



**HIS Training and Booking
Terms and Conditions
Bracknell Location**

Version A / 2021

HIS Products Training Course Booking Term and Conditions

General Information

Technical training courses places are limited to registered dealers' technical staff and cover installation methods, cabling, connection, system topography, fault-finding and software installation, configuration and use. Attendees are expected to have a working knowledge of electronic security systems and to be comfortable using a computer with a Windows 10™ Operating System.

A tuition fee is applicable for all regular technical training courses held in our training facilities and can only be booked when a purchase order number is submitted along with the reservation request is submitted. Consult our price book for detailed price information.

Courses normally start at 09:30 and finish by 17:00, although the exact times will be notified to you with your booking confirmation. Please ensure that attendees arrive 10 to 20 minutes prior to the start time.

Terms and Conditions

By submitting requests for training through our web-based training portal indicates acceptance of these and Honeywell's standard Terms and Conditions.

- Training booking request should be made through our training registration portal which can be accessed following the URL, <https://hwll.co/HISTrainingEUR>
- A mandatory part of any request for training is to submit a Purchase order number listing the training part number, the number of attendees and total value of the order. Please note that a booking confirmation will only be issued if the required purchase order number is received by us. We are unable to accept bookings made by telephone. HIS request to receive the PO no later than 2 working days after the request is submitted.
- An email confirmation notice of the request will be send to the requestors email address, however the requested training seat will automatically be revoked in case the Purchase order is not received within 2 working days after the request has been submitted.
No claims will be accepted for the requested training and preliminary hotel reservation if the purchase order is not received within the mentioned 2 working days after receipt of the request for training.
- As soon as HIS receives the Written Purchase order, confirmation will be sent to the participant.
- Training course places are allocated on a first come, first served basis. Your booking can only be considered valid upon receipt of the booking confirmation sent to you by E-Mail.
- You will be informed when the selected training course is completely booked. Alternative course dates will be suggested. Courses may be subject to cancellation if there are insufficient bookings.
- Confirmed enrollments are transferrable to eligible technicians of the requesting HIS Integrator. Participant substitutions may be made at any time up to the start of the course.

Cancellations

All cancellations must be notified by E-Mail to histrainingemea@honeywell.com

- For cancellations made five working days or less before the course commences, the full amount of the training cost will be charged towards the issued purchase order. Cancellations made earlier no charges will be made toward the given Purchase order.
- In case of a No-Show (no cancellation received up to the moment of the training start date) the full amount of the training cost will be charged towards the issued purchase order.
- If the selected course is cancelled by Honeywell for any reason, then an alternative course will be offered to the participant. If the Integrator/participant does not want to take the alternative date, then a credit will be issued to the integrator for the full amount.
- If the course is cancelled because travel is not possible, for example heavy weather conditions, then an alternative course will be offered to the dealer. If the dealer does not want to take the alternative date, then a credit will be issued to the Integrator/participant for the full amount.
- If the Integrator/participant wants to cancel a booking and the cancellation request is received more than 2 weeks before the training course start date, then an alternative course will be offered to the Integrator/participant. If the Integrator/participant does not want to take the alternative date, then a credit will be issued to the Integrator/participant for the full amount
- If the Integrator/participant wants to cancel a booking and the cancellation request is received less than 2 weeks before the training course start date, then an alternative course will be offered to the Integrator/participant.

End-User Training

Participation to Pro-Watch Ecosystem courses are exclusively for HIS Integrators however, alternative End-User training courses can be separately arranged. Charges may apply.

Venue Location

The address of the Bracknell HIS training location is as follows.

Honeywell Security Group

Honeywell House
Arlington Business Park, Skimped Hill Lane
Bracknell, Berkshire
RG12 1EB
Phone: +44(0)7976-294136

Consult our "How to find the Bracknell Location UK.pdf for detailed travel and accommodation information.