

## EAD General Information and Terms & Conditions

### Prerequisites

The training language is English. All trainees shall have a sufficient command of English, enabling them to follow the training. GroupEAD is happy to offer training in additional languages based on our multilingual instructors. Please contact us to inquire if the training in your home language can be conducted.

Please be aware that all training material is only available in English. As the EAD courses are application based courses, the basic knowledge of AIS and working in AIS is expected as a prerequisite. If you or your staff needs basic EAD knowledge or refresher training, prior the specific EAD training, please contact us and we would be happy to help.

### Course Enrolment

Enrolments must be received minimum 35 days prior to the course start. Please note that, your enrolment will be confirmed within 5 business days. **If you have not received this confirmation, please kindly confirm that your enrolment was successfully sent/received by contacting the EAD Training Expert via email or telephone.** GroupEAD will try to accommodate all enrolments if possible.

If booking at short notice (latest 30 days prior to the start of the respective training course), please contact us by phone or e-mail to inquire about available places. GroupEAD Europe S.L. reserves the right to cancel a training course if the minimum number of participants for that course is not met.

**In case of course cancellation from GroupEAD side the clients will receive written information (e-mail) no later than 20 days prior to the training.**

For the promotion of Training, GroupEAD may use the logo and the name of the client organization attending EAD Training, as a reference customer. If you do not want us to use your logo, please kindly let us know when booking.

### Training Fees

Prices quoted in this brochure cover the costs of the training including all documentation. All training fees are quoted in EUR (excluding VAT). The training fees stated apply to each participant and are specified in the respective course description. Payments shall be made in EUR to the GroupEAD Europe S.L. bank account mentioned in the invoice. Training fees must be paid in full no later than 30 days after the reception of the invoice.

### Substitution and Cancellation by Client

Up to 30 days prior to the training, a cancellation fee will not be charged. Upon cancellation within 30 days prior to the training, the training costs will be invoiced for payment. Booked participants may be substituted right up, until the training course will commence if the replacement trainee fulfills the necessary conditions for the training course in question. Substitution of trainees is free.

Booked participants may be postponed from one course set to another until 14 days prior the training. This postponement will be for free, as long as the total participation for the course does not go below the minimum number of participants.

In the case of a shortfall of the minimum number of participants, the full price must be paid by the respective client. No refunds will be made for non-attendance regardless of the reason.

The EAD Training Expert is the point of contact for the Clients regarding all the above-mentioned issues.

### Course Start Date

Unless otherwise stipulated, all training courses will commence on the date specified in the booking confirmation. GroupEAD Europe S.L. will give reasonable notice of any changes. Attendees have to ensure that they arrive at the

training centre in good time, before the start of the course. On the first day all course modules will start at 09:00 local time (08:00 UTC Winter, 07:00 UTC Summer) except the EAD-XS.

### **Training Material**

The required training workbooks will be provided by GroupEAD Europe S.L. respective trainer for the course. Ownership of all copyright and other intellectual property rights of the course material, including all documentation, data, technical information and know-how provided as part of the training, remains vested in the provider of the training, unless otherwise specified in the material.

All such information shall be held in confidence and may not be disclosed to third parties without the permission of EUROCONTROL or GroupEAD Europe S.L.

### **Remote OJT Training for EAD Clients**

In addition to the above-mentioned guided remote training on a client's site, it is also possible for EAD clients to connect dedicated ECIT-s (EAD Pro) to the EAD Training centre for on-the-job training e.g. internal procedures after the basic EAD training has been performed. If you are interested in this additional benefit of the EAD Training System please contact GroupEAD Europe S.L. to get detailed information and an offer.