# GROUP BOOKING PROCESS

## ENQUIRY

<table>
<thead>
<tr>
<th>YOU</th>
<th>LTC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Send us a group enquiry.</strong></td>
<td>Paul Clark, Director LTC Eastbourne (<a href="mailto:paul@ltc-eastbourne.com">paul@ltc-eastbourne.com</a>) sends you a quotation / price estimate</td>
</tr>
<tr>
<td><strong>What we need to know:</strong> How many students, group leaders, ages,</td>
<td></td>
</tr>
<tr>
<td>dates of stay, type of accommodation, leisure programme requirements,</td>
<td></td>
</tr>
<tr>
<td>any transfers.</td>
<td></td>
</tr>
</tbody>
</table>

## BOOKING

<table>
<thead>
<tr>
<th>YOU</th>
<th>LTC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ask for a reservation</strong></td>
<td>Paul sends you a provisional confirmation</td>
</tr>
<tr>
<td><strong>Agree the details</strong></td>
<td></td>
</tr>
<tr>
<td>**Pay LTC a non-refundable 10% deposit to hold spaces, subject to</td>
<td>Mania Bayne, Group/YL Operations Manager (<a href="mailto:maria@ltc-eastbourne.com">maria@ltc-eastbourne.com</a>)</td>
</tr>
<tr>
<td>agreement**</td>
<td>takes over and agrees final programme details with you. Maria sends a deposit request and an invoice.</td>
</tr>
</tbody>
</table>

## ENROLMENT

<table>
<thead>
<tr>
<th>YOU</th>
<th>LTC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Send us</strong></td>
<td></td>
</tr>
<tr>
<td>• completed enrolment form</td>
<td></td>
</tr>
<tr>
<td>• medical consent forms for students and group leaders with any</td>
<td></td>
</tr>
<tr>
<td>medical conditions</td>
<td></td>
</tr>
<tr>
<td>• pre-course academic questionnaire (not for summer groups)</td>
<td></td>
</tr>
<tr>
<td>• group leader police checks (for agencies only, not direct bookins)</td>
<td></td>
</tr>
<tr>
<td>• signed self-declaration forms</td>
<td></td>
</tr>
<tr>
<td>• Completed “Acceptable Usage Policy”</td>
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</tr>
<tr>
<td>• arrival and departure details</td>
<td></td>
</tr>
<tr>
<td>• social programme requirements or tell us what you have arranged</td>
<td></td>
</tr>
<tr>
<td>yourself</td>
<td></td>
</tr>
<tr>
<td><strong>Sends you</strong></td>
<td></td>
</tr>
<tr>
<td>• visa letters, transfer and insurance confirmations if applicable</td>
<td></td>
</tr>
<tr>
<td>• social programme / timetable of your stay</td>
<td></td>
</tr>
<tr>
<td>• final invoice (to be paid 3 weeks before arrival)</td>
<td></td>
</tr>
<tr>
<td>• accommodation allocation</td>
<td></td>
</tr>
</tbody>
</table>

Your group arrives at LTC

**WELCOME!**

For quotations and reservations, your main contact is Paul Clark, Director paul@ltc-eastbourne.com.

Once you have made a reservation, your main contact before and after arrival is Maria Bayne, Group / YL Operations Manager (maria@ltc-eastbourne.com).

For further information, please see our pre-arrival guide for Group Leaders here.