your booking as soon as possible, but no later than one working day after receipt of your booking form. If you do not receive a booking confirmation please contact us on +44 (0)1483 860898.

How do I pay for my course?

You can either pay by credit card over the phone or an invoice can be raised and sent to you in the post. Please note that we need to collect payment prior to the course date.

Where will the course be held and how do I get there?

The courses are held at Euston House in London:



Address

Euston House
24 Eversholt Street
London NW1 1AD
Telephone: 0808 172 2411
www.eustonhouselondon.com

Rail

Euston, St. Pancras and King's Cross mainline stations

Underground

Euston Station:
Victoria and Northern Lines

Euston Square Station:
Circle, Metropolitan, Hammersmith and City Lines

King's Cross Station:
Victoria, Northern, Circle, Metropolitan, Hammersmith and City Lines

For more detailed travel information please visit the websites below:

<http://www.tfl.gov.uk/>

<http://www.nationalrail.co.uk/>

Where can I find out about accommodation and travel arrangements?

There is a wide range of hotels in the area around Euston House; however the closest hotels are listed below:

Travelodge London Euston

1-11 Grafton Place
London NW1 1DJ
0871 984 6332
259ft away (approx 1min) from Euston House
Approx. £116 per night

Premier Inn

1 Duke's Road
London WC1H 9PJ
0870 238 3301
0.2miles (approx 4mins) from Euston House
Approx. £142 per night

Hotel Ibis London Euston

3 Cardington Street
London NW1 2LW
020 7388 7777
0.4miles (approx 7mins) from Euston House
Approx. £109 per night

Hilton London Euston London

17-18 Upper Woburn Place, Bloomsbury
London WC1H 0HT
020 7943 4500
0.2miles (approx 4mins) from Euston House
Approx. £159 per night

Thistle Hotel Euston

Euston Depot, Cardington Street
London NW1 2LP
0871 376 9017
0.4 miles (approx 7mins) from Euston House
Approx. £110-£130 per night

Mic Hotel

Euston House, 81-103 Euston Street
London NW1 2EZ
020 7380 0001
0.4miles (approx 7mins) from Euston House
Approx. £75-£149 per night

Please note that A&DC does not provide a booking service for your accommodation - please contact the hotel directly.

What time does the course start and finish?

Assessor Skills and Centre Design & Management are both 2-day courses. A full day runs from 9am until 5.30pm with two 15-minute tea/coffee breaks and one 45-minute lunch break.

What is the dress code?

Smart casual clothing is encouraged, it is important that you feel comfortable.

Will lunch and refreshments be provided?

Yes, lunch will be provided and tea and coffee will be available during the day.

What should I do if I cannot attend on the day?

If you are unable to attend on the day you will need to call Customer Support on +44(0)1483 860898.

Can I cancel my booking in advance?

Cancellation is subject to our terms and conditions:

Notice Provided

More than 30 days
14 to 29 days
Less than 14 days

Postponement Fees

Zero
25% of original fees
50% of original fees

Cancellation Fees

Zero
50% of original fees
100% of original fees

If you would like to discuss these courses further or have any questions please contact the main switchboard number on +44 (0)1483 860898 and our Customer Support Team will be happy to help.