



OPERATIONAL TECHNOLOGY TRAINING

Registration Information

We recommend you register early as ISA training classes frequently fill to capacity. Classes are kept small to maximize individual attention.

What You Will Receive

- Course workbook (PDF) to support lecture and lab exercises and refer to when back at work.
- Certificate of completion
- Credit for Continuing Education Units (CEUs) or Professional Development Hours (PDHs)

Class/Registration

Confirmation Registration is on a first come, first serve basis. All registrants should receive a confirmation letter and special instructions after their course registration has been processed. If a course is full or cancelled, you will be contacted by OTT to transfer your registration to another course offering or to receive a refund. If you do not receive a confirmation letter or if you have additional questions prior to your attendance, please call our Customer Service Team +31633609357 or info@otteurope.org.

Course Hours and Locations

Your confirmation letter will provide specific instructions for the time and location of your training course.

Students with Special Needs

If you require any special accommodations in order to attend an OTT training course at any location, please indicate this on your registration form and explain your specific needs..

Payment Terms

Invoices are payable within the payment term stated on the invoice and must be paid in full no later than 28 calendar days before the training start date, unless otherwise agreed in writing.

Registration for a training course is considered confirmed upon receipt of a completed registration form or a valid purchase order. Registration constitutes acceptance of these Terms and Conditions, including the applicable payment, cancellation, and rescheduling policies.

Payments may be made by bank transfer or credit card. If payment has not been received no later than 28 calendar days before the training start date, OTT Europe reserves the right to postpone, suspend, or deny participation in the training course. In such cases, a seat in the course cannot be guaranteed.

All prices are quoted in Euro (€) unless otherwise stated. Course prices are subject to change without prior notice; however, the price confirmed at the time of registration or quotation will apply to the booking.

All fees are exclusive of VAT (BTW), GST, sales tax, withholding tax, or any other applicable taxes unless explicitly stated otherwise. Applicable taxes will be added to the invoice in accordance with local legislation and based on the customer's billing location and tax status.

Any bank charges, transfer fees, withholding taxes, or other transaction costs are the responsibility of the customer and must not reduce the amount payable to OTT Europe.

The customer remains responsible for the payment of all applicable taxes, duties, and charges associated with the purchase of training services.

For customers requiring a purchase order process, the customer remains responsible for ensuring that the purchase order is issued in sufficient time to meet the payment deadlines set out above.

Outstanding Payments

If payment has not been received 28 calendar days before the training start date, OTT Europe will make reasonable efforts to contact the designated customer contact person. If the contact person cannot be reached or no response is received within a reasonable period, OTT Europe reserves the right to contact the registered participant(s) directly regarding the outstanding payment and the status of the registration.

OTT Europe reserves the right to postpone, suspend, or deny participation in any training course until all outstanding amounts have been paid in full.

Cancellation and Rescheduling Policy

To ensure the efficient planning and delivery of our training courses, the following cancellation and rescheduling policy applies:

- Cancellation or rescheduling requests received more than 28 calendar days before the training start date are free of charge.
- Cancellation or rescheduling requests received 15 to 28 calendar days before the training start date will incur an administrative fee equal to 10% of the total invoice amount.
- Cancellation or rescheduling requests received less than 15 calendar days before the training start date cannot be accommodated. In such cases, the customer remains liable for 100% of the total invoice amount, regardless of whether the request relates to a cancellation or a rescheduling.
- A registered participant may be replaced by another participant from the same organization at no additional charge, provided written notice is received before the training start date and any prerequisite requirements are met.

Privacy Policy

In providing service to you, OTT and affiliated organizations must collect certain information, such as your address, phone number, email address, and other contact and billing information. We collect this kind of information only by voluntary disclosure directly from you. This type of personal information may be requested on a variety of transactional forms, product order forms, and event registrations. The information we collect is intended to allow us to process your transaction and better serve you. For more information on OTT's Privacy Statement, please [click here](#).

General terms and conditions

Our general terms and conditions apply to your registration. The cancellation conditions may differ per training. The cancellation conditions stated here prevail over the cancellation conditions in our general terms and conditions.