



LBTC  
PARTICIPANT  
HANDBOOK

## Table of Contents

<b>Pre-Course.....</b>	<b>2</b>
<b>Visa / Electronic Travel Authorisation (ETA) .....</b>	<b>2</b>
Visa .....	3
ETA .....	4
<b>Hotels .....</b>	<b>5</b>
<b>Airport Transfer .....</b>	<b>6</b>
<b>Dress Code/Weather .....</b>	<b>7</b>
<b>Safety Guidelines .....</b>	<b>8</b>
<b>Cultural Etiquette.....</b>	<b>8</b>
<b>Public Holidays 2024 .....</b>	<b>9</b>
<b>During Course .....</b>	<b>10</b>
<b>Medical Information .....</b>	<b>10</b>
<b>SIM Cards.....</b>	<b>12</b>
<b>Currency Exchange .....</b>	<b>13</b>
<b>Travelling in London .....</b>	<b>13</b>
<b>Course Venue.....</b>	<b>16</b>
<b>Meet the LBTC Team .....</b>	<b>17</b>

## **Pre-Course**

### **Visa / Electronic Travel Authorisation (ETA)**

Citizens of the following countries **do not need** to secure an entry Visa to attend training courses in the UK:

- Austria
- Belgium
- Bulgaria
- Croatia
- Republic of Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland

If you are a citizen of one of the countries listed above, you can cross the UK border using a valid passport which should be valid for the whole time you are in the UK.

## Visa

If you are an international delegate travelling to the UK from a country that is not listed above and does not qualify for an ETA, we recommend you check whether you need to apply for a **Standard Visitor Visa**. You can do so by clicking the following link: <https://www.gov.uk/check-uk-visa>

**Do not proceed with your visa application unless the course fee payment has been cleared, or your application will be rejected.**

A Standard Visitor visa costs £115. The earliest you can apply is 3 months before you travel and we recommend that you apply **immediately** when you enter this timeframe, to allow ample time for it to be approved.

You must have a passport or travel document to enter the UK. It should be valid for the whole of your stay.

You must be able to show that:

- 1) you'll leave the UK at the end of your visit
- 2) you're able to support yourself and your dependants during your trip (or have funding from someone else to support you)
- 3) you're able to pay for your return or onward journey (or have funding from someone else to pay for the journey)

As you're visiting the UK to study, you'll also likely need to prove:

- 4) you've been accepted onto a course provided by an [accredited UK institution](#)
- 5) the course is no more than 6 months long

To prove these points, you will potentially need to provide:

- Bank statements and salary payslips for the last 6 months, clearly depicting the monthly credit of your salary in the corresponding bank account.
- Your contract of employment clearly stating your position / role / job title in the organisation, how long you have been employed there, and your salary.
- If your bank statement depicts transactions far greater in value than your monthly salary, you might need to explain this.
- Your course acceptance letter and corresponding invoice from LBTC, including evidence of course fee payment.

Once your documentation is ready, please proceed to the online UK visa application using the following link: <https://visas-immigration.service.gov.uk/product/uk-visit-visa>. Select **visit visa**, and follow the instructions to complete and submit your application online. Please be VERY CAREFUL at this stage and submit only accurate information.

## ETA

As of 22<sup>nd</sup> February 2024, if you're a national of **Qatar, Bahrain, Jordan, Kuwait, Oman, Saudi Arabia or the United Arab Emirates**, you no longer need a Visa and can instead purchase Electronic Travel Authorisation (ETA).

You'll need:

- the passport you'll travel with - not a photocopy
- access to your emails
- a credit card, debit card, Apple Pay or Google Pay, as the cost of the ETA is £10.

You'll need to upload or take photos of the:

- passport
- face of the person applying

You do not need to enter your travel details.

The fastest way to apply is using the UK ETA app on your mobile device.

[Click to download on the App store \(Iphone\)](#)

[Click to download via Google Play \(Android\)](#)

If you cannot use the app, you can apply online using the following link:

<https://apply-for-an-eta.homeoffice.gov.uk/how-to-apply>

## Hotels

There are dozens of hotel options within walking-distance from our training venues, ranging from £70 - £200 per night.

