



Procedure 4.14 Fees, Charges and Financial Support					
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Review No	1	Next Review Date	July 2022	Approved on	27/07/2021

Procedure issued: April 2014

Procedure owner: Principal / CEO

- ❖ This procedure is shared with our students and/or can be obtained:
 - on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
 - on the desktops of all computers in the library on the top floor,
 - by emailing us at info@docklandsacademy.co.uk.
- ❖ Also, our students are informed about the main aspects of the procedure in the Student Handbooks, Induction Seminar and Learning Agreement.
- ❖ The procedure is reviewed and monitored on a regular basis for currency and fitness as part of our Annual Policy and Procedures Review.

1. Introduction

1.1 Docklands Academy London's (DAL) approach to setting and collecting course fees and associated charges is reviewed on an annual basis and approved by the Board of Governance. During the preparation of this document due consideration has been given of the recommendations of the *Office for Students (OfS)* and *UK Quality Code Advice and Guidance* and other relevant regulation are also taken into consideration. Docklands Academy London's is committed to a fair and transparent policy in respect of the fees and charges it expects its students to pay. This policy is intended to make clear the tuition fee charging principles of the Academy, which from herein is referred to as 'the Academy or DAL'. This policy is reviewed annually, and students will be asked to agree to the terms of this policy as part of the enrolment process at the start of each year of study. Students will be required to pay the fees and charges applicable to their courses of study and fee charging pattern. Students are ultimately liable for the payment of their tuition fees, whether invoiced or not, including where sponsorship agreements have been approved. DAL will seek to recover fees directly from student where payment from other approved sources is not forthcoming.

1.2 This document is intended to act as a single reference source for Higher Education (HE) courses and all other courses provided by DAL, associated fees, payment arrangements, financial support and remission rules for this year to ensure a consistent and transparent approach of clear guidance on fees and charges. The content of this policy should be used as the main source of guidance for students, parents / carers, employers, finance staff, enrolment staff, admission staff and student support staff.



- 1.3 In exceptional circumstances, CEO/Principal may seek approval from the Board of Governance to set fees outside of the policy guidance prior to commencement of the course or to waive or amend the requirements for specific individual student circumstances.
- 1.4 A course fee and charges file will be produced annually and/or when needed and updated at individual course level by the DAL Finance Department. This file will be used to inform the published information and enrolment process.
- 1.5 All the Academy staff are reminded that failure to comply with this policy constitutes a breach of Academy's rules, and as such may be a disciplinary matter.

2. Fees and Charges Disclaimer

- 2.1 The Academy reserves the right to make minor adjustments, including content, dates, times, venues and improvements to course, programme and module content year on year, and these in themselves do not warrant the triggering of student protection measures. However, if a student feels the course as delivered varies significantly from what they expected, they may be able to seek recourse under DAL Procedure 2.5 Complaints.
- 2.2 Should the Academy seek to close a programme prior to all existing students completing that programme, DAL Procedure 4.13 Transfers Suspensions Withdrawals Closure and Change of HE Provision will apply.
- 2.3 The Academy reserves the right to change the published fees any time. All the detailed list of fees and charges can be seen on Appendix 1.

3. Payments

- 3.1 After completing the application process, students will be informed if the course they would like to do is available and if they meet the entry requirements. They will be sent a Letter of Acceptance. The details about all the admission, enrolment and selection process can be found in Procedure 4.1 Enrolment and Selection. When accepting an offer of a place of study at the Academy a prospective student is required to pay the full amount of the tuition fees for their selected course as set out in our most recent publicity material including the web site apart from circumstances explained in Procedure 4.10 Refund of Tuition Fees and Compensation. All the course fees are non-refundable and non-transferable in principle. Tuition fees include our core education costs incurred in the United Kingdom, such as the cost of providing and maintaining teaching facilities, teaching materials (supplying teaching services, administrative staff and libraries, internet and intranet services).
- 3.2 The students agree that they cannot change, defer or withdraw from the programme without prior written consent from the Academy. Where a student has failed to comply with this, they will not be eligible for a refund.
- 3.3 The level of tuition fees for each course will be set and published on the Academy's website before the start of the application process. The rate of increase for higher Education programmes will be published by no later than 6 months before the start of the following academic year. Increases in tuition fees will not be made for applicants who have received offers regardless of whether the offers have been accepted. Deferred applicants will be charged the applicable fee at the start of their study. If there are any fee remissions, they are also shown on the Academy's website.
- 3.4 The students in Higher Education programmes who are eligible to be able to access Tuition Fee Loans via the Student Loans Company (SLC), where student fees are to be met by a student loan a proof of a loan approval or at least a proof of a loan application should be produced by the student at the time



