



COPC® Best Practices for Customer Experience Operations In Person Training | 30th September – 4th October 2024

COURSE OVERVIEW

Course Hours

Course hours are as follows in local time (CET):

- Monday, 30th September: 8:30 a.m. – 5:00 p.m.
- Tuesday, 1st October: 8:30 a.m. – 5:00 p.m.
- Wednesday, 2nd October: 8:30 a.m. - 5:00 p.m.
- Thursday, 3rd October: 8:30 a.m. - 5:00 p.m.
- Friday, 4th October: 8:30 a.m. - 2:30 p.m.

The final exam (open book/notes) will be on the last day.

Course Format

The course structure includes lectures, engaging breakout discussions, and strategic insights shared by the instructor and participants in the main session.

Course Tuition

EUR3,600 (US\$3,936) per person (for existing COPC users).
EUR3,350 (US\$3,663) per person (not yet a COPC Inc. user).
VAT is applied to all UK customers.

Course Registration

Registration must be completed online using the following:
[Pay by Credit Card link](#) or by completing the [Booking Form](#).
Please disregard if you have already registered.

Registrations are taken on a first-come-first-served basis
and can only be held or confirmed once payment has been received.

Course Contact

Tracey Turk
COPC Inc. | EMEA
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Course Requirements & Cancellation Policy

Location

- Instructor led – in person
- At the Steigenberger Airport Hotel, Amsterdam, Netherlands.

All course materials will be supplied onsite at the hotel.

Cancellation Policy

Cancellations outside of 60 days receive a full refund.

Between 31 and 60 days, a 5% transfer fee will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Between 1 and 30 days, a transfer fee of 25% will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Fees can be waived if a substitute student is sent, contingent upon submitting the request in writing 14 days or more before the class.

COPC Inc. will not be responsible for losses in the advanced purchase of fares or other travel arrangements made by the participant or company under any circumstance.

Written notification of transfer or cancellation is required and should be sent to Angela Brace at abrace@copc.com.