



Training program FAQ

What is included in the program fee?

The program fee includes tuition and program materials. For face-to-face sessions, lunches and coffee/tea are included. Travel, personal expenses, and optional program materials are not included.

Are any discounts available?

Yes. Contact the program manager to learn about group discounts for participants from the same organization.

Will you send a registration confirmation?

Yes. You will receive an email with a confirmation of your registration from the program manager.

When is payment due?

For all programs, payment is due in full prior to the start date of the program or we reserve the right to cancel your participation. You will receive an invoice once you have registered for the program. Payment is due within 30 days, or no later than the start date of the program, by Swedish Bankgiro or international money transfer. Swedish VAT will be added if applicable.

What is your cancellation policy?

Registration changes must be requested in writing. Refunds is provided according to the following:

- 15 days or more prior to the program start date: 100% refund provided
- 14 days or fewer to the program start date: no refund provided

If you cannot participate, your seat can be transferred to another person in your organization before the program start. Contact the program manager.

What happens if there are program changes?

We reserve the right to change the dates or cancel the program if the number of participants is too few or due to other circumstances outside of our control. Program changes will be communicated to registered participants no later than 15 days before the original program start date. We can not be held responsible for travel or any personal expenses that might occur due to changes or cancellations.

What about dietary requests?

We are happy to help make accommodations for all dietary needs. Please let the program manager know if you have specific needs, once you have registered.

What will I receive upon completion of the program?

Each program participant receives a certificate of completion signed by the manager of the program.