

# Customer Training Experience – Glasgow, DE

## Training Location

Siemens Healthcare Diagnostics  
500 GBC Drive  
Newark (Glasgow), DE 19702

## Hotel Information

A room will be reserved (in your name) at the following hotel:

### **Hilton Wilmington/Christiana Hotel**

100 Continental Drive  
Newark, DE 19713  
302-454-1500  
www.hiltonestate.com

Siemens covers your room and tax. At check-in, you will be asked to present a credit card (see NOTE below) for miscellaneous expenses (e.g., movies, food and beverage charges, additional lodging, etc.).

**NOTE:** When submitting a credit card to the hotel to cover either incidentals or costs associated with an early arrival or an extended stay, please be aware that if you use a debit card, there is an automatic hold per day for incidentals. This hold is not released for 3 to 5 business days after your departure. **Contact the hotel directly to confirm the amount of the daily charge or if you any have questions.**

## Meals

Your meals will be provided.

Note that at the hotel, you will receive a Welcome Package including a name badge which serves as your hotel breakfast voucher.

## Events

The following event is scheduled for training attendees only (no guests please):

- **Tuesday Evening** (5:30 pm to 7:30 pm) - Join a Siemens host for a banquet dinner at the hotel. Casual attire.

## What to Wear

The dress code is business casual. For safety reasons, open-toed shoes are prohibited. Shoulder-length hair should be tied back. Since lecture rooms can be cool, please bring a jacket or sweater with you. Comfort is key.

Personal Protective Equipment (PPE) is required in the lab. Note that these items are supplied at the training center. Prescription eyewear must have side shields.

## Transportation to and from the Hotel to Siemens

THG Transportation Company will depart from the hotel at **7:40 am** each morning for transportation to the Siemens training facility. The bus will be located at the East side of the hotel (main floor rear exit).

## Traveling by Airplane or Train

- Siemens Travel will contact you to arrange your travel within approximately 10 business days. Any changes to the training event are required within that time frame. **Please review the Cancellation Policy prior to finalizing your travel arrangements.**
- You will be ticketed to arrive the day before class.
- If traveling by airplane, you will arrive into Philadelphia International Airport. The agent will book your travel using an e-ticket (paperless ticket). Once your flight is booked, the agent will email the itinerary to you. (**NOTE:** The itinerary is the actual e-ticket.) At the airport, obtain your boarding pass by either taking the e-ticket to the appropriate airline counter or entering the e-ticket number at one of the airline kiosks.
- If traveling by train, you will arrive into the Wilmington, DE Amtrak Station.
- The agent will book your return trip approximately 3 hours after class end time for domestic travel and 4 hours after class end time for international travel.
- If your return trip is on the last day of class, please bring your luggage with you to the training center. After class, you will depart directly from our facility to the airport or train station. You will not be returning to the hotel.
- For current travel advisory information, go to [www.travel.state.gov](http://www.travel.state.gov).
- The following are not covered by Siemens:
  - Parking or shuttle fees at your area airport
  - Transportation and mileage reimbursement/tolls to or from your area airport
  - Additional airline fees for services such as checked baggage, etc.
- Due to Compliance regulations, all travel (air, train, etc) paid by Siemens will only be from your home airport/train station, to Siemens local airport/train station, then returning to your home airport/train station.
- Siemens Travel can only be used to arrange travel for training attendees. If a guest is traveling with you, you will need to book their trip using your own travel agent or an online travel website. Note that on the rare occasion that a training class is postponed, guest ticket change fees and/or reimbursement for the lost ticket fare will not be covered by Siemens. Please be sure to inform the travel agent that you are bringing a guest.

## Cancellation Policy

If you cancel your trip, please be aware of the following circumstances:

- If your airline ticket has already been issued and you reschedule within one year, your facility will be responsible for any change fee (typically \$200.00) as well as the difference between the cancelled ticket fare and fare for the new ticket (i.e., if the new ticket price is higher).
- If you attend training after one year from the date of cancellation, the cost of your original ticket may no longer be applied to the new ticket. Your facility will be responsible for purchasing a new ticket.
- Non-refundable tickets must be used by the same person within one year. They are not transferable.
- If you fail to contact the hotel or the Client Services Specialist in time for your hotel room to be cancelled, your facility will be charged for the reservation.
- If you fail to contact the shuttle or the Client Services Specialist in time for your car pickup to be cancelled, your facility will be charged for the reservation.

## Getting from the Airport or Train Station to the Hotel

### Airport Instructions:

Airport transportation will be arranged with THG Transport (877-742-5844). All charges are covered by Siemens and **gratuity is included**. Please review the following instructions:

### Airport Arrivals:

- Please turn your cell phone on upon arriving at the airport in the event the driver from THG Transport is trying to contact you.
- Go to the Baggage Claim area of the terminal your flight arrives. A driver will be standing at the bottom of the escalator displaying a sign with your name and escort you to the vehicle.

### Train Station Arrivals:

Upon arrival, take the stairs that lead to the lobby. A driver will be waiting, displaying a sign with your name on it from THG Transport (877-742-5844), to transport you to the hotel. All charges are covered by Siemens and **gratuity is included**.

## Contacting Siemens World Travel

To Contact Siemens World Travel:

1. Call **1-866-826-2203** (Normal Operating Hours: 7:30 am - 4:00 pm CST, Monday – Friday)
2. You will be prompted to enter a 4-digit identification number. **Enter 4315**, then press #.
3. For after-hours service, follow the prompts for the next available agent.

## Airline Travel Tips

- Be sure to call the airline or check online to confirm your flight before departing for the airport.
- **Flight Delayed/Changed** (i.e. airline/flight number change): Contact THG Transport (877-742-5844) before your arrival. Provide them with your new flight information.
- **Flight Cancelled** – If your flight has been cancelled:
  1. Contact THG Transport to cancel your pickup (877-742-5844)
  2. Contact the hotel to cancel your room reservation (302-454-1500)
  3. Email Client Services Specialist to reschedule [csssharedmailbox.healthcare@siemens.com](mailto:csssharedmailbox.healthcare@siemens.com)
- **If your flight is delayed or cancelled and the only flight available arrives after the class is scheduled to begin, you should return home and contact the Client Services Specialist to reschedule.**

## Traveling by Car

Plan to arrive at the hotel the day before class. Please go to [www.hiltonestate.com](http://www.hiltonestate.com) for driving directions to the hotel. See Hotel Information above for the address. Daily transportation to/from the training facility will be provided each morning/afternoon. Please note, you will not be permitted to drive your vehicle to the training facility. On the last day of training, check out of the hotel in the morning and store your luggage in your car, as you will return to the hotel after training.

### Mileage/Toll Reimbursement

The following summarizes the reimbursement process:

1. Please calculate the round trip miles from your home to the hotel using an online map website -- e.g., [www.mapquest.com](http://www.mapquest.com). Print the mileage sheet and bring it with you to training.
2. A Travel Reimbursement form will be provided to you on the first day of training.
3. Turn in your reimbursement form, mileage sheet and toll receipts prior to leaving training. For E-ZPass users, wait for your statement, identify the toll charges, and fax it along with your reimbursement form and mileage sheet to the fax number provided on the form.
4. Once all reimbursement information is collected, a check made payable to your facility will be processed and mailed via Federal Express to your facility address. Your facility will be required to reimburse you. Please allow 5 weeks for processing.
5. Please note that mileage and tolls reimbursement cannot exceed the price of a round trip airline or train ticket.