1. **What time does the class run?**
   Basic Course: 9:00am - 5:00pm
   Advanced Course: 8:30am - 5:30pm

2. **What do I need to bring?**
   Just yourself. Instructors will provide all equipment needed for the courses. You are welcome to bring a laptop if you need to maintain connectivity during the class. Wi-Fi is available.

3. **What is the attire for the course?**
   Casual. On Day 2 an outdoor exercise is conducted (weather permitting).

4. **Do I need to bring lunch?**
   A light breakfast and lunch will be provided each day.

5. **I've never been to NYC, where do I go?**
   Persistent Systems is located on 5th Ave. in Manhattan, not far from the Empire State Building. There are a variety of hotels within walking distance of our office. Our address is 303 Fifth Ave., Suite 306. Contact us for additional details.

6. **What is the prerequisite for the Advanced Course?**
   You must successfully complete the Basic Operator Course to sign up for the Advanced Course.

7. **Is there a test?**
   The Basic Operator Course does include a test to ensure objectives are met.

8. **What is the cancellation policy?**
   Students may cancel for a nominal fee up to 15 days prior to the start of the course. Within the 15 days, the course fee is non-refundable.