Please answer the following questions as fully as possible:

|  |  |
| --- | --- |
|  |  |
| Requestor’s name |  |
| University department |  |
| Event organiser’s name & Extension No. |  |
|  |  |
|  |  |
| Title of the event |  |
| Timings of the event |  |
| Brief Description of the event  **(For customers to understand what is included in price or general programme info)** |  |
| Primary Location of the Event |  |
| Event start and end dates  **(01/07/2013-03/07/2013)** |  |
| Start and end dates for taking bookings  **(01/01/2013-30/06/2013)** |  |
| Max capacity of attendees |  |
| Contact Information  **(Visible to customers on the website)** |  |
| More Info  **(Anything else you want to add)** |  |
| Do you require a product specific e-mail to be sent out to each successful booking? If so please enter text of email here: |  |
| Optional Items\*  **(E.g. Dinner, Accommodation how much this costs £xx and how many places available on each)** |  |
| Please list all the delegate types and how much they will be charged **inclusive of any VAT** (if applicable)  **(E.g. Staff £30, Student £15, Researcher etc.)** |  |
| Capacity for each delegate category  **(E.g. 25 members of Staff, 25 Student s, 25 Researchers)** |  |
| \*Which optional items from the list above can the various delegates select  **(If it is the same for all please leave blank)** |  |
| Will the start and end dates for bookings be different for any of the delegate categories? |  |
| Email address to receive the booking notifications e-mail  **(We recommend if possible to use a group email)** |  |
| Are there any questions that you would like to ask via a Questionnaire?  **(E.g., Dietary requirements, opt into mailing list)** |  |
| What is the Project and account code for this event?  **(The event cannot be set up without these)** |  |
| VAT TEAM ONLY |  |
| UK/EU VAT Treatment  (20% **ST**/ Exempt **SX** / Outside the scope **SO** / Zero rated **SZ**) |  |
| VAT Charged Worldwide  (YES/NO) |  |

Please include any supporting images you would like me to use (as an attachment) when you e mail over this form.

Thank you

Please allow 5 working days after this form has been acknowledged by [ecommerce@reading.ac.uk](mailto:ecommerce@reading.ac.uk) for the product to be set-up. We will do our best endeavours to replicate exactly what you request, but reserve the right to make amendments if deemed necessary, you will be informed of any changes.

**SELLER’S GUIDE – UNIVERSITY OF READING ONLINE STORE**

This guide is intended to help staff to understand what is expected of them if they wish to sell products, events or courses via the Online Store [www.store.reading.ac.uk](http://www.store.reading.ac.uk)

* You should be aware that a binding contract is formed between the UoR and the buyer once they have paid for the products/events/courses.
* You must make sure that all the information you provide is accurate and not misleading, and that any relevant restrictions have been included \*e.g. if you don’t want to deliver outside the UK.
* Products must be delivered by the date specified in the Product description, or within 30 days of receipt of the buyer’s order, unless you have specifically agreed a different delivery date with the buyer.
* A buyer can cancel an order for products for any reason (even changing their minds) from the date they paid for the products up to the end of **14 days** after the day they received the products. This cancellation right is in addition to their statutory right to cancel if the products are faulty or not fit for purpose. If they cancel we are legally obliged to refund them. Note that there are some circumstances where buyers cannot cancel an order for products. See paragraph 7 of [T&C’s.](http://www.store.reading.ac.uk/help/?HelpID=4)
* You should be careful about cancelling events/courses. If something has happened that will affect your ability to provide the event/course (e.g. strike/unavailability of key speakers through illness), you can cancel if you make every effort to let buyers know, post details of the cancellation on the website, and refund any amounts paid for tickets or bookings. Follow these steps and you won’t need to refund ancillary costs such as travel or accommodation.
* Attendees can also cancel for no reason, within **14 days** of making the booking and will be entitled to receive a full refund. If they want to cancel after that and prior to the event/course, you can choose to partially refund them or provide no refund at all depending on the point at which cancellation is received. We have suggested an approach to this in paragraph 9.2 of the [T&C’s](http://www.store.reading.ac.uk/help/?HelpID=4). If you want to deviate from this and apply some discretion, just bear in mind that you should act reasonably.