



COPC® Best Practices for Customer Experience (CX) Operations Training

October 7-11, 2019 ~ Ponte Vedra Beach, Florida

COURSE LOGISTICS

We look forward to your participation in our upcoming COPC® Best Practices for CX Operations training, taking place October 7-11, 2019 in beautiful Ponte Vedra Beach, Florida. This document contains important information you need to know regarding this class and how to secure your hotel accommodations for your stay, so please carefully read both pages.

Training Class Hours & Format

Class hours are as follows:

Monday-Thursday, 8:00am-5:30pm* & Friday, 8:00am-1:00pm

The final exam (open book/notes) is administered on Friday from 8:00am-1:00pm.

* Many homework assignments must be completed in the evenings with teams that will be assigned during class.

The course structure includes lectures, scenarios, breakout sessions, readouts from the breakout groups, a quiz and final exam. Students participate in group-study, which includes evening group breakout sessions and homework to be completed each night.

Travel and Transportation Information

Plan to arrive on Sunday, Oct. 6th and depart on Friday, Oct. 11th. Scheduling a departing flight from the Jacksonville Airport (JAX) **after 4:00pm** on Friday afternoon will give you plenty of time to complete your exam, head to the airport and not feel rushed for a domestic outbound flight. Please make your travel arrangements accordingly.

The Ponte Vedra Lodge & Club is a 45-minute drive from the Jacksonville International Airport (JAX). The hotel does not provide a courtesy shuttle. **East Coast Transportation** is located in Jacksonville and is our recommended provider, based upon price and service (but, please feel free to use any transportation company of your choice). Visit www.ectjax.com or call (904) 525-8600 for more information or if you wish to make a transportation reservation. Uber is also available from the JAX airport.

Training Hotel Information

Many homework assignments must be completed in the evenings with teams that will be assigned during class. Therefore, attendees must stay at the hotel where the class will take place: **The Ponte Vedra Lodge & Club**. Please secure your hotel room there as soon as possible. The deadline for booking is: **September 5, 2019**.

Training Class Location:

The Ponte Vedra Lodge & Club Hotel
607 Ponte Vedra Blvd.
Ponte Vedra Beach, FL 32082

Group Room Rate:

\$189.00 per night + \$20 resort fee (nightly resort fee covers all gratuities, wireless internet, self-parking & more).

Check-in:

Sunday, October 6th

Check-out:

Friday, October 11th

(unless your travel schedule requires a Friday night stay)

To Reserve Your Hotel Room

Please call the number listed below and mention that you need the group rate for the **October 2019 COPC Inc. class**.

Hotel Phone:

1-888-839-9145



COPC® Best Practices for Customer Experience (CX) Operations Training

October 7-11, 2019 ~ Ponte Vedra Beach, Florida

Tuition & Registration Details

COPC® BPCX tuition is \$3,800 per person. This includes all training materials, Monday evening's dinner, and breakfast, lunch and beverages throughout the week.

Registration for this class must be completed online at www.copc.com.

For questions regarding the online registration process, please contact Cynthia Lachance (clachance@copc.com or 407-756-9879) or Karen Colvin (kcolvin@copc.com or 512-917-3523).

For tuition or multiple attendee questions, please contact James Cammareri (jcammareri@copc.com).

Please ensure that COPC Inc. receives payment within two weeks of online registration to guarantee your seat.

Please note: Payments made within thirty days of class start date must be made by credit card. Tuition price does not include student travel/lodging costs.

Meals, Attire & Reminders

A complimentary, hot breakfast will be provided in the training room beginning at 8:00am on Monday, so please plan to join us each morning for breakfast. A working lunch around noon and all beverages will be served during your training as well.

COPC Inc. will host an informal, complimentary welcome dinner for students on Monday evening after class. Dress is business-casual for the classroom and casual for the evenings. Please feel free to bring a sweater or light jacket with you as training rooms often can be on the cooler side.

Laptops are not needed in the classroom, so please secure yours in your room before class begins each day.

Please Note: All classroom materials are in English.

Your Class Contact: Cynthia Lachance

Please feel free to contact me with any questions you may have leading up to your training. Your instructors look forward to meeting you the week of October 7th in lovely Ponte Vedra Beach!

Cynthia Lachance
COPC Inc. Training & Event Manager, North America
E-mail: clachance@copc.com • Cell: 407-756-9879

Cancellation Policy

Cancellation requests received in writing more than sixty (60) days before the training start date: Attendee may choose either to receive 100% refund or defer tuition paid to the next scheduled U.S. session.

Cancellation requests received in writing sixty (60) to thirty (30) days before the training start date:

Attendee may choose to:

1. send a substitute attendee to the class without penalties (as long as written/e-mail notification of this request is made to COPC Inc., including the new attendee's name); or,
2. apply paid tuition to the next scheduled U.S. session for the same enrolled student (**\$250 transfer fee applies**). Option #2 may be exercised only once per registration and cannot be cancelled for the next class if originally deferred.

Cancellation requests received thirty (30) or fewer days before the training start date: Attendee will forfeit tuition and may be charged one night's room cost by the hotel, depending on hotel policy. Alternately, registrant may send a substitute attendee to the class without penalties.