



COPC® Best Practices for CX Operations In Person Training | 10th – 14th March 2025

COURSE OVERVIEW

Course Hours

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

- Monday, 10th March: 8:30 a.m. – 5:00 p.m.
- Tuesday, 11th March: 8:30 a.m. – 5:00 p.m.
- Wednesday, 12th March: 8:30 a.m. - 5:00 p.m.
- Thursday, 13th March: 8:30 a.m. - 5:00 p.m.
- Friday, 14th March: 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

Tuition is EUR 3,600 (USD 4,019) per person (not yet a COPC Inc. user)
EUR 3,350 (USD 3,740) per person (existing 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.

[Pay by Credit Card](#) or complete the [Booking Form](#) for electronic payment.

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
- 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.

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

If registrants are moved to a later class between 1 and 30 days, a 25% transfer fee will be applied. 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 airfares 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.