of enrolment. Students without any loan evidence may be enrolled on a course at the Academy's discretion on a Pending Fees Status. It is the student's responsibility to ensure their student loan application is successful and completed. Should a student fail to secure a loan the Academy will request payment by other means.

- 3.5** For individual bookings and group bookings payment must be received prior to the beginning of the programme.
- 3.6** Payment of fees may be made by cash, credit or debit card, or cheque and in the case of instalments, by direct debit or student loan. All fees are payable in GBP (£). If the students are making a payment in another currency, they must ensure that the actual payment received by us is the correct amount in GBP excluding all currency exchange and bank fees. If student pays by bank transfer, it can take up to 5 working days for payment to reach us. They must send proof of payment including their full name, which is on their offer letter, as a reference in any payment processed.
- 3.7** Where a student's fee is to be met by a third party (such as their employer or sponsor) the student must supply, at the time of enrolment, a letter from the company or organization confirming that fees will be met in part or full. In the absence of such confirmation, the student remains liable for the full cost of the course.
- 3.8** Sponsored / self-funding students may opt for an instalment plan. Instalments may span academic years, depending on the start date of the learning programme. Instalment options for sponsors/employers are at the discretion of the Finance Department; however, the Academy cannot offer instalments to international students.

4. Retake Costs

Students who retake the year will be liable for a pro-rata fee based on the size of the module(s) being undertaken. If they get their funding from Student Loans Company, they usually get support for the length of their course plus one extra year (or the part-time equivalent) should they need it. If they need to repeat a year of their course (or part of a year) they will receive support as normal for that time. However, if they need to repeat any further years, they will only receive support if they can prove to their funding provider (e.g. Student Finance England) that compelling personal reasons, such as illness or caring responsibilities, caused them to repeat. If they cannot do this, they should still be entitled to a loan for living costs for the repeat year, plus any relevant supplementary grants.

5. Non-Payment of Fees

- 5.1** A processing fee of not more than GBP £300.00 may be collected from students requiring visas to study in the UK before issue of a Letter of Acceptance. This processing fee covers the cost of processing their application for entry to the Academy and the United Kingdom and is non-refundable in any circumstance. A student cannot start their course until they pay the course fees in full or the agreed instalments, once it is paid, a Letter of Enrolment will be sent to them.
- 5.2** Docklands Academy London adopts a supportive approach to its students with regards to the collection of tuition fees. Where necessary and proportionate, the Academy reserves the right to apply one or more of the following sanctions to any students who defaults on paying the fees:
- Examination entries not being processed
 - Physical access to the course being denied until fees are settled
 - Termination of enrolment and withdrawal from the Academy
 - Refusal to re-enrol
 - Withholding final award certificate