The following is a list of our preferred hotels:

No.	Hotel	Weblink
1.	Luma Heeton Concept Hotel – Hammersmith	<a href="https://goo.gl/maps/ejrk8GjNouFuf5jU6">https://goo.gl/maps/ejrk8GjNouFuf5jU6</a>
2.	Novotel London West	<a href="https://goo.gl/maps/qMMJtgS8kcJUXcYz7">https://goo.gl/maps/qMMJtgS8kcJUXcYz7</a>
3.	Premier Inn (Sheperds Bush Road)	<a href="https://maps.app.goo.gl/e2AqmovUvuada8YD9">https://maps.app.goo.gl/e2AqmovUvuada8YD9</a>

We have recently partnered with both Novotel London West and the Luma Heeton Concept Hotel, so that you can benefit from our partner's discount.

If you wish to stay in Novotel London West and exercise this discount, you can book through the following link:

[Novotel 15% Discount](#)

If you wish to book the Luma Heeton Concept Hotel, please email [Reservations.luma@heetonconcepthotels.com](mailto:Reservations.luma@heetonconcepthotels.com) with your room preference, stating that you are booking with London Business Training & Consulting, and a member of their customer service team will assist you and activate the 15% discount.

Other recommendations for local higher end hotels are in the following table:

No.	Hotel	Weblink
1.	Brook Green Hotel	<a href="https://goo.gl/maps/2CWGSUKVvFPZ8b6WA">https://goo.gl/maps/2CWGSUKVvFPZ8b6WA</a>
2.	St Paul's Hotel	<a href="https://goo.gl/maps/TuMC7QRUreRdiKPs5">https://goo.gl/maps/TuMC7QRUreRdiKPs5</a>

For local budget hotel options, we recommend the following:

No.	Hotel	Weblink
1.	Hotel 65	<a href="https://goo.gl/maps/QKrKdr2asGW6BkqcA">https://goo.gl/maps/QKrKdr2asGW6BkqcA</a>
2.	Euro Hotel	<a href="https://goo.gl/maps/AtzQ9Z8QkRTDzWLe6">https://goo.gl/maps/AtzQ9Z8QkRTDzWLe6</a>
3.	Sapphire Hotel	<a href="https://goo.gl/maps/ptsSY3GVDd44QqLa7">https://goo.gl/maps/ptsSY3GVDd44QqLa7</a>

## Travel Insurance

All participants are advised to secure travel insurance PRIOR to the commencement of your trip. LBTC will not be responsible for any losses or mishaps experienced by participants for the duration of your visit to the United Kingdom.

We recommend that you purchase travel insurance that covers the following:

- Emergency Medical Treatment
- Personal Accidents
- Travel Delay/Missed Departure
- Repatriation
- Flight cancellation
- Baggage cover
- Theft

## Airport Transfer

There are numerous transport options available to passengers arriving at any of London's main airports to reach their respective destinations. For details of the available options, please click the corresponding weblinks for each airport:

- Heathrow: <https://www.heathrow.com/transport-and-directions>
- Gatwick: <https://www.gatwickairport.com/to-and-from/>
- Stansted: <https://www.stanstedairport.com/getting-to-and-from/>
- City: <https://www.londoncityairport.com/getting-here/to-and-from-airport>
- Luton: <https://www.london-luton.co.uk/to-and-from-lla>

The above links will take you to webpages with multiple transport options, but our recommended option is to book a taxi service that will monitor your flight for any delays, so that they can pick you up at the correct time when you land. The company below offers this service for all London airports:

### Express Airport Transport

<https://www.expressairporttransport.co.uk/>

Phone: +44 203 327 6600

Average Price: £54 for the journey from Heathrow to LBTC's venue in Hammersmith.

## Dress Code/Weather

**Whilst attending your course at LBTC, the dress code is smart/casual.**

The weather in England varies depending on the time of year, but one thing that you can count on is that there will be rain! It rains for an average of 9 days every month in London, even in Summer.

