



## ***4-Day On-Site Software Safety Course***

## ***Answers to FAQ***

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***Please read the following carefully and, when you book your course, kindly inform the appropriate people within your organization regarding details pertinent to them. Thank you!***

### **Course Scheduling**

*Complete the Course Booking Form, showing your preferred date (up to 3 dates may be specified in order of preference), estimated number of attendees, and return the form back to us.*

*You will receive immediate confirmation and our acceptance of your course booking.*

### **Attendee Registration**

*Course Attendee Registration Forms should be completed by each attendee and returned to us. Please print legibly as the attendee names will be transferred to course diplomas.*

*Additional attendees may be registered up to 1 week prior to course commencement.*

*Course notes are printed at this time to capture all of the latest modifications and additions.*

### **Course Tuition**

*Course tuition is \$2,295 U.S. per attendee. The minimum number of attendees is as follows:*

- *U.S. or Canadian client: 5*
- *International client: 10*

*The course fee includes:*

- *instructor presentation,*
- *course notes,*
- *hand-outs (approximately 50),*
- *class exercises, and*
- *certificate.*

### **Travel & Living**

*Travel and living costs for the instructor include airline travel, hotel charges, rental car or taxis, meals, etc.*

*Travel and living costs will be estimated in advance and added to the course tuition fee.*

*Please provide the following information: (i) recommended airport, (ii) recommended hotels, (iii) whether or not a rental car is necessary, and (iv) corporate rates for the above if available.*

*Please provide a map showing the location of your facility.*

## **Terms of Payment**

**Full payment is due upon booking.**

**Please bring this information to the attention of your Purchasing Department.**

## **Payment Method**

Payment may be made by corporate check, government check, certified check, or money order **drawn on a U.S. bank<sup>1</sup>**.

Credit cards are also accepted. Please contact us.



Payment by ACH direct deposit is also accepted. Please contact us.

Invoices and receipts will be issued.

## **Course Cancellations**

A cancellation service charge of 15% is applicable for courses cancelled up to 2 weeks prior to course commencement. Courses may not be canceled within 2 weeks of course commencement.

In the case of course cancellation, the customer will also be invoiced for non-refundable expenses that have been incurred such as reduced-fare prepaid airline tickets.

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<sup>1</sup> This is necessary since our receiving funds from a non-U.S. bank may take up to 30 days.

## **Course Hours**

Course hours are as follows:

- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> days 8:30am - 4:00pm
- 4<sup>th</sup> day 8:30am - 3:00pm

The instructor will arrive on-site at 8:00am in order to get set up. Please provide the name of the person to contact upon arrival or leave specific instructions with your receptionist.

## **Facilities Required**

Please provide a conference room, preferably with a door that can be locked, a multi-media projector, screen and a white board.

Although not mandatory, experience has shown that it can be beneficial to arrange for a conference room off premises in order to minimize your interruptions.

As a courtesy to the instructor, please provide (i) a pitcher of ice water, and (ii) if cell phone reception is poor in your conference room, the telephone number at which he can be reached in case of an emergency.

## **Course Customization**

Development and presentation of customized course material is available at additional cost.

## **Additional Copies Of Course Notes**

Due to our substantial investment in research, preparation and maintenance of our course notes, they may not be photocopied. Please contact us if you wish additional copies.

## **Reference Material**

In addition to our course notes, the instructor brings with him a wealth of reference material.

If you would like copies of any of this reference material, please make a list of the documents and submit it to the instructor. Copies will be prepared for you by our staff following the course and forwarded to you at a nominal cost for copying and shipping.

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