- 5.3 Non-attendance on the course is not a valid reason for non-payment of course fees and payment / instalments must be made for non-attended lessons unless absence is due to unforeseen serious medical reasons for which supporting evidence must be submitted and be at the discretion of the Academy.
- 5.4 Students with outstanding fees due to Docklands Academy London (debts) will not be permitted to enrol onto a new learning programme until the debt has been paid in full.
- 5.5 Students undertaking a two-year learning programme will not be permitted to progress to the second year of their course where fees relating to the first year remain unpaid until the debt has been paid in full.
- 5.6 The Academy will use appropriate debt recovery procedures where students breach the terms of their payment arrangement and will pass on all additional costs incurred in this process in the increase of the overall outstanding debt value.
- 5.7 Where fees and instalments are not paid and every avenue to financially support students in the payment of their fees has been exhausted, Docklands Academy London reserves the right to permanently exclude students from their course and the Academy.
- 5.8 Students whose instalment payments are returned unpaid by the bank will incur an administration fee of £10 in addition to their unpaid fee instalment.
- 5.9 If fee instalments continue not to be paid by their due date, then the full outstanding balance becomes payable immediately.
- 5.10 Should the third party (sponsor / employer) fail to pay fees, the Academy reserves the right to pursue the student for the full payment of course costs.
- 5.11 DAL reserves the right to charge interest at 10% per annum on overdue invoices, accruing daily from the date that such payments become due.
- 5.12 Students should note that in relation to overdue amounts, DAL also reserves the right to pass the matter to Debt Recovery Company without further notification to them. This means that their data will be passed to debt Recovery Company for further action. For the avoidance of doubt, should their data be passed to debt Recovery Company in order to recover any overdue amounts, their liability to pay will be increased by additional fees and charges.
- 5.13 The Academy reserves the right to dismiss and expel any student at any time for the non-payment of fees. No fees will be refunded where a student is dismissed under this section.
- 5.14 Funds received but not utilised or refunded in accordance with these Terms and Conditions will be forfeited to the Academy.

6. Accommodations and Airport Transfer

6.1 Accommodation Booking and Rules

Docklands Academy London does not provide its own accommodation. Students can make their own arrangements for accommodation or DAL can arrange it for them which may work out cheaper. DAL only uses reputable accommodation providers including the links given below. If they want to book accommodation through the Academy, they must make the required payment to DAL in full a minimum of two weeks in advance. After booking accommodation through DAL, if they wish to cancel and receive a refund, they may be liable to pay a cancellation fee according to the terms and conditions of the provider.



It is important that students are bound by terms and conditions of the accommodation provider they are using in addition to these terms.

- 6.1.1** The student requesting accommodation from the Academy must be 16 years old or over.
- 6.1.2** Students aged 16-17 years old must only be placed in half board homestay accommodation booked by the Academy. The legal guardian of any Student under the age of 18 must complete the Parent Consent Form, available from Admissions Team or at info@docklandsacademy and we will forward the form to you. Under 18s students must have a return airport transfer organised by the Academy.
- 6.1.3** All accommodation requests are subject to availability. You will be required to provide your first and a second choice of accommodation. If the first option is unavailable, the Academy will try to book either the second option or find your alternative accommodation.
- 6.1.4** You must follow the Student Code of Conduct which can be found at <https://docklandsacademy.co.uk/policies-and-procedures> and any applicable health and safety guidelines at all times. If the Student fails to do this, they may be removed from their accommodation and charged for the entire duration of their stay as well as for any damages caused. In this instance, the Accommodation Manager has the right not to provide alternative accommodation to the Student.
- 6.1.5** If the Student causes any damage to the accommodation, they will be charged in full for the damage or any payment the Academy has to make on their behalf. If it is unclear who caused the damage, then the costs of the damage will be shared by the students in the accommodation.
- 6.1.6** The Student cannot smoke in any part of student residences or homestay accommodation. The Student will be told about places where they can smoke.
- 6.1.7** You are strongly advised to arrange insurance cover for their possessions. The Academy is not responsible for any damage, loss or theft of your property.
- 6.1.8** The Student must tell the Academy of any problems with their accommodation immediately. If the Academy cannot find a solution to the problem, it will find you an alternative accommodation provider.
- 6.1.9** The minimum booking period is two weeks. This does not apply to residential accommodation.
- 6.1.10** Accommodation bookings cannot be transferred from one student to another.

6.2 Accommodation Fees, Payment and Confirmation

- 6.2.1** The student must pay for accommodation fees and charges in full in GBP by the date stated on the Accommodation Confirmation Letter provided by the Admissions Team. Accommodation is only confirmed once Accommodation Confirmation Letter has been issued.
- 6.2.2** If the Academy does not receive payment before the date stated on the Offer Letter, the reservation will not be confirmed. In such event, the Academy will not be responsible if the same accommodation is no longer available.
- 6.2.3** If the student arrives late at the accommodation at the beginning of their stay, they will still have to pay the full fees, and will not get a refund.



