



Training

# London Training Center



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# Welcome from the Director

Welcome to IATA and thank you for choosing to train with us.

The entire IATA Training team wants to ensure the very best experience for you during your stay with us. Our goal is to provide you with a safe learning environment where you can maximize your potential.

The following pages set out some important logistical and practical information about our London Training Center to help you get the most out of your time with us. Please take a moment to read about our services and procedures. Our team of training coordinators, instructors, and product managers will be happy to assist you with any questions or special needs you may have.

I wish you a successful stay in London and a rich, educational experience during your course. Thank you for your interest in IATA Training.

Stephanie Siouffi  
Director, IATA Training

# 1. Accessing the London Training Center – Imparando

Please note that all IATA training courses are now held at **Imparando City of London Learning Center** in **Aldgate, E1 1LP, London.**

## 1.1 Flying to London

There are five main airports servicing London – Gatwick, Stansted, London City, Heathrow and Luton. London City is the nearest airport to the London Training Centre - Imparando.

## 1.2 Transportation from the airport

From London City Airport, take the London City Airport DLR train to West Ham underground and change to the District Line (dark green) or Hammersmith & City Line (pink) to Aldgate East tube station. It will take about 25 minutes.

From Heathrow Airport, the simplest way to get into London is by Underground (the 'tube'). Take the District Line or Hammersmith & City Line to Aldgate East tube station. It will take between 60 to 70 minutes depending on which terminal you arrive in.

Taxis can be found outside the airport terminals, but these are expensive as they charge by the minute, not by the distance, and your journey may take longer because of traffic congestion.

From all other London airports (Gatwick, Stansted, Luton) catch a train into central London and then continue via the London Underground. For full details on times/fares and routes you should use the following [website](#).

## 1.3 Training Center Location

You can reach the London Training Center – Imparando by tube, taxi and car.

### **By Tube**

The nearest tube station is **Aldgate East** (District Line and Hammersmith & City Line). The walk to the Learning Center at Imparando will take you less than 3 minutes:

- Take Exit 4 from the tube station
- At street level, walk to Commercial Road ahead of you (not Commercial Street!) and follow the road round until you reach Number 56 (tall beige/grey building).
- The Imparando Reception Area is in the Ground Floor Lobby.

### **By Car**

[Arch Car Park](#) (payment required) is available nearby, however, parking is expensive, and we recommend using public transport instead.

