

Customer Training Experience – Glasgow, DE

Training Location

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

COVID-19 Site Requirements

Adherence to the following are required for your upcoming training event:

- **Proof of Vaccination or an Employer-Approved Exemption is required upon arrival at the Siemens Healthineers Training Center. Without this visual proof, you will not be permitted to enter the training facility.**
- All visitors entering the training facility must wear a face mask and follow any posted site requirements for wearing face coverings.
- Observe physical distancing. Follow any posted site requirements for social distancing, to maintain a minimum physical distance of at least 6 feet from other persons whenever possible.
- Remain at the hotel if feeling sick. In addition, notify the Siemens Healthineers Customer Education Team and your employer.

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.hiltonchristiana.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.

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 Car

Plan to arrive at the hotel the day before class. Please go to www.hiltonchristiana.com for driving directions to the hotel. See HotelInformation 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. 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.

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.