## **Booking Procedures**

**ABOUT RedR UK**

RedR is an international disaster relief charity which trains aid workers and provides skilled professionals to humanitarian programmes worldwide, helping to save and rebuild the lives of people affected by natural and man-made disasters. Working in South Sudan since 2011, RedR is the only organisation providing essential humanitarian staff safety and welfare, management, first aid, logistics and technical skills training courses.

**WHO WE WORK WITH**

We work with national and international NGOs, UN agencies, national and local government agencies and intergovernmental organisations operating as part of the humanitarian sector in Juba and in other areas of South Sudan (as per requests from agencies). We deliver 1) open courses as well as 2) tailored courses responding to specific agency’s capacity building needs. We offer our courses both in RedR office in Juba and in client’s premises.

**FEE PAYMENT PROCEDURE**

All organisations are required to pay at least 50% of the fee in advance in order to secure places in each course. Cash and cheque payments can be made at the RedR office in Juba. The ***registration process will close 3 working days before the beginning of the course.***

|  |  |
| --- | --- |
| **Bank name** |  |
| **address** |  |
| **Account number** |  |
| **Account name** | **RedR UK** |
| **Swift code** |  |

**Standard fees for each course:**

**INGOs** staff members: **30USD** per person and per day (early bird: **25USD** if applying 4 weeks before the start of the course)

**NNGOs** staff members: **15 USD** per person and per day (early bird: **10USD** if applying 4 weeks before the start of the course)

**CONTACT DETAILS**

Please note that we operate on ‘first come first served’ basis. Please ensure your application is complete in all respects. For more details:

* ***Main Office Address:*** Plot No 78 Block A4 Second Class Hai Jallab, Juba South Sudan
* ***Email***: juba.courses@redr.org.uk
* ***Landline: ???***
* Mobile: ???
* ***Website:*** [www.redr.org.uk](http://www.redr.org.uk)

**APPLICATION AND CANCELLATION POLICY**

1. Submit duly filled application form and make 50% fee payment at least 1 week before the start of the course.
2. A course confirmation letter will be sent to you after receiving your application.
3. You will be notified at least 72 hours before the start of the course if a course is postponed to another date.
4. For cancellation we will need a notice period of 72 hours. 50% fee will be refunded if a notice is received before 72 hours. 100% fee will apply after that.
5. If a course is cancelled or postponed, RedR will inform the participants or their organisations as soon as possible. However due to prevailing safety situations and other uncertainties it may not always be possible. In such cases, training fees will be fully reimbursed via bank transfer or a cheque. Participants will be offered another date for the same training. RedR will not be responsible for any cost incurred on travel or accommodation.
6. No refund will be available for non-attendance of a course.

**RedR Training Application Form**

**Please ensure you have read and understood the booking procedures before applying for RedR courses. Note that this form MUST** be **FULLY** completed; otherwise the application may be rejected.

|  |
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| **Course details** |
| Course name: |  | Date: | Location: |  |
| In which language would you like to receive this course?  | Arabic [ ]  English [ ]  Other [ ]  (Please specify) |
| How did you hear about this training? | Poster/leaflet [ ]  RedR staff [ ]  RedR website [ ]  ReliefWeb [ ]  Line manager [ ]  other ……………… [ ]  |
| course fees (in USD): | Payment by: Cash [ ]  Cheque [ ]  bank transfer [ ]  | Details of the person to be invoiced | Name: |
| Phone |
| Email: |
| Name & contact details of your line manager. | Name: | Line manager’s approval (signature and date) |  |
| Phone: |
| Email: |
| As part of our impact reporting, RedR may take photographs or ask for quotes from participants on the course. Do we have your consent to take and use photos and quotes for use in donor reporting and publicity? | Yes [ ]  No [ ]   |
| **Applicant details (Please write your name in CAPITAL LETTERS)** |
| Mr/Mrs/Ms/Other |  | First Name: | Family Name: |
| Short name you wish to be addressed by:  | Male [ ]  Female [ ]  |
| Please indicate if you are National or International Staff: | National [ ]  International [ ]  |
| Your Organisation’s name: | Field of operation:  |
| Organisation address: |  | Phone:  | Fax: |
| Your Job title:  |  | Your location:  |
| Your personal contact | Phone (s): | Email:  |
| **Other information** |
| **What are the key responsibilities in your current job? Please state 3 key jobs that you are responsible for.** |
| 1.2.3. |
| **What experience or knowledge do you already have in this training topic?** |
|  |
| **Why you want to attend this course? What do you hope to achieve from this course? Please state at least 2 main expectations** |
| 1.2. |
| **Specific needs** |
| **Do you have any specific needs?**  Yes [ ]  No [ ]  | Accessibility [ ]  | Diet [ ]  | Others [ ]  |
| If yes, please specify :  |  |

Date:

Applicant signature: