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LAMDA
THE LONDON
ACADEMY OF
MUSIC AND
DRAMATIC ART

May 2007

Dear Centre Organiser

IMPORTANT INFORMATION

A new process for date bookings for Private centres

I am writing to inform you that LAMDA is introducing a new date booking system for all Private examination centres with effect from 1 August 2007.

This means that we will no longer be writing to you to offer you dates for your examination sessions. Instead it will be the responsibility of each individual centre to make their own date bookings.

This new booking system will help streamline the way the LAMDA Examinations Department operates making it easier for examination centres to book examination dates.

Please read the enclosed important information which gives full details of the new system. There is a set of FAQs (Frequently Asked Questions) which we hope will be useful in providing answers to any questions that you may have. There is also a booking form enclosed which we suggest you photocopy for future use.

If you have any questions regarding the new process then please do not hesitate to contact the LAMDA Examinations Department where a member of staff will be only too pleased to help.

Yours sincerely,



Daryl LUCAS
Deputy Head of Examinations

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the Hon Lady Ogilvy KG GCVO

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The Late Robert Stanton
Brian Tilston LLAM (Hons) FLAM

New date booking process for Private centres

LAMDA is introducing a new date booking process for all Private examination centres with effect from 1 August 2007.

This new process will allow a fairer distribution of dates for Private centres, particularly for those centres who have difficulty in booking dates during busy periods.

We will no longer be offering provisional dates to Private centres. All dates will need to be booked in writing (letter, fax or e-mail) by the organiser of each centre.

Dates will now be strictly allocated on a first come, first served basis. Therefore it is important that you book early in order to secure the date(s) that you require.

In order to guarantee your date(s) we are also introducing a new date booking deposit of £50 per session* (please see below for further details)

*** A session is defined as one or more consecutive days of examinations or where a centre has two or more separate days of examinations within a single week.**

The £50 booking deposit is non-returnable, however this fee will be deducted from the centre's entry fees by the centre organiser when they are submitted.

If a centre cancels an examination session then the booking fee will be forfeited.

We will also be requesting all Private centres who currently pay by cheque to submit just one cheque with their entries payable to 'LAMDA Ltd'. Because of the additional time and costs that processing multiple** cheques involves an administration fee of £30 will be levied on centres who do not pay using one cheque.

**** Multiple cheques is defined as 5 cheques or more.**

The introduction of the new booking process will be less complicated than the previous system and will improve the service that we provide.

Please refer to the enclosed list of FAQs (Frequently Asked Questions) where we have provided an answer to any common questions that you may have about the new process. Please do not hesitate to contact us however in the event that you are unable to find the answer that you are looking for.

New date booking process for Private centres

FAQs

- Q. LAMDA has always allocated me the dates for my examination session in the past. Will this still happen?
- A. **No. You will now need to write in to LAMDA to request the dates for your examination session. We will no longer be allocating dates or sending out reminders.**
- Q. Can I book an examination session over the phone?
- A. **No. You will still need to write in to book your examination sessions. This may be done by letter, fax or e-mail. All bookings will require the payment of a booking fee to guarantee them.**
- Q. Why do I now have to pay a non-returnable £50 booking fee for my session?
- A. **We have introduced a booking fee which guarantees your examination session. When you submit your entries you will need to deduct this amount from your entry fee. In the past a number of centres have cancelled booked examination dates. By introducing a non-returnable booking fee we are hoping that this will significantly reduce the number of cancellations.**
- Q. How can I pay my booking fee?
- A. **Payment can be made by cheque, postal order or credit/debit card.**
- Q. How far ahead can I book my examination session dates?
- A. **You may book examination session dates as far ahead as you wish. Each separate session will require a booking fee to be paid to guarantee each date.**
- Q. Is there any restriction on the number of dates that I can book?
- A. **No, you may book as many dates as you require.**
- Q. Having booked my examination session I find that I need an extra date. Can I book another day to run consecutively with the day I have already booked and will I need to pay another booking fee?
- A. **Yes you can book an extra date if those dates are available. If you are adding a day onto a session you have already booked then you will not need to pay another booking fee.**
- Q. I usually have two examination dates in March, one at the beginning and one at the end. Do I need to pay one or two booking fees?