- 6.2.4** The Academy will provide accommodation at the published price for the duration of the course only. Any accommodation booked outside of the duration of the course will be charged at an additional 20%.
- 6.2.5** There is an Accommodation Booking Fee of GBP £75.00 per booking. This fee must be paid for each new booking and is non-refundable.
- 6.2.6** All the public information about prices and accommodation options are guidelines; they cannot be guaranteed and may be subject to change at any time.
- 6.2.7** The Academy will provide the student with the accommodation details after the receipt of the full payment. This information is provided in the *Accommodation Confirmation Letter*. The student must make sure they have received all the information before they enter the United Kingdom, in line with any visa regulations.
- 6.2.8** If the student books accommodation with the Academy, the student must pay the Academy and not the provider.

6.3 Accommodation, Cancellation and Refunds

- 6.3.1** If the student wishes to cancel or change their accommodation, the student must inform the Accommodation coordinator in writing at info@docklandsacademy.co.uk
- 6.3.2** Cancellation notice period prior to start date of the booking is the following:
- **2 weeks** – Homestay bookings
 - **4 weeks** – For all non-Homestay bookings
- 6.3.3** If the student decides to cancel or change the accommodation without providing the appropriate cancellation notice period, they will be charged accordingly and will not be entitled to a refund. Refunding accommodation fees is at the discretion of the Academy.
- 6.3.4** All refund applications must be made by emailing info@docklandsacademy.co.uk

6.4 Accommodation Extension

- 6.4.1** If the student wishes to extend their accommodation, they may do so, provided there is a place available. As the residency halls are often full DAL strongly advises booking an extension at least 2 weeks in advance. Extensions must be paid in full before a place can be reserved. It is important to note that it will probably not be possible to stay with the same host family or in the same student House or Hostel. The Academy will try to help as much as possible but cannot guarantee any extensions as it is subject to availability.
- 6.4.2** If the student wants to extend their stay, they must request this from the Academy. They must not approach the accommodation provider about accommodation extensions.

6.5 Airport Transfers

In terms of providing an Airport Transfer Services arranged by the Academy, a suitable taxi is arranged by the Academy. There is an airport transfer fee of GBP £100.00 per booking which is non-refundable. This fee must be paid for each new booking and payment must be done in advance. The taxi driver will be waiting in the Arrivals Hall, holding up a sign with the student's name on it. The student is liable for providing the Academy with the accurate and up to date flight information. If for any reason the student cannot see the taxi driver, they must contact the School's Emergency telephone number provided in the *Airport Transfer Confirmation Letter*. If the student has not made contact with the driver and has not



contacted the emergency phone within one hour of arrival, the driver will be released, and the fees will not be refunded. Since the taxi pick up includes one hour waiting time; if the student is delayed for any reason, an extra charge of £10 will be added for transfers for every extra 30 minutes.

7. Refunds

Tuition fees, charges and other fees mentioned in this procedure, as stated in the Terms and Conditions and Learning Agreement agreed and signed by the student on induction, will not normally be refunded. But under some circumstances they may be refunded. For refunding rules related to this procedure, you may refer to DAL Procedure 4.10 Refund of Tuition Fees and Compensation.

7.1 Methods of Issuing Refunds and Compensation

Any refunds or compensation can only be made to the original payer (the person who made the payment to Docklands Academy London) using the original method of payment (e.g. bank transfer, credit card). If the fees are paid by card, the refund or compensation will be made to the same card.

- Refunds for students who pay their own tuition fees can be refunded.
- Refunds for students in receipt of tuitions fee loan from the Student Loans Company (SLC) will be processed directly by the partner college who has direct responsibility to SLC to deal with such matters. This is only applicable to Higher Education students.
- Refunds for students whose tuition fees are paid by a sponsor (applicable to Higher Education students only)

7.2 Scholarships

Recipients of scholarships or government grants are expected to pay £300 which will be refunded upon receipt of an official financial guarantee letter. If, upon the student's arrival, the Academy is not in receipt of an official financial guarantee letter, we reserve the right to charge tuition at the published higher rate on a weekly basis until the guarantee letter has been provided. Scholarship students will not be allowed into class without either a guarantee letter or tuition fees paid. Any fees paid direct to the Academy will be refunded to the fee payer upon receipt of the guarantee letter.