- ◆ Winter (December, January, February):
  - Average daytime temperatures: 2°C to 7°C (36°F to 45°F)
  - Winter in England is generally cold, with temperatures occasionally dropping below freezing, especially at night. Snowfall is possible, but it's often limited and doesn't persist for long in most areas.
  - We recommend that you bring warm clothes and accessories for the cold weather, like gloves, a hat, a scarf and jumpers.
- ◆ Spring (March, April, May):
  - Average daytime temperatures: 8°C to 15°C (46°F to 59°F)
  - Spring tends to start off cool and gradually warms up towards the end of May. March can still feel quite chilly, while May often sees temperatures creeping into the mid-teens Celsius, which is warm for us here, believe it or not!
  - We recommend that you bring clothes for warmer weather but with layers in case it is still cold. It's hard to predict the weather at this time of year!
- ◆ Summer (June, July, August):
  - Average daytime temperatures: 15°C to 25°C (59°F to 77°F)
  - Summer temperatures in England are generally much warmer, occasionally reaching into the high 20s Celsius or even low 30s Celsius during heatwaves.
  - We recommend that you bring thin shirts/blouses and something to layer in case the evenings are chilly. Even in summer, you are advised to bring a waterproof coat or an umbrella as it's still likely to rain!
- ◆ Autumn (September, October, November):
  - Average daytime temperatures: 8°C to 15°C (46°F to 59°F)
  - Autumn sees temperatures gradually cooling down from the warmth of summer. September can still feel relatively mild, but by November, temperatures have usually dropped, and there is often more rainfall.
  - We recommend that you bring warm clothes for this time of year, including jumpers and coats.



## Safety Guidelines

London is generally a safe place, but as with any major city, it's important to be mindful of certain things when visiting.

1. **Stay Alert and Aware:** Keep an eye out for your surroundings, especially in busy areas.
2. **Keep Your Valuables Safe:** Secure your belongings and avoid flaunting expensive items like jewellery and watches. It's better to keep them tucked away to avoid any unwanted attention or simply keep them in your bag until you reach your destination.
3. **Take Care of Your Phone:** London is bustling, so be mindful of your phone's safety. Keep it in a secure pocket or bag, especially in crowded places.
4. **Watch Out for Pickpockets:** Stay vigilant in crowded areas and keep your belongings close. If someone seems overly friendly or distracting, be cautious.
5. **Use Trusted Transportation:** Stick to licensed taxis and well-known ride-sharing services for safe travels around the city.
6. **Stay in Well-Lit Areas:** When out at night, stick to busy streets and well-lit areas. It's always safer to be where there are more people around.
7. **Be Mindful of Traffic:** London streets can be busy, so remember to look both ways when crossing and avoid using your phone near roads.
8. **Respect Local Laws:** Familiarise yourself with local customs and laws to ensure a smooth and enjoyable trip.
9. **Stay Informed:** Keep updated on any local advisories or safety tips during your visit.
10. **Emergency Contacts:** Save important numbers like local emergency services and your embassy or consulate just in case. You can find emergency medical contacts in the medical section of this handbook.

## Cultural Etiquette

Please be aware of your behaviour, ensuring that you are complying with our standards of politeness and overall cultural etiquette. A document has been sent to you titled "Client Obligations", highlighting relevant areas of our terms and conditions in relation to your expected behaviour. Additionally, the following is a list of general rules to follow whilst in London:

1. **Queuing:** In England, we take queuing (lining up) very seriously. Always join the end of the line and wait your turn patiently, whether it's for public transport, attractions, or even just ordering food. The only time when this rule is not necessarily followed is when using the London Underground; it is acceptable to gently push your way onto the train during busy periods, or you could be waiting at the station for a very long time!
2. **Politeness:** Courtesy goes a long way in London. Say "please" and "thank you" often, and use "excuse me" to navigate through crowds or get someone's attention.

