



## 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 to support lecture and lab exercises and refer to when back at work
- Textbooks and other appropriate reference materials
- Certificate of completion
- Credit for Continuing Education Units (CEUs) or Professional Development Hours (PDHs)

### Money Back Guarantee

Our goal is to exceed your expectations. If you are not completely satisfied with your ISA training course experience, ISA will issue a full refund.

### 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 ISA 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 +31653898537 or [info@isaeurope.org](mailto:info@isaeurope.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 ISA training course at any location, please indicate this on your registration form and explain your specific needs. Our Customer Service Team will be happy to assist you at +31653898537 or [info@isaeurope.org](mailto:info@isaeurope.org).

### Payment

Full payment is due at the time of registration and must be received prior to the first day of the course. Credit card or company purchase order are acceptable methods of payment. If payment is not received in advance, your seat is not guaranteed in the course. All course prices are subject to change without notice.

### VAT

A value-added tax (VAT), known in some countries as a goods and services tax (GST or BTW), is a type of tax that is assessed incrementally. It is levied on our prices of training courses (published on this website) to an end consumer. If the ultimate consumer is a business that collects and pays to the government VAT on its products or services, it can reclaim the tax paid.

All fees are exclusive of taxes, which we will charge as applicable.

When you purchase ISA training courses the price payable is the price indicated at the time of purchase, and you agree to pay all fees specified plus all applicable sales and/or use taxes, TDS, GST, or VAT (BTW) that ISA assesses on your purchase (the "Purchase Price"). Sales or use tax will be calculated based on your billing address. All prices are in Euro, unless otherwise stated. We are not able to notify you in advance of changes in applicable taxes.

You remain responsible for any uncollected amounts.

### Cancellation Policy

If your plans change and you must cancel your registration: If you cancel at least two weeks before the start date of the course, you can transfer your registration immediately into another course offering or receive a full refund. If you cancel less than two weeks before the course start date, there are no refunds, and there are no transfers.

ISA reserves the right to cancel any instructor-led or web training course. In the event of instructor-led course cancellation, ISA will notify all registrants no later than ten (10) days prior to scheduled course date.

ISA is not responsible for any student airline or related scheduling expenses incurred prior to a course cancellation decision.

### Privacy Policy

In providing service to you, ISA and affiliated organizations must collect certain information, such as your address, phone number, fax number, email address, and other contact, profile, 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, including our membership application, product order forms, and event registrations. These forms may be either traditional paper-based forms in catalogs, brochures, or flyers or electronic based forms on our Web site or at events. The information we collect is intended to allow us to process your transaction and better serve you. For more information on ISA's Privacy Statement, please [click here](#).