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 or business 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, LLC is located at:

   303 Fifth Ave., Suite 306
   New York, NY 10016

   There are a variety of hotels within walking distance of our office. Please 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 up to fifteen (15) days prior to the start of the course for a fee of $25, per enrollee. Cancellations within the fourteen (14) day window will be liable for all course fees.