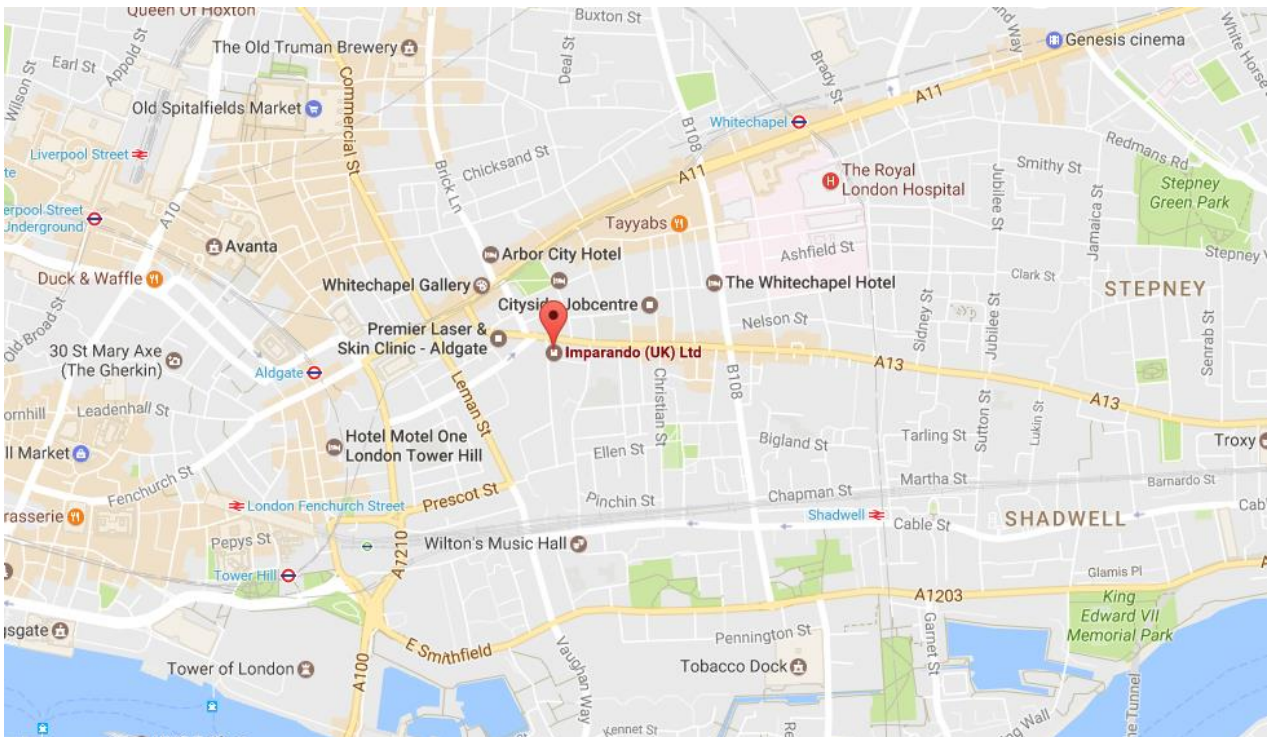
## 1.4 Contact Information

### Venue:

Imperando City of London Learning Center  
56, Commercial Road  
Aldgate  
London, E1 1LP  
Tel: (+44) 0845 262 9492  
Directions link: [www.imparando.com/find-us](http://www.imparando.com/find-us)

### Information:

IATA Training Center – Geneva,  
Route de l'Aéroport 33  
P.O. Box 416  
1215 Geneva 15 Airport  
Switzerland  
E-mail: [training.gva@iata.org](mailto:training.gva@iata.org)



## 2. About the IATA Training Center

### 2.1 Wireless Internet Access

Wireless internet and computers with internet access are available free of charge in the delegate lounge.

Please ensure that your laptop is properly configured for WIFI access, as the IT staff can only provide minimal support for external laptops.

Please remember to bring your laptop cables and adaptors to connect to the UK plugs as none are available in the Training Center. If you do not have an adapter, you can purchase one at the airport.



## 2.2 Smoking

Smoking is not permitted anywhere in the London Training Centre - Imparando. Smoking is permitted only outside the building.

## 2.3 Travel Arrangements

Please ensure that you obtain [all required visa](#), health and insurance documents well in advance of your course.

## 2.4 Banks and Foreign Exchange

Major banks are located on Whitechapel High Street, and Whitechapel Road, five minutes' walk from the training center. Foreign Exchange offices are located at the airport on arrival and most banks will offer this service too.

## 2.5 Fire Alarm (Imparando building)

If you hear an alarm.

- Leave the building immediately through the nearest available exit, following the signs
- Take only personal belongings with you
- Do not use the elevators
- Follow the instructions of the evacuation team
- Follow the evacuation team to the assembly point

# 3. Other Useful Information

## 3.1 Visas and Entry Information

Visit [www.gov.uk/browse/visas-immigration](http://www.gov.uk/browse/visas-immigration) for full details. We recommend that you allow a minimum of 4 weeks to process your visa application. If a Visa is required, it can be requested up to 3 months before your visit. IATA cannot intervene in the application process or guarantee such documentation.

Should the UK Embassy require an invitation letter from IATA, please contact the training coordinator assigned to your course. **Any such letter can only be released by IATA after course fees have been paid in full.**

## 3.2 Dress Code

Suggested dress for classroom courses is business casual.

### 3.3 IATA Bank Details for Course Fee Payment

Complete payment must be received prior to the beginning of the course. Please note that the IATA does NOT accept CASH payments. Credit card, bank transfer and Clearing House payments are welcome.

**Bank wire transfers should be made to:**

IATA Account No: 400-749-8  
Bank Number: 003  
Branch Number: 00001 Royal Bank of Canada  
1, Place Ville Marie  
Montreal, Quebec  
Canada H3C 3B5  
Swift Code: ROYCCAT2  
ABA No. / Routing No.: 021000021

Payment online is easy and can be accessed on <http://www.iata.org/itdi-paymentlink>. You will need your invoice number and a valid credit card.

## 4. Hotel Accommodation

### 4.1 Hotel Partner Discounts

Significantly discounted room rates are [available from our hotel partner](#).

### 4.2 Hotel Booking/Confirmation

**You are responsible for making your reservation directly with the hotel.** It is highly recommended that you make a refundable hotel reservation.

Payment for the room, tax and incidentals is the responsibility of the participant. Please note that IATA cannot accept any responsibility for your liability to the hotel.

