

Frequently Asked Questions

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e: info@ptptraining.com

w: www.ptptraining.com

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Frequently Asked Questions

How do I book a seminar?

To book a seminar, you will need to be logged in to your web account – it should say “Welcome back – (your name)” in the top right corner. Click the button “Book Seminars” which will take you to our current seminars page. Find the seminar you want to attend using the search buttons and add to basket. It will ask how many places you require. Once you have chosen all the seminars, click the basket in the top right corner to see all chosen seminars. If you are booking for yourself, the delegate information will be populated with your details. However, if you are booking for someone else, you select their details from the list by clicking the microscope symbol. If you have a new delegate, please see the question below.

How do I book a new delegate on a seminar?

It is easy to add a new delegate to the lookup on your account. Once you have added the required seminar into your basket, click the down arrow under the seminar in the basket and type the new delegates first name, surname and email address into the spaces. If you want to save the delegate to your look up list, click the button “Save delegate details to look up”. Then click the Save all delegates button – this will allow you to lookup the delegate on your next visit (using the microscope symbol).

How do I apply the package price?

Our package prices will automatically be applied to your basket once you have reached the required number of seminars. The discounted price will show at the bottom of the invoice. Each line will still show you the original price for each seminar.

How do I change the name of the delegate who is attending a seminar?

To change the name of a delegate attending the seminar, please click the link info@ptptraining.com to email the office populating details listed in the email.

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Where can I find my course notes?

Notes for all courses attended are held for 2 years on your PTP Seminars Web Account. Login to your web account and click the button – ‘How To’ guides and course materials.

How can I check which courses I have booked?

Details of all seminars booked through your account can be found in the account area. Log in to your account and click the button – My Bookings.

Can I change to another seminar?

It is possible to change the venue/date of your seminar up to 5 working days before the event without incurring a charge. Should you wish to change after this, there will an administration charge of £5 + VAT. Please contact the courses team on 01604 346245 or by email at info@ptptraining.com to let them know where you would like to attend instead.

Are the courses online?

We have specific web seminars which are online and delivered via Zoom. Please select *Live Online Seminars as the venue in the lookup at <https://www.ptptraining.com/courses/current-seminars>

Why are online seminar places limited?

Our online seminars are designed to be as interactive as possible to resemble our face to face seminars. We limit numbers to ensure that delegates are able to ask questions during the session.

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