



## FAQs

### **VAT**

All delegates who attend our courses in the Porto, Portugal are not charged any VAT because professional courses and education courses are exempt from it.

### **Which course should I attend?**

On our website you will find learning paths for all our courses which explain the courses available at different levels within a topic area. If you are at all unsure which course is best suited to you please call or email us.

### **How do I request a Visa letter?**

We will be pleased to send you a letter of invitation to assist you with a Visa application on condition that:

- 1) The course fee is paid in full
- 2) We have a person-specific business contact for you including email address
- 3) You can provide us with a copy of your passport and return flight tickets.

### **When should I book my travel and accommodation?**

Travel and accommodation should only be booked once a course has been confirmed.

### **Instructors**

All of our instructors are industry practitioners turned trainers. Their training style is case study based and inter-active. They will coach, challenge and inform participants to ensure immediate and practical real-life application from the courses.

## Registration

### How do I register?

To register for training please follow this step by step guide:

- 1) Find and select the course you wish to attend.
- 2) Click on the Dates/Prices/Buy tab along the left hand side of the page and select your preferred date
- 3) Change the quantity if you require more than one course.
- 4) Click 'add to basket' – the course will now appear in your basket. You can continue shopping or browsing the website at this point or go straight to the checkout and payment stage by clicking

### Pricing and Payment

What are the accepted methods of payment?

Payment can be made by Credit Card, Bank Transfer, Paypal or Bitcoin. We accept Visa, MasterCard, Discover or Amex.

### Does the course fee include accommodation?

Accommodation is not included in the course fee.

## Pre-Course Work

### Is there pre-course reading?

In order to optimise class time we sometimes ask participants to read some background information on the main illustration case(s) prior to attending the class. This also helps to ensure that all are able to participate in case discussions. In some cases additional background reading is provided. The length of pre-course reading is advised to participants in advance and typically ranges from 2-3 hours.

When will I receive the pre-course reading?

We try to send out the pre-course reading by email within two to three weeks of the start of the course. There may be a delay in sending this out due either to late registrations or to the fact that the case study needs to incorporate recently-published financial information.

## Course Timings and Venue

### Venue

All courses (except where mentioned otherwise and online courses) take place at ISAG - European Business School, in Campus Salazar, Porto - Portugal.

What are the start and finish times?

A. Typical timings for our courses are:

Breakfast: 8.30am

Course Start: 9.00am

Course End: 5.00pm

Lunch starts between 12.30pm and 1.00pm, and lasts no longer than 1 hour.

Short breaks of 10 - 15 minutes are taken mid-morning and mid-afternoon.

On the final afternoon, the course will usually finish at 5.00 pm and we suggest you arrange your return travel to allow for this.

### Class Size

The usual minimum number for a course to run is 8 - 10 delegates. Classes usually have a maximum class size of 16. On rare occasions when we do not have another course running within a short time period, the class size is extended but still remains within a group small enough to permit active interaction and participation.

### Certification

Will I receive a certificate of attendance?

A certificate / diploma will be provided to all participants who complete the course.

## Cancellation / Transfer / Refund Policy

### What is the cancellation policy?

Cancellations and transfers can be made free of charge with 30+ days written notice. Notification must be made by email or letter and receipt must be acknowledged by Answerformula. Participants who do not attend, or give less than 30 days notice of cancellation, are liable for the full course fee and no refunds can be given.

Should a participant wish to transfer to the next course they may request to do so, subject to availability, on payment of 25% of the fee for that course, provided the original course fee has been paid in full. This will be available for a period of 6 months following the original course date; only one transfer can be made in respect of any booking. A substitute can be notified to us, up to the day before the course, at no additional charge.

**If I am unable to attend can I send a substitute?**

Absolutely and it is completely free of charge. We do however ask that we have 24 hours notice of this change. Please email [geral@answerformula.pt](mailto:geral@answerformula.pt) with full details of the substitute and who they are replacing.

**If I am unable to attend can I transfer to another course?**

Yes and there is no charge if you give us 30+ days written notice of your request to transfer. Within 30 days of the course start date we will charge an additional 25% of the course fee to make the late transfer.

**Attending the Course**

**What is the dress code when attending the course?**

The dress code is business casual.

**Will refreshments be served?**

A light breakfast will be served before the start of each day. Lunch will be served as well as two additional refreshment breaks during each day of the course.

**Do you cater for dietary requirements?**

Yes – please contact [geral@answerformula.pt](mailto:geral@answerformula.pt) as early as possible but at least three days before the course with your requirements.

**What language will the course be taught in?**

The vast majority of our courses are taught in English. Delivery in Portuguese and Spanish languages is also possible at request and if the minimum number of attendants is achieved.