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#### **What hours do your courses run?**

Our courses begin at 10.00 am and end at 4.30 pm. There is one hour for lunch and two 15-minute breaks. Tea and coffee are available throughout the day.

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#### **Do I need to be a computer expert to take one of your courses?**

Not at all. Although it is anticipated that you will be familiar with basic computer commands such as Open and Cut and Paste.

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#### **Do you train on-site?**

Yes we do train on site. Please contact us to let us know your requirements and we will send a trainer to your offices.

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#### **Do I need to bring a computer?**

No you do not. We provide top-of-the range computers for you to use – PC or Macintosh.

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#### **Where are your offices?**

Our offices are in North Road, London. The nearest tube station is Caledonian Road – this is on the Piccadilly Line, one stop from Kings Cross.

You can also take the following bus routes: 09, 17, 259 and 390.

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#### **Do I get lunch?**

Yes, we take our delegates to The Wood Store bar and restaurant, located just around the corner from our offices. The food at The Wood Store is excellent and offers vegetarian options. With a little warning they can even cater for the lactose or wheat intolerant.

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#### **Do I take away any documentation with me?**

Yes, you will receive a copy of a professional training manual.

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#### **How many people do you have in a class?**

We have a maximum of five people and a minimum of one.

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#### **What if I cancel?**

If you cancel a course without at least five full working days warning there may be a cancellation fee.

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#### **Do you offer after sales support?**

Yes, we generally offer a year of email support. Although if you are a nice person, we don't mind extending this period (often indefinitely).

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Europa Training frequently asked questions