## 5. Getting Around in London

The Transport for London [website](#) offers maps, times and suggestions on how to get to your destinations and useful information for visitors. Aldgate is well serviced by two different lines (District and Hammersmith & City). Journey time into London's main tourist area of Piccadilly Circus is only 20 minutes. From here you can walk to Trafalgar Square, Buckingham Palace, China Town and London's main shopping area, Oxford Street or travel further by underground or bus.

Closest National Rail train station to the London Training Center - Imparando is Liverpool Street (11-minute walk). There are several buses into central London.

### 5.1 Useful links

- [Information about the Visitor Oyster card](#)
- [Tube and bus maps](#)
- [London visitor guide & suggested itineraries](#)

**Buses** - please note you can no longer pay by cash on London buses – you can purchase travelcards/oystercards on a daily/weekly basis to enable quick and easy access when travelling around London. Oystercards can be topped up at every Underground station.

## 6. Where to Eat

We recommend that you budget approximately GBP30 - GBP50 for meals per day.

### 6.1 Near Imparando

There are many different sandwich/coffee shops and restaurants near the Training Center. Brick Lane Market and Petticoat Lane Markets can both be reached within 7-minutes' walk.

## 7. Tourist Information

Free brochures and tourist information can be obtained at the Tourist Information counter located in the Arrival area of the airport, or on the London Tourism [website](#). Please note most museums are free to access but charges may be made for special exhibitions you may wish to attend.

### 7.1 Tourist Attractions

- Buckingham Palace
- Trafalgar Square/Big Ben/Westminster
- Tower of London
- London Eye
- Hampton Court Palace/Windsor Palace
- Royal Observatory Greenwich/Cutty Sark

### 7.2 Museums

- British Museum
- National Gallery
- Natural History Museum
- Tate Modern
- Science Museum

### 7.3 Other activities to mention

- Olympic Site Tours
- Site seeing Bus Tours
- London River Cruises
- London Theatres

## 8. In case of Emergency

### 8.1 Emergency situations

In case of an emergency, you can contact these numbers for free:

- Police/Fire/Ambulance from a landline: **999**
- Police/Fire/Ambulance from a mobile: **112**
- Police non-emergency situations: **101**
- Free Health information service: **111**



## 8.2 Hospitals

There are several large hospitals near the training center. They can be visited for accident and emergency situations 24/7. They also offer a walk-in service for non-emergency matters 24/7:

- **The Royal London Hospital**  
Whitechapel Rd  
+44 20 7377 7000  
Open 24 hours
- **City Walk-In Clinic (Medical Center)**  
33-34 Bury St  
+44 20 7101 0355  
Open until 18:30
- **City of London Medical Centre**  
11-13 Crosswall  
+44 20 7488 5060  
Open until 20:00
- **BMI The London Independent Hospital**  
1 Beaumont Square  
+44 20 7780 2400  
Open 24 hours

## 8.3 Pharmacies

The pharmacy closest to the London Training Center - Imparando is in Aldgate High Street, near Aldgate Underground station. If you need a pharmacy after regular opening hours, call **111** and ask for the night pharmacy on duty.

- **Boots**  
88 Aldgate High St  
+44 20 7265 0343  
Open until 19:30

**Special Note:** Not all services are free of charge i.e. dental treatment and prescriptions for medicines carry a charge for all. Non-UK residents will also be charged for hospital treatments. If you are an overseas visitor to the UK you may be charged for some treatments and, depending on how urgent it is, you will usually have to pay in advance.

Different rules may apply to visitors from the EEA (European Economic Area). You are advised to bring a valid European Health Insurance Card (EHIC) with you, otherwise you may be charged for your healthcare.

## 9. IATA Training Policies

### 9.1 Training Terms and Conditions

Please read the IATA Training [Terms and Conditions](#) to know more about our General Conditions applicable to all IATA Training courses, and the Special Terms and Conditions applicable to the various course formats.

### 9.2 Training Policies

Visit the IATA website to find out about [IATA Training's Policies](#), including the Grading Policy and Academic Integrity Policy.

### 9.3 Frequently Asked Questions (FAQs)

A [list of FAQs](#) can be found on our website. If you have a question that has not already been answered, please [Contact Us](#).

### 9.4 Complaints Process

If you would like to make a complaint to IATA Training, please submit your complaint through our [Contact Us form](#). Your training experience is very important to us. Please include the title 'Complaint' in the Enquiry section of the form and we shall prioritize your message.