

Security Management

**Pro-Watch®**

Pro-Watch® web

**HIS Training and Booking  
Terms and Conditions  
Lewes Location**

Version A / 2018

# HIS Products Training Course Booking Term and Conditions

## General

Technical training courses places are limited to registered dealers' technical staff and cover installation methods, cabling, connection, system topography, fault-finding and software installation, configuration and use. Attendees are expected to have a working knowledge of electronic security systems and to be comfortable using a computer with a Windows 10™ Operating System.

Regular technical training courses held in our training facilities are free of charge (we ask for a purchase order to cover non-attendance). Courses normally start at 09:30 and finish by 17:00, although the exact times will be notified to you with your booking confirmation. Please ensure that attendees arrive 10 to 20 minutes prior to the start time.

## Terms and Conditions

Submission of a Booking Form indicates acceptance of these and Honeywell's standard Terms and Conditions.

- HIS will only accept bookings for the next two courses from the date of submission, one booking form per delegate must be submitted.
- Please note that confirmations can only be issued if the training course booking form is sent back to us, properly completed and including a purchase order to cover non-attendance or cancellations. We are unable to accept bookings made by telephone or fax.
- Training course places are allocated on a first come, first served basis. Submission of a completed form does not guarantee you a place on your requested course; places for successful bookings will be confirmed by E Mail. We will also only accept bookings for the next two courses to give everyone an equal chance of a space on the course.
- If the requested course is over-subscribed, you will be informed and offered alternative dates. A waiting list may be held and, if possible, a repeat course will be arranged for a future date. Courses may be subject to cancellation if there are insufficient bookings to make a course viable.
- There will be no charge if a substitute delegate wishes to replace the original attendee. Delegate substitutions may be made at any time up to the start of the course.

## Cancellations

All cancellations must be notified by E Mail to [ian.niblett@honeywell.com](mailto:ian.niblett@honeywell.com).

When cancellations are made more than five working days prior to the course date, no charge will be made. For cancellations made five working days or less before the course commences or for non-attendance of the course or failure to complete the whole course, an administrative charge of £500 per delegate will be invoiced to the company against the purchase order number provided on the booking form.

## End-User Training

System end-users may not attend a technical training course, however alternative courses can be set-up by arrangement.

## Other Honeywell Security Products

Honeywell Access Training Course bookings may ONLY be used for products supplied by Honeywell Access Systems. Training requested for other products, e.g. Honeywell Video or Galaxy Intruder, should be referred to the appropriate Honeywell office.

## Venue Location

The address of the Lewes HIS training location is as follows.

**Honeywell Security Group,  
Caburn House, 2B  
Brooks Road, Lewes, BN7 2BY.**

Consult our "How to find the Lewes Location UK.pdf for detailed travel and accommodation information.