

# Customer Training Experience – Tarrytown, NY

## Training Location

Siemens Healthcare Diagnostics  
511 Benedict Avenue  
Tarrytown, NY 10591

## Hotel Information

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

### **Westchester Marriott**

670 White Plains Road  
Tarrytown, New York 10591  
914-631-2200  
[www.westchestermarriott.com](http://www.westchestermarriott.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 may take up to 7 to 10 business days to be released 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 events are scheduled for training attendees only (no guests please):

- **Tuesday Evening** (5:30 pm to 8:30 pm) – Join a Siemens host for dinner. Dinner service will begin at 5:30 pm Casual attire.
- **Wednesday Evening** (4:30 pm to 9:30 pm) – Shuttle Transportation from the hotel to the White Plains area or the Tarrytown Train Station.

## 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

Shuttle Transportation departs from the hotel lobby promptly at **8:15 am** daily for transportation to Siemens. Shuttle Transportation departs from Siemens to the hotel at 4:30 pm.

## 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 LaGuardia, JFK or Newark 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 one of the following Amtrak stations: 1) New Rochelle, NY, 2) Croton-Harmon, NY, 3) New York Penn, 4) Stamford, CT.
- The agent will book your return trip approximately 2 hours after class end time for domestic travel and 3 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 a 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 the 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 car service 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

Transportation will be arranged with Broadway Elite (973-515-8808 or 800-880-4414). All charges are covered by Siemens and **gratuuity is included**. Please refer to your travel itinerary for specific pickup instructions.

## Contacting Siemens World Travel

To Contact Siemens World Travel:

1. Call **1-866-826-2203** (Normal Operating Hours: 7:30am - 4:00 pm CST, Monday – Friday)
2. You will be prompted to enter a 4-digit identification number. Enter **4317**, 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 Broadway Elite (973-515-8808) before your arrival. Provide them with your new flight information.
- **Flight Cancelled** – If your flight has been cancelled:
  1. Contact Broadway Elite to cancel your pickup (973-515-8808 or 800-880-4414)
  2. Contact the Westchester Marriott hotel to cancel your room reservation (914-631-2200)
  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.westchestermarriott.com](http://www.westchestermarriott.com) for driving directions to the hotel. See Hotel Information above for the address.

### 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.
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. Once all reimbursement information is collected, a check made payable to your facility will be processed and mailed 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.