

# General information about our training courses

## How to book our training courses

The online booking form is regarded as a binding reservation. Reservations via phone are taken into consideration and will only be binding when confirmed to us in writing. After you have confirmed to us in writing, you will receive a booking confirmation, including all information for the course, on time and in writing before the training course starts.

Should we be forced to cancel the event due to a lack of participants, we will notify you 14 days before the training begins. In case you do not attend the training course without having cancelled, or should you only attend partially, the training fee is to be paid in full, regardless. Should you not be able to attend the training, it is possible to replace your course seat with another participant, up until the beginning of the training. The training fee can be offset against another training course, which you will have to attend within one year of the start of the originally booked training course. All listed training course fees are subject to value added tax at the statutory rate.

## Training course locations and catering

Upon request the training courses can be held in one of our company locations directly. Please notify us if you would like to request this. Our branches are located in Isernhagen (in Hanover, Lower Saxony), Niederrad (in Frankfurt am Main, Hessen) and Lauf an der Pegnitz (near Nuremberg, Bavaria), in Germany. Lunch fees will be included in the training course fees for these locations. Beverages will be available to you in between breaks, free of charge.

## Accommodation

Upon booking a room at one of our recommended hotels, you will be able to reference us, AUCOTEC AG, to obtain a discount.

The hotel charges will not be covered by us. Every participant will have to pay for their hotel charges themselves, upon check-out..

## Documents

You will receive documents that include a detailed training course content and schedule. Furthermore, you will receive a certificate upon the successful completion of the training course including a listing of the course contents.

## Schedule

To ensure an effective training course schedule the number of participants will be limited. Therefore we recommend you to pre-book a place beforehand, via phone. This pre-reservation, of course, is non-binding as stated above. Our training courses, with a duration of one to two days, start at 9:00 am on the first day. Training courses with a longer duration have a starting time of 10 am on the first day.