3. **Respect Personal Space:** While London can be crowded, it's essential to respect people's personal space. Avoid standing too close to strangers in queues or on public transport.
4. **Tipping:** Tipping in London is customary but not obligatory. In restaurants, it's typical to leave a tip of around 10-15% if a service charge hasn't already been included in the bill. You can usually check the bottom of the bill to see if a service charge has already been included.
5. **Punctuality:** Being on time is appreciated in London. Whether it's for a meeting, reservation, or event, aim to arrive promptly.
6. **Public Behaviour:** Keep public behaviour modest and respectful. Avoid loud conversations, excessive public displays of affection, or disruptive behaviour in public spaces.
7. **Dress Code:** London is diverse and accepting of all different styles, but it's wise to dress modestly when visiting religious sites or formal establishments. Always check if there's a specific dress code before visiting certain places.
8. **Greetings:** A handshake is a common greeting in London, especially in formal settings. In more casual situations, a simple nod or smile is also acceptable.
9. **Cultural Sensitivity:** Be mindful of cultural diversity and sensitive topics in conversations. Avoid making assumptions or generalisations about people based on their ethnicity, religion, gender or background. We treat **everyone** equally in London!
10. **Smoking:** Smoking is prohibited in many public indoor spaces and areas like public transport, restaurants, and bars. Always look for designated smoking areas if you need to smoke.

## Public Holidays 2024

The following are Public Holidays in the UK. On these days, businesses often close or operate with reduced hours, so if you plan on going shopping or doing any other activity, please make sure to check the establishment's website ahead of time to ensure that they will be operating.

<b>29 March</b>	Friday	Good Friday
<b>1 April</b>	Monday	Easter Monday
<b>6 May</b>	Monday	Early May Bank Holiday
<b>27 May</b>	Monday	Spring bank holiday
<b>26 August</b>	Monday	Summer bank holiday

## During Course

### Medical Information

#### Medical Emergency

Call **999** if someone is seriously ill or injured and their life is at risk.

Call 111 if you urgently need medical help or advice but it's not a life-threatening situation.

#### GP/Doctor Appointments

If you have a non-urgent matter like a persistent cough or headache for example, you can book a private GP appointment by clicking the following weblink: <https://doctap.co.uk/gp-appointment/#/>

Please select:

1. Appointment type: GP Consultation
2. Issue: General GP Consultation (Adults)

#### Local Pharmacies

Pharmacies can give you advice on a range of conditions and suggest medicines that can help.

**Boots Pharmacy** is the UK's largest pharmacy chain who offer a wide range of health and beauty products, prescription medicines, and healthcare services. Boots stores in England now also offer access to advice and treatment, including some prescription-only medicines, for common conditions.

No appointment is necessary, and the pharmacists at Boots will assist you in the privacy of a consultation room. LBTC's nearest Boots Pharmacy is just a 3-minute walk away, located at [41-43 King St, Hammersmith, W6 9HW](#).



Boots Pharmacy (King St) opening times:

Monday 8:30 am–8 pm  
 Tuesday 8:30 am–8 pm  
 Wednesday 8:30 am–8 pm  
 Thursday 8:30 am–8 pm  
 Friday 8:30 am–8 pm  
 Saturday 9 am–7 pm  
 Sunday 11 am–5 pm



Contact: 020 8748 7627



**Superdrug** also offer pharmaceutical services, so if you cannot find what you're looking for in Boots, then a Superdrug pharmacy would be your next best option. There is a Superdrug Pharmacy also just a 3-minute walk from LBTC, located at [65-68 King St, Hammersmith W6 9HW](https://www.superdrug.com/locations/65-68-king-st-hammersmith-w6-9hw).

Contact: 020 8748 3348

## 24 Hour Online Pharmacy

The following site is a highly rated online pharmacy who offer a free online consultation and next day delivery. If you can't find what you're looking for in Boots, Superdrug, or any other in-store pharmacy, then we recommend looking on this website:

<https://pharmica.uk/>

## Emergency First Aid (on site)

We have 2 registered First Aiders at LBTC, Darcy and Mounika. If you need help with a minor injury or would like access to the first aid kit during your course, then please call Darcy on +44 7874 705 103. If you cannot get hold of Darcy, then please call Mounika on +44 7746 253 702.



## SIM Cards

If your current provider does not offer coverage in the UK, then local SIM cards can easily be purchased at the airport, directly from the service provider, or from the various kiosks you will encounter all over the city. The main network operators in the UK are:



Each London airport offers a selection of these main providers, along with either Lyca or Lebara Mobile. We recommend that you buy a SIM card immediately on arrival in the airport, so that you can use your phone as you would normally and utilise it for things like booking an Uber or paying for purchases.



