

Customer-Tailored Training

Please read the following conditions for customer-tailored training in our facilities in Espoo or at customer locations. By registering for a training or by accepting the offer for an in-house training, you agree to these conditions.

Customer-tailored training in Espoo

1. We recommend to make the request for a training at least four (4) weeks before the intended training date. The training date relies on the availability of a Terrasolid trainer.
2. The minimum number of participants from the requesting company is two (2). Terrasolid does not add an additional course to the schedule if there are less than two participants.
3. The training course(s) will be added to the published training schedule on our webpage. Persons from other companies can register and participate as well.
4. If the requesting company guarantees the participation of four (4) to six (6) participants, we can agree that the course is not published on the webpage. The maximum number of participants is six.
5. The training will be done with Terrasolid's training data sets, if there are participants from several companies.
6. Upon agreement, we can do the training or parts of it with a customer data set, if there are only participants from the requesting company (at least four participants, see point 4).
7. The customer data set for the training must be delivered to Terrasolid in advance of the training, latest about two (2) weeks before the training course date. This allows us to prepare the training and we can ensure that the data set is usable for the training.
8. Terrasolid will invoice a fee for preparing the customer data set(s) for the training.
9. The final decision about what data set is used in the training is made by the Terrasolid trainer.

Customer-tailored in-house training

1. We recommend to make the request for a training least six (6) weeks before the intended training date. The training date relies on the availability of a Terrasolid trainer.
2. The requesting company must provide a training room that is suitable for doing the hands-on training. This must include a white wall or movable white screen for using a projector, or a large full-resolution screen (e.g. a screen fixed on a wall). All participants should be able to see also smaller details on the projector image/screen. The room must also provide enough power supply for all participants and the trainer.

3. Training at a customer's location is subject to a training fee. The fee is calculated per training day. The height of the fee depends on the Terrasolid trainer and is a subject to change without prior notice.
4. In addition to the training fee, Terrasolid will invoice the travel costs for the trainer. This includes flights and/or other ground transportation costs to and from the training location (incl. public transport, taxi, etc.), and accommodation in a middle-class hotel close to the training location.
5. For long-distance travels (destinations outside Europe), Terrasolid invoices one additional training day fee as travel time compensation.
6. The Terrasolid trainer will send a binding offer to you, after we agreed about the training extend, dates, and content. The offer includes all costs for a training course. You must accept (or reject) the offer within one to two (1-2) days from the day the offer is sent to you.
7. After you accept the offer, the Terrasolid trainer will make the travel arrangements according to the best price-cancellation policy.
8. In case the customer cancels the training after travel arrangements have been made, Terrasolid invoices all non-refundable travel costs from the customer.
9. In case Terrasolid has to cancel the training, no costs will be invoiced from the customer.
10. The training will be done with Terrasolid's training data sets, unless otherwise agreed (see points 11-14).
11. Upon agreement, we can do the training or parts of it with a customer data set.
12. The customer data set for the training must be delivered to Terrasolid in advance of the training, latest about two (2) weeks before the training course date. This allows us to prepare the training and we can ensure that the data set is usable for the training.
13. Terrasolid will invoice a fee for preparing the customer data set(s) for the training.
14. The final decision about what data set is used in the training is made by the Terrasolid trainer.

Terrasolid does not provide consulting services, data processing services or project-specific data processing in any kind of training. No guarantee is given that the result of a training course is a data set that fulfills any quality requirements. Data sets processed in training courses must not be used in projects or for any other purposes that go beyond the training. Terrasolid does not take any responsibility for project work that is done by training participants based on a training.

These rules and conditions are subject to change without prior notice. The latest published version is the binding version.