

FREQUENTLY ASKED QUESTIONS

Take a look at our frequently asked questions to learn more. If you still can't find what you are looking for, contact our friendly customer support team at team@eys-training.com.

ABOUT THE WORKSHOPS	
Where are the workshops held?	The workshops are held in our modern, light-filled, purpose-built training centre in Port Gallice, Antibes Juan Les Pins, France (see 'Access' at bottom of our home page for more details)
Do I have to take all the courses?	No, you don't have to take all the courses. We offer 4 workshops that can be taken individually, or as part of a package.
What format do the workshops take?	The workshops are based on the approach: Show-Me, Guide-me demonstrations, and Let-Me-Try activities. The workshops build on the knowledge that students have gained in the theoretical online training courses, with hands-on tasks and challenges.
Who will be teaching me?	You will be taught by experienced industry professionals who will ensure the best knowledge transfer of the material curated by subject matter experts and instructional designers.
Do I get a certificate?	Yes, upon successful completion of the online training course and academy-based workshop assessment, you will receive a certificate of achievement. Workshop certificates are awarded at the discretion of the instructor and only to those students who successfully complete the training. Certificates will only be handed to the student upon presentation of valid photo identification.
COURSE/WORKSHOP DURATION	
How long does each course or workshop take?	The online laundry course takes approximately 2 hours. The online cleaning course takes approximately 3-4 hours. The cleaning workshop takes 1 day. The laundry workshop takes 1 day. The ironing workshop takes 2 days. The hand sewing workshop takes 1 day.
REGISTERING FOR A COURSE/WORKSHOP	
How do I book?	Please contact us via the Register Now button on eys-training.com
How do I cancel?	We understand that occasionally things happen out of your control and you may need to cancel or postpone a booking. Notice of all cancellations or postponements must be made in writing to team@eys-training.com . EYS shall provide confirmation on the same day if the cancellation e-mail is sent during business hours or otherwise on the first working day thereafter. Terms & conditions apply.

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DURING THE WORKSHOP	
What documents do I need to bring to the workshop?	Valid ID with photograph. Digital or paper copy of online course certificate(s).
Do you provide lunch?	A light lunch and refreshments are included in the course fee. Please inform us of any dietary requirements in advance.
What is the schedule per day?	Start time 09:00, Tea break 10:30, Lunch 12:30 – 13:30, Tea break 15:00, workshop finishes 17:00 (times are approximate).
ONLINE COURSE REQUIREMENT	
Do I have to complete the online course within a certain time?	Yes. You have 2 weeks to complete the online training course(s) prior to attending the workshop. To gain the maximum benefits from both courses, we advise booking the workshop not long after you have completed the online course and passed the assessment, so that you can put your new-found knowledge to use immediately.
How long do I have access to the online training course(s)?	You have access to the online course(s) for two weeks before your chosen workshop date and for three months after you complete the workshop(s).
Which online courses do I need to complete?	The online cleaning course is required prior to attending the cleaning workshop. The online laundry course is required prior to attending the laundry workshop. The online ironing course is required prior to attending the ironing workshop.
OTHER QUESTIONS	
What does the final assessment entail?	There will be a theoretical quiz and a practical session assessing your newly learned skills.
Why buy our courses and workshops?	Our company has been both designing and delivering dedicated cleaning and laundry courses for over 9 years. Our team of highly experienced instructional and graphic designers, industry experts and trainers are from a variety of backgrounds. The courses are aimed at training those working within, or hoping to work in, high net worth properties or superyachts. We are dedicated to and passionate about training in the areas of cleaning and laundry.
How many places are available for each workshop?	A maximum of 10 students will be learning on each workshop.
Can I train my whole team?	Contact us at team@eys-training.com to discuss options for training your team.
What payment forms and methods do you accept?	Payments are accepted by bank transfer. Card payments are also accepted but could attract a minimum 3% processing fee.
Can I request an invoice to my company's name?	Invoices are available upon request to team@eys-training.com .
Access	Please see 'Access' at the bottom of our home page for more details.
Can I use my phone during the day?	Students' phones and other connected devices will not be accessible throughout the duration of the workshops. Devices will be placed in a locked box or cupboard from the student's arrival in the morning until the student leaves in the afternoon.