- A. You will need to pay two booking fees. If you have two dates that are close together within one week (7 days) we will allow you to pay just one booking fee, however any sessions separated by more than 7 days will be treated as two separate sessions.**
- Q. What happens if once I have booked my examination session I need to change the date?
- A. If you cancel your examination session or amend an existing booking to another date then you will forfeit the booking fee for that date. You will need to pay a new booking fee if you change the date.**
- Q. What happens if I have booked an examination session and I discover that I need another examiner?
- A. Where possible we will try and allocate an additional examiner to your session. However, with our new booking process we close off dates as ‘fully booked’ when a maximum number of examiners for that day has been reached. We may therefore not be able to accede to your request.**
- Q. If I book an examination session of more than one day (e.g. three days) and I only use two of these days will I incur a cancellation charge for the date that I don’t use?
- A. On the first occasion you will not incur a cancellation charge providing your examination session does take place on the date(s) that you have booked. We will allow you some flexibility if you do not use all of the days in the first instance. You may incur a charge if this happens again though.**
- Q. I have always sent in a separate cheque from each candidate. Why do I now have to send in just one cheque?
- A. Centres that send in just one cheque are much easier and quicker to process than centres that send in multiple cheques. Because of the additional administration time that it takes to process multiple cheques we are now requesting that one cheque is submitted by each centre with their entries.**
- Q. What happens if I want to continue sending in several cheques with my entries?
- A. We will still accept your entries and payment. If however you send in more than five cheques with your entries you will now incur a £30 administration fee which will need to be paid at the time your entries are submitted.**
- Q. Do I need to complete a booking form when I book my examination session(s)?

- A. A booking form will be available for you to complete if you wish to do so, otherwise a letter, fax or e-mail will be acceptable. If you are booking by fax or e-mail then you will need to either send in a cheque within 48 hours or pay over the phone by credit/debit card.**
- Q. I have already booked my dates for my next examination session which takes place after 1 August. Are these dates still available?
- A. Any dates that have already been booked after 1 August 2007 are already confirmed, however you will still need to guarantee these dates by paying the £50 booking fee for each session. If you have already booked future sessions then LAMDA will contact you regarding your booking fee(s).**
- Q. Will I still receive a confirmation letter from you confirming the dates that I have booked?
- A. Yes. We will still write to you and confirm your dates.**
- Q. What happens if I forget to deduct the booking fee when I submit my entries?
- A. We will send you a Transfer Credit Voucher (TCV) which you can use for your next examination session. (NB. All TCVs are valid for 1 year from the date of issue).**
- Q. Will the entry forms change at all?
- A. We will be amending the bulk entry booking forms for Private centres to include a section for booking fees and administration fees. In keeping with our Green Policy these new forms will be introduced once we have exhausted the supply of our current forms.**

**Private Examination Centre
Date Booking Form**

Centre Code:

Centre Organiser:

I wish to book the following date(s) for my Private examination centre's examination session:

Term: (e.g. Autumn)	Dates Requested: (e.g. 1 st Nov)	Number of Examiners Required (e.g. 2 examiners)

I have booked _____ session(s)* and enclose a £50 booking fee for each session. Cheques should be made payable to 'LAMDA Ltd'. If you wish to pay by credit or debit card please complete the reverse of this form.

Total amount enclosed: £ _____

Signed: _____

Date: _____

* A session is defined as one or more consecutive days of examinations or where a centre has two or more separate days of examinations within a single week.

If you wish to provide us with any additional information regarding your session please complete the section on the reverse of this form.

For LAMDA Examinations Department use:

Date booking received:
Entered on LES:

Confirmation sent to centre: Date Confirmed Fully Booked Letter Payment Letter

Payment by Credit / Debit card:

Name on card:			
Cardholder's Address:			
Contact telephone number:			
Contact fax number or e-mail:			
Card number:		3 digit code:	
Switch issue no: (if applicable)		Card type: (Visa/Mastercard)	
Valid from:		Expiry date:	
Booking Payment:	Booking fee(s):		£ .
	Credit/Debit card transaction fee:		£ 1.00
	Total amount payable:		£ .
Signature:		Date:	

Additional Information: (If applicable)

Please provide any additional information regarding your centre in the space below: