

## General information about our training courses

### Seminar booking

The online registration form is a binding reservation.

Reservations made by phone will be considered if confirmed in writing. You will receive written booking confirmation with further information on the event from us in good time before the start of the seminar.

If we are forced to cancel the seminar due to lack of interest, we will inform you at least 14 days before the beginning of the seminar. If you are unable to attend at the start of the seminar, it is of course possible to substitute another attendee up to the day the course starts. You will still be required to pay the agreed training fee even if you do not attend the event or do not attend all of it or if the invoice is cancelled. You can offset the training fee you have paid against any other course you have booked that you attend within one year of the start of the original course. All course fees listed are subject to VAT.

### Seminar venues and catering

The courses can be held on site at your company on request. Just get in touch with us. Our in-house courses take place in our branches in Hanover, Frankfurt-Niederrad and Lauf an der Pegnitz. Lunch is included in the course fee. During the breaks drinks are served free of charge.

### Accommodation

If you would like to reserve rooms at the hotels recommended by us yourself, you can refer to AUCOTEC when booking in order to receive discounts at some of them.

The hotel bill is the responsibility of the attendee and must be paid upon departure.

### Course materials

For each course you will receive detailed course materials including the seminar content and organization. You will also receive a certificate of successful attendance with details of the seminar content.

### Seminar organization

In order to ensure the effective delivery of the seminar, the number of attendees is limited. We therefore recommend that you reserve a place in advance by phone. This is of course without commitment for you.

Our seminars start at 9:00 on the first day for one- to two-day seminars and at 10:00 for longer seminars.