8. Discounts and Offers

- 8.1** Course discounts are valid from the dates advertised. Discounts cannot be applied retrospectively to bookings.
- 8.2** The special offers will not be retrospective, and students enrolled on upcoming courses who have already made their payments will not qualify for a refund of any kind.
- 8.3** Where the student's school fees are being paid by another organisation, the student must ensure that the paying organisation complies with the deadlines for payment
- 8.4** The special offers are only open to those students enrolled on one of the qualifying courses at the Academy.
- 8.5** The discount is not transferable to another student.
- 8.6** Special offers cannot be used in conjunction with any other offer or promotion, including scholarships and/or bursaries.
- 8.7** The Academy reserves the right to withdraw any special offer at any time and students remain bound by the Academy's Terms and Conditions and Policies and Procedures at all times



9. Students' attention is particularly drawn to the following clause:

The Academy accepts no responsibility for personal injury, loss or damage to property apart from harm occurring due to negligence on the part of the Academy or its employees. The liability of Simply Alliance Limited t/a Docklands Academy London (and their Group, Associated and/or Affiliated companies) for losses arising from negligence (except in the case of liability for death or personal injury), breach of contract, or otherwise, will be limited to the full amounts paid by the relevant student for the course. Except in the case of liability for death and personal injury, such companies will have no liability for any indirect or consequential loss or damage however arising.

10. Related Documents

10.1 Policies

- 4 Admissions
- 8 Marketing and Promotion

10.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.9 Review and Revision of Policies and Procedures
- 2.4 Appeals
- 2.5 Complaints
- 2.13 Access and Participation Statement
- 4.1 Enrolment and Selection
- 4.4 Attendance Monitoring
- 4.6 Student Induction
- 4.10 Refund of Tuition Fees and Compensation
- 4.11 Student Protection Plan
- 4.13 Transfers, Suspensions, Withdrawals, Closure and Change of HE Provision
- 5.2 Welfare Services and Pastoral Care
- 5.3 Equality, Diversity and Special Needs
- 7.1 Review and Sign off PI
- 7.4 HE Public Information

10.3 Student Terms and Conditions

10.4 External Reference Points

- Office for Students (OfS) Requirements and Guidance at <https://www.officeforstudents.org.uk/advice-and-guidance/regulation/>
- UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>
- UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>
- Higher Education Code of Governance (Committee of University Chairs, December 2014) at <https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf>
- Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers at <https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf>
- OIA The Good Practice Framework: Handling Students Complaints and Academic Appeals at <https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf>
- Competition and Markets Authority Guidance for HE Providers at <https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers>
- UKCISA Code of Ethics at <https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics>
- UK Visa & Immigration (UKVI) regulations at <https://www.gov.uk/government/organisations/uk-visas-and-immigration>
- Student Loans Company Regulations at <https://www.gov.uk/government/organisations/student-loans-company>
- Equality Act – 2010 at <https://www.legislation.gov.uk/ukpga/2010/15/contents>

Appendix 1



1. Registration Fees

1.1 General English Courses

£50-Courses up to 4 weeks (students may pay more to buy the course book if they wish)

£75-Courses more than 4 weeks (includes the cost of the course book)

1.2 Higher Education Courses

£50 1 year study (students may pay more to buy the course book if they wish)

2. Course Fees

2.1 English Courses

Fees for English courses may differ according to test level and the test period. All the details about the fees for English Courses can be found on the page <https://docklandsacademy.co.uk/wp-content/uploads/2021/06/DAL-Course-Fees-171120.pdf>

2.2 Higher Education

£5995 for each level. Level 4 (HNC) and 5 (HND) – For 2 years study total: £11,990

£645 for each unit course (BTEC HNC/HND Unit Courses)

More details for all types of course fees for Higher Education can be seen on page <https://docklandsacademy.co.uk/wp-content/uploads/2021/06/DAL-Course-Fees-171120.pdf>

3. Exam Fees for English Tests

3.1 If the students want to take an IELTS tests, the cost for each type of test is shown on the British Council website and they can choose a test centre and test date by following the link below:

