

Date Booking Guide for Private Centres

FAQ's

- Q. LAMDA has always allocated me the date(s) 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 date(s) for your examination session. We will no longer be allocating dates or sending out reminders. You can book by using;
1. Date Booking Form (Preferred) available from our website
 2. e-mail to exams@lamda.org.uk
 3. Letter
- Q. Can I book an examination session over the phone?**
- A. No. You need to write in to book your examination sessions. This is done using a 'Date Booking Form' paying your non returnable £50.00 booking fee for each session.
- Q. Why do I now have to pay a non-returnable £50 booking fee for each session?**
- A. We have introduced a booking fee which guarantees your examination session. 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. What happens to my non-returnable £50 booking fee for each session?**
- A. Your booking fee is used as part payment for your entries. When you submit your entries you will need to deduct this amount from your entry fee.
- Q. What happens if I forget to deduct my booking fee from my entry fee payment ?**
- A. Should you forget to deduct the booking fee from your examination entry fees LAMDA will issue you with Transfer Credit Voucher (TCV) for the surplus amount of the booking deposit fee. The TCV can be redeemed against future bookings or examination entry fees within one year of the date of issue.
- Q. How can I pay my booking fee?**
- A. Payment can be made by;
- | | | |
|---|-------------------|--------------------------------------------------------------------------------------|
| 1 | Cheque | Payable to LAMDA Ltd |
| 2 | Postal Order | Payable to LAMDA Ltd |
| 3 | Credit/Debit Card | Enter your card details on the back of the 'Date Booking Form' or over the telephone |
| 4 | PayPal | To OESpaypal@lamda.org.uk |
- 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. How many Examining hours do I need?**
- A. We now require you to estimate the number of examining hours and not the number of examiners. By providing us with the number of examining hours we are able to allocate you with the appropriate number of Examiners required. You will be able to estimate the examining hours by referring to the syllabus specifications for details of the amount of time required for each examination.

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. What is a session.

A. 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. Each separate session will require a booking fee to be paid to guarantee each date for example;

Monday	21	June	=	1 x £50.00
Monday	21	June	=	1 x £50.00
Tuesday	22	June	=	1 x £50.00
Wednesday	23	June		
Monday	21	June	=	1 x £50.00
and				
Sunday	26	June		
Monday	21	June	=	2 x £50.00
and				
Monday	28	June		

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. Where possible we will try and allocate an additional day 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 is reached. We may therefore not be able to accede to your request. 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 within 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 (see what is a session).

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 the original 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 additional examining hours?

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 is 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. Do I need to complete a 'Date Booking Form, when I book my examination session(s) ?**
- A. A 'Date Booking Form' is preferred, it can be downloaded from our website, otherwise a letter, fax or e-mail will be acceptable. If you are booking by fax or e-mail and have not paid over the phone by credit/debit card or PayPal then you will need post in a cheque within 48 hours.
- 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 five or more cheques with your entries you will now incur a multiple cheque administration fee which will need to be paid at the time your entries are submitted.

If you require any further information do please telephone us.

**LAMDA Examinations
155 Talgarth Road
Barons Court
London W14 9DA**

**Tel: 0844 847 0520
Fax: 0844 847 0521
Email: exams@lamda.org.uk**