In **Heathrow** airport we recommend heading to a **SimLocal** as they will help you decide which package is best for you and install the new SIM card for you.

Make sure to mention if there is a specific country that you would like to make calls to so that they recommend a package that includes the respective country.

In **all other London airports** there is not a SimLocal, so we recommend that you had to a **WHSmith store**, where you can purchase pre-paid SIM cards and staff will be able to recommend which plan is best for you.



If you are willing to wait and buy a SIM card outside of the airport, then it will almost certainly be cheaper, but of course, is not so convenient. There is a plethora of phone shops where you can purchase a SIM card from, including a few that are within a few minutes' walk of the LBTC venue.

The following links will show you the location of LBTC's closest stores that sell SIM cards:

Vodafone: <https://maps.app.goo.gl/YkHki2rBJ78sfcYq6>

Three Mobile: <https://maps.app.goo.gl/4z8n6tNX7XLyv9so9>

O2 Mobile: <https://maps.app.goo.gl/vFZry5VEW7qFpq3r6>

EE: <https://maps.app.goo.gl/zjJPcDaNTWcrQH797>

## Currency Exchange

To ensure your safety and convenience while visiting, we recommend carrying minimal cash and using credit or debit cards instead. Many businesses have shifted to cashless transactions, especially since the Covid-19 pandemic. Credit cards are a secure alternative, and mobile payment options like Apple Pay and Google Pay are also widely accepted.

If you need to exchange currency for British pounds (GBP), there are numerous currency exchange locations throughout the city. Below are some of the nearest places to LBTC for your convenience:

Thomas Exchange Global Hammersmith:

<https://maps.app.goo.gl/tnMxDty3sNnD4fCN6>

Eurochange London - Hammersmith Broadway Shopping Centre

<https://maps.app.goo.gl/tsFnJFKpYZMSHhh36>

## Travelling in London

The following are the main modes of transport available to you in London:

- **London Underground:**



Arguably the fastest, cheapest and easiest way to travel in London, the London Underground (also known by its nickname "The Tube") is a rapid transit system serving the capital city. We recommend that you use this service as it is fast and very affordable, and it's the way that Londoners get around! It is worth noting that there is generally no phone signal or wifi throughout the service as it is underground, so most people use the time to relax and listen to music or read a book.

You can use the following link to download the TFL Go app so that you can plan your journeys ahead of time and keep up to date with any potential delays on the Underground:

[Link to TFL Go App](#)

## • **Uber:**

Uber is our other recommended way to travel if you do not want to use the London Underground. Using the Uber app, you are picked up by your driver within minutes and normally for a much better price than with pre-booked taxis. You will need to download the Uber App and create an account if you do not already have one. The following link will take you to a page where you can download the Uber App on to your mobile device:

[Uber App](#)

## • **Taxis:**

By far the most expensive mode of transport in the city – taxis can in fact lengthen a journey due to traffic congestion in London. Nevertheless, as they are readily available all over the city, taxis can prove to be a comfortable option, especially when the weather is treacherous or when you have luggage to transport. We recommend using **Express Airport Transport** if you are wanting to book a taxi as they provide a service across the city, not just to and from the airports. Their details can be found below:

### **Express Airport Transport**

<https://www.expressairporttransport.co.uk/>

Phone: +44 203 327 6600

Average Price: £54 from Heathrow to LBTC

Details of local, Hammersmith-based taxi companies can be found in the "Guide to Hammersmith" document which will have been sent to you along with this document.



Throughout your time at LBTC, our Customer Service Team would be more than happy to help you organise transport. Please speak to Darcy if you would like a Taxi service booked, or for any advice regarding transport options. Darcy's contact details can be found [here](#).

Finally, if all else fails, you can hail one of London's iconic black cabs. Black cabs tend to be quite expensive, but they are easily accessible and good as a last resort.