[//takeielts.britishcouncil.org/take-ielts/book](https://takeielts.britishcouncil.org/take-ielts/book)

3.2 If the students want to take a Cambridge exam (FCE, CAE .etc), the cost for each exam is shown on the University website and they can choose a test centre and test date by following the link below:

[//www.cambridgeenglish.org/find-a-centre/find-an-exam-centre/](https://www.cambridgeenglish.org/find-a-centre/find-an-exam-centre/)

3.3 Their teacher can help select an appropriate exam, test centre and date for they if they need their assistance.”

3.4 A cost calculator for English Language Courses is available on all the Academy webpages related to any English Language Course, e.g., on page <https://docklandsacademy.co.uk/dal-courses/english-language/general-english#Apply-for-This-Course>



Appendix 1

Date:

ACCOMMODATION CONFIRMATION LETTER

Dear Sir/Madam,

Student Name:	Our reference:
Address:	Date of Birth:
	Passport Number:

Course	
Accommodation Start Date	
Accommodation End Date	
Accommodation Duration	
Accommodation fees	

We confirm that the above-named student has made the necessary arrangements for our student hall residence and will be accommodated at the below given address:

Address: "Bethnal Green Student Living, 23 Parmiter Street, E2 9EX"

The above fee includes all the utility bills (gas, water and electricity). Food and meals are not included as a part of accommodation.

Please quote your student reference number in all your correspondence. If you have any further queries, please do not hesitate to contact us on info@docklandsacademy.co.uk

Docklands Academy, London is a trading division of Simply Alliance limited which is a nonprofit organisation, limited by guarantee registered in England and Wales under Company Registration No. 06999859.

Yours truly,

Rose Aslan

Head of Administration

For Docklands Academy, London

Appendix 3



Suite 230, Legacy Business Centre, 2A Ruckholt, London E10 5NP
 Tel/Fax: +44 (0) 208 558 4466/9980
 Email: info@ukguests.co.uk
 Website: www.ukguests.co.uk

Student Booking Form

Personal Information			
Full Name		Date of Birth (dd/mm/yyyy)	
Nationality		Gender	

Emergency Contact Details	
Name	
Telephone Number	+44 (0) 207 515 9695 / 07951129631
Email	Birgul.rose@docklandsacademy.co.uk

Health	
Does the student have any allergies or medical problems we need to know about? (if yes please provide details) *All information supplied is confidential*	NONE

Booking Details							
Date Arrival				Date Departure			
Category of Accommodation (Please tick below) He would like a private bathroom							
Standard	<input type="checkbox"/>	Standard Plus	<input type="checkbox"/>	Superior	<input type="checkbox"/>	Executive	<input type="checkbox"/>
Accommodation Type (Please tick below)							
Bed & Breakfast	<input type="checkbox"/>	Half-Board	<input type="checkbox"/>	Full-Board	<input type="checkbox"/>	Self-Catering	<input type="checkbox"/>
Room Type (Please tick below)							
Single Bed	<input type="checkbox"/>	Double Bed	<input type="checkbox"/>	Twin (2 Single beds)	<input type="checkbox"/>		

Preferences							
Do you want children under 11? (Please tick below)							
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't Mind	<input checked="" type="checkbox"/>		
Do you want pets? Please specify if you have an allergy (Cats, Dogs, Rabbits, and Hamsters etc.)							
Do you smoke?							
				Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Do you require any special diets? (Gluten Free, Halal, Dairy/Lactose Free) Please specify							
x							

Print Name: _____	Signed: _____	Date: _____
<p>If you require any additional information, please do not hesitate to contact UKguests. UKguests.com Ltd Registered in England No. 5523171</p>		



Appendix 4

Airport transfer booking form

Please fill in the form correctly to book a taxi

Full Name:	
ID no:	Course:
Phone Number:	
Date of Arrival : _____ Time of Arrival: _____ Flight or Train Number: _____ Pickup Location: _____ Terminal: _____ Number of Guests: _____	
Destination address:	

When completed this request, should be sent back to info@docklandsacademy.co.uk