

Remote Lab Booking

Company Information	
Company	
Last Name	First Name
Job Title	
Address	
Postal Code, City	Country
Phone	Fax
Email	

Access Data Contact	
Last Name	First Name
Email	Phone

Lab / Course/ Version	From	Until Date	Dur.	Time zone	No. of Students	Price/day	summary

Billing Address	
Company	
Last Name	First Name
Job Title	
Address	
Postal Code, City	Country
Phone	Fax
Email	

Date

Signature

I hereby confirm, that I read and understood the general terms and conditions.
All prices as per contract or attached price list.

Fast Lane Institute for
Knowledge Transfer GmbH

Modecenterstr. 14/B4
A-1030 Wien

Tel: +43 (0)1 707 9538-0
Fax: +43 (0)1 707 9538-20

Info@flane.at
www.flane.at

General Terms and Conditions

1. Support

For any technical support concerning our remote labs contact us via Email or by phone.

Email: tac@flane.com

Phone: +43 | 7079538 – 70

2. Processing

1. Customer requests availability and pricing.
2. Fast Lane Austria confirms availability and sends “Remote Lab Booking”-Form.
3. Customer completes “Remote Lab Booking”-Form and confirms General Terms and Conditions. Fax the completed form to +43 | 7079538 - 20
4. Fast Lane Austria sends access- and documentation-data via email.

Please send only ONE form per remote lab request

Please keep your Remote Lab Booking Number (RLB_...) available, when requesting remote lab support

3. Terms of Payment

100% on receipt of invoice or as per contract.

4. Cancellation

all following time-frames are relating to the first training day.

more than 14 days before course.....	no cancellation fee
15 until 11 days before course	50% of calculated fee
10 days or less before course.....	100% of calculated fee

* Working days are Monday – Friday

Notice of cancellation to be sent to engineering_at@flane.com

5. Attention

Please ensure you have received the ‘Remote Lab On-Site Requirements’ in order to connect to the Fast Lane Remote Labs.