



Logistics Wyboston Lakes

This document contains everything you need to know about your accelerated course with Firebrand

Your fastest way to learn. Guaranteed.



Welcome to Firebrand

We're thrilled you've chosen to accelerate your training with Firebrand. This document contains the important information you'll need, leaving you free to focus on learning. Please be sure to read it through and ask us any questions you may have. Your journey to getting new skills faster starts here.

When you arrive please make your way to 'The Willows Centre' where we'll get you checked in.

Important Phone Numbers

Enrolment, pre-reading and invoice queries:

Customer Services +44 (0) 844 888 1650

Training centre, hotel and travel queries:

Operations +44 (0) 1480 400 438

For all out of hours support, please ring Operations

Important Information

Driving/Parking

Make the most of the free parking at The Willows Centre for the entire duration of your stay.

If possible, please park directly outside the Firebrand Training Centre. If you need assistance finding your way please see our [UK Directions PDF](#).

Your flight/rail travel

To make your travels easier when you arrive, we suggest flying to Luton or Stansted airport. Our [Air Travel Supplement](#) can help you with the details in planning your route.

Be sure to arrive in the UK with enough time the day before your course starts. This way you'll be settled in and ready to start learning.

When booking a return flight, keep in mind that we cannot guarantee your exact departure time on the final day of training, so book your return flight with this in mind.

St Neots is the nearest train station to the UK Training Centre in Wyboston. The centre is located 4 miles from the station.

The station is serviced by many taxi companies. We recommend that you book one before arrival - during busy periods, there may be a shortage of available taxis waiting outside the station.



We recommend using the following taxi companies. All of which are around £8 for a journey to the centre. Please allow 15-25 minutes for the journey depending on the time of day.

TGS - 07806 619556 / 07485 182637

Karen's Taxis - 07866 465065

Steve's Taxis - 01480 471111

Wish to stay longer?

We'd love for you to extend your stay with us. First we'll need to check we have room.

Additional accommodation nights are charged at £95 plus VAT and include three meals.

Any special requests?

We hope to make your stay with us as fulfilling as possible, so if you have any dietary requirements, personal needs or special requests then please let us know - no later than 10 days before the start of your course. Email Customer Services your request: operations@firebrandtraining.co.uk

Exam registration

Please ensure you have registered with the relevant exam body.

Further details can be found in your Welcome Email under the Exam Registration header.

If you require any accommodations due to dyslexia, dyscalculia, anxiety, blindness or other medical conditions, please contact us upon receipt of your Welcome Email. We can then advise you on the process to request your exam accommodations.

Depending on the exam body, applying exam accommodations can be a lengthy process. To ensure they are in place for your exam, please contact Firebrand as soon as possible.

Your balance of payment

In order to finalise your enrolment, we need your full payment of course fees 10 business days before your training start date.

Accidents and risk

We take precautions to reduce the possibility of accidents and minimise risk throughout your training with Firebrand.

All visits and residential stays involve an element of risk, so it is acknowledged that all Firebrand staff, as well as students and apprentices, have a legal duty of care concerning health, safety, safeguarding and welfare to those attending training at our training centre.

Important items

Personal Identification Documents

If you are sitting an exam, you'll need either your photocard driver's license, passport, or Government-issued ID Card as well as a credit/debit card.

Check-in details

Check-in

You'll be able to check-in from 4pm the day before the start of your course. Please check-in at The Willows Centre Reception.

Room key and swipe card

You will be given a room key and a swipe card when you first check-in. Please return these to reception when you leave our facilities. If you're unable to do so, we'll have to charge you for a replacement.

Early Check-in

If you're arriving early, please let our Customer Services team know in advance and we can see if we can check you in earlier. We'll do our best but this cannot always be guaranteed.

Orientation

To make the most of your training you must attend the 6.00pm orientation. Here you'll meet your instructor and peers, get an overview of the course and get familiar with what's expected of you during your stay.

In many instances, your course will commence directly after orientation.

Classroom Equipment and Supplies

Computer

We do provide access to a PC on most of our courses, however, this does not apply to our paper-based courses such as the CISSP, PRINCE2™ etc.

As always, if you're unsure please don't hesitate to contact our Customer Service team at operations@firebrandtraining.co.uk

Courseware

We'll provide you with all the courseware you need. Just make sure you have enough space in your luggage to take it back with you! Course content may change following your booking or during your training.

In this unlikely event, your Firebrand instructor will endeavour to make you aware of any changes that may have occurred.

If applicable, you will receive digital courseware two weeks prior to your course. Physical courseware will be provided upon arrival at the training centre.



Unauthorised Training Material

We provide you with everything you need so please do not bring any unauthorised training materials with you.

If you are found to be using unauthorised practice exam questions, or any materials unapproved by the test vendor, you may be asked to leave.

Meals

Breakfast, Lunch & Dinner

We will provide you with three buffet meals to keep you energised throughout the day. From 7.00 - 9.00am you'll get a choice of a cooked or continental breakfast.

Your lunch will be a selection of hot and cold meals in a buffet style. Every evening, the food is aligned to a new theme like 'Italian' or 'American', so you'll get a wide range of foods throughout your stay.

Refreshments & Snacks

You'll have unlimited free access to tea, coffee, soft drinks and fruit to keep your brain going throughout the training. Should you need a sugary fix, we have a not-for-profit vending machine with a selection of snacks.

Your Accommodation

Rooms

To make sure you're well-rested and comfortable throughout your stay, our rooms offer en-suite facilities and a colour TV. We also provide bed linens and towels, which are changed daily.

Make yourself at home but do realise that any additional items such as newspapers or call charges will need to be paid for at reception before departure.

Wyboston Lakes does not permit smoking other than in designated areas. Internet access is available throughout Wyboston Lakes.

Check-out

Check-out Information

We know you'd love to stay longer but to ensure the rooms are ready for the next guests we need you to be checked out of your room by 10.00am. If you need to check out later, please contact our customer services team, as there may be an additional charge.

Unfortunately, we don't have any storage space at the training centre. Once you've checked out, reception will show you a secure area that you can leave your luggage until your departure.

Other queries

All other queries

We want to make your stay with us as enjoyable and successful as possible, so please let us know if there's anything more we can do.

Direct all other questions and queries to Firebrand's Customer Services team: +44 (0) 844 888 1650