## • Buses:

One of the cheapest modes of transport in London – bus networks are dotted all over the city. Transport for London (TfL)'s journey planner can also be used to plan bus journeys:

<https://tfl.gov.uk/plan-a-journey/>  
[Link to TFL Go App](#)

Always remember to double-check that any bus you board is headed in the right direction, or you might find yourself travelling even further away from your intended destination!



## • Uber Boat:

Uber Boats offer a scenic water taxi service along the River Thames. The boats stop at 24 piers along the Thames between Barking Riverside Pier in the East and Putney Pier in the West. Services run from early in the morning until late at night 7 days a week.

Like with the tube, you can touch in and touch out with contactless payment cards, as shown in the image to the left.

We especially recommend using this service in the warmer summer months, as there is an outside area on the boat where you can enjoy London's sights in the sun.



The following is a link to the Uber Boat website so that you can see the stops that the boats make and look at prices and more information.

[Uber Boat Website](#)

## • National Rail:

For those who opt to stay far away from the training venue located in Hammersmith, you might find yourself in a neighbourhood that is not on the Underground network. Instead, you are likely to find a National Rail station in the vicinity that will transport you to one of London's main stations from where you can join the Underground network.





We recommend that you use the [Trainline](#) website to book your train, as they compare trains from different companies and find you the best price. Make sure to check for any updates surrounding Rail Strikes before you book!

## • Walking:

London is primarily a walking city. Many of our famous landmarks are easily accessed by foot and some are **only** accessible this way. Whether you opt to travel on the tube or take a private car, it's unlikely that you'll be able to avoid walking whilst in London!

There are lovely paths to follow throughout London, whether it be meandering along the South Bank of the River Thames or wandering through the cobblestone streets of Notting Hill, every walk that you take can be enjoyable and will unlock a new layer of London's beauty.

## • Lime Bikes:

Finally, Lime Bikes are a popular option with locals in the summer months. These are electric bicycles which are dotted across the city, and can be accessed using the Lime app. Lime bikes are easy to use as they are motorised, meaning that you can explore London without breaking a sweat!



[Click to download the app for Iphone](#)

[Click to download the app for Android](#)

## Course Venue

The details of your respective venue will be sent to you **three weeks** prior to your course start date. In the meantime, please know that both of our venues are located within walking distance of **Hammersmith** Station in West London, so if you are looking to book a hotel then we recommend booking in this area. Our recommended hotels are shown in the [Hotels](#) section of this document.

## Meet the LBTC Team



### **Rohit – Chief Executive**

As the Chief Executive, Rohit is the driving force behind LBTC's strategic vision and overall direction. Rohit's primary focus is on ensuring the smooth and successful running of the organization, with his expertise and leadership guiding the company's growth and innovation. You will see Rohit sporadically throughout your course, and he is available to offer advice or support when needed.

### **Darcy – Customer Relations Manager**

Darcy will be your main point of contact throughout your time at LBTC. Darcy's primary focus is on making your experience here a pleasant one, so if you have any questions before, during, or after your course, please contact her.

Email: [darcy@LBTC.co.uk](mailto:darcy@LBTC.co.uk)

Mobile Number: +44 7874 705 103



### **Mounika – HR & Operations Manager**

Mounika is responsible for overseeing human resources and operational functions, ensuring seamless coordination and efficiency within LBTC.

Mounika will be your point of contact if, for any reason, Darcy is not in the office.

Email: [mounika@LBTC.co.uk](mailto:mounika@LBTC.co.uk)

Mobile Number: +44 7746 253 702



**Poonam – Customer Service Executive**

Poonam is responsible for responding to course-related enquiries from prospective participants. Poonam processes course bookings: this also includes generating payment receipts upon receiving course fee payments.

Email: [poonam@LBTC.co.uk](mailto:poonam@LBTC.co.uk)


**Urvi – Digital Marketing Manager**

Urvi leads initiatives to connect, engage and showcase the enriching learning opportunities that LBTC has to offer!

Email: [urvi@LBTC.co.uk](mailto:urvi@LBTC.co.uk)

**Thai – Content Creator**

Thai is the in-house videographer and photographer at LBTC. He will capture your class session and take your certificate presentation photo for a memento of your journey with us.

Email: [thai@LBTC.co.uk](mailto:thai@LBTC.co.uk)

