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Student Guide

Welcome to Koenig Solutions!!!

This student guide is an effort to make your stay in Dehradun as comfortable and enjoyable as possible. The guide contains information that you would require for a hassle-free stay in Dehradun. We are here to assist you from the moment you arrive in India until you depart.

Let us now begin with some useful information for you.

Preparing for journey to India

Be sure that you have obtained your visa. All visitors to India require a visa, which can be obtained by contacting the Indian embassy in your country (or the country closest to you where an Indian embassy is present). You should carry the following items to India –

1. If you pre-ordered books, you need to carry these with you to India for the Boot Camp.
2. Casual clothes. Refer to the chart below for advice about what to carry at what times. Remember that clothes are very inexpensive in India (India is one of the largest exporter of garments). If you are planning for a long stay in India, you can choose to purchase clothes in India. Western clothes are readily available in India (including Levi's / Lee jeans, Benetton clothes, Nike / Reebok).
3. Laptop. This can be used to connect to the internet from your Hotel room.
4. Medicines. Though medicines are readily available in India, our past students have found it useful to carry diarrhoea capsules whilst Malaria tablets can be purchased from here. If you require Malaria tablets, we can provide these free-of-cost on arrival in India. Please inform in advance if you want these to be sent with your welcome kit.
5. Toiletries are readily available in India and you need not carry a stock of them.
6. A surge adapter and 2-pin adapter if possible.
7. Money. Apart from the Boot camp fees, you will need to spend on toiletries, laundry and phone expenses. You can carry US\$50 per week to cover these expenses.
8. Following is an indicative exchange rate for different currencies in Indian Rupees. However, the exact conversion rates vary almost on a daily basis.
 US\$: Rs.39
 GBP : Rs.80
 Euro : Rs.57
 AUS\$: Rs.35
 NZ\$: Rs.32
 Swiss Francs : Rs.35
9. If you intend to make the balance payment by credit card or use the credit card extensively in India, it is best that you call your bank to inform them about your visit to India. This is because some banks, due to security reasons, do not authorize transactions in a country different from your country of usual stay. This will avoid you the hassle of calling up your bank from India to get the credit card transactions authorized.

Clothes recommended:

Months	Max Temperature°C	Min Temperature°C	Season	Clothes
January	14	4	Winter	Heavy Woolens

February	18	9	Winter	Heavy Woolens
March	27	18	Spring	Light Woolens
April	30	20	Spring	Cotton Cloths
May	<u>33</u>	28	Summer	Cotton Clothes
June	32	23	Summer	Cotton Clothes
July	30	22	Monsoon - Rainy	Cotton Clothes
August	29	20	Monsoon - Rainy	Cotton Clothes
September	<u>26</u>	<u>13</u>	Monsoon - Rainy	Cotton Clothes
October	22	<u>12</u>	Autumn	Light Woolens
November	<u>19</u>	<u>7</u>	Winter	Woolens
December	<u>10</u>	<u>4</u>	Winter	Woolens

Traveler cheques are readily encashed in India. Visa / MasterCard credit cards are accepted at most places to shop / dine.

Important Phone numbers (Officials you might need to contact when in India):

Abhijeet - Pick and Drop in Delhi
 Mobile: 09910965544
 Email: abhijeet@koenig-solutions.com

Satender Singh (Asst. Centre Manager – Dehradun)
 Mobile: 09219632462 and 09997418832
 Email: satender.negi@koenig-solutions.com

Shradha (Testing Centre Administrator)
 Mobile: 09997685196
 Email: shradha.bartwal@koenig-solutions.com

Abhinav (Network Administrator)
 Mobile: 09411101547
 Email: abhinav.kumar@koenig-solutions.com

Getting From the Hotel to Training Center:

Transport is arranged by Koenig. You will be provided a cab schedule after arrival in Dehradun. The cab schedule will mention the time schedule for morning pick-up and evening drop back. The cab schedule is subject to change and you have to check everyday at the training centre.

Koenig's Food & Accommodation Policy

Budget Accommodation

We are currently providing accommodation at 2 facilities – Hotel Meedos and Farm House.

Farm House

Breakfast and Dinner will be provided at the Farm House and lunch at the Training Centre on training days and at the Farm House on non – training days.

Hotel Meedos

Breakfast is provided complementary at the Hotel. Lunch will be provided at the Training Centre. There is a limit of Rs 125 for lunch and Rs 150 for dinner.

Breakfast is served complementary in Hotel Meedos as well as the Farm House. This amount is not re-imbursible.

If you wish to order lunch / dinner from outside, you can do so. On days when you do not take lunch / dinner at the farm house, you will be given a credit of Rs 125/- for lunch and Rs 150/- for dinner. This will be done on a weekly basis.

Lunch is served in the training centre from the in-house kitchen. In the morning you are asked to specify you preference from fixed menu options. You also have the option to order food from outside. In case of the latter the limit for such an order is Rs. 125. If your lunch order exceeds an average of Rs 125 per day, the excess amount will be adjusted at the time of our final account settlement. Days on which you opt for lunch served from the in-house kitchen, the cost of lunch will be taken as Rs. 125. The lunch amount (for training days) is NOT reimbursable.

You will be re-imbursed Rs. 150/- per evening for dinner. This amount is paid on a weekly basis.

4-Star Accommodation

Buffet breakfast is provided at the Hotel. This amount is not reimbursable.

Lunch is served in the training centre from the in-house kitchen. In the morning you are asked to specify you preference from fixed menu options. You also have the option to order food from outside. In case of the latter the limit for such an order is Rs. 125. If your lunch order exceeds an average of Rs 125 per day, the excess amount will be adjusted at the time of our final account settlement. Days on which you opt for lunch served from the in-house kitchen, the cost of lunch will be taken as Rs. 125. The lunch amount (for training days) is NOT reimbursable.

You will be re-imbursed Rs. 350/- per evening for dinner. This amount is paid on a weekly basis.

Concierge Service

Satender is available during office hours (9 a.m. and 5:00 p.m.) for the following assistance:

1. Queries about Indian cuisine.

Koenig's Student Guide (Dehradun)

2. Advising about tourist places in and around Dehradun.
3. Advising about eating out and shopping in Dehradun
4. Flight / train availability and reservations.
5. Facilitating foreign exchange conversion.
6. Advising about Yoga and meditations, tours to Mussouri and Rishikesh.

Please feel free to contact us for advice about how to make your visit to Dehradun convenient, fun and safe.

Please note that if you intend to tour India after the Boot Camp, it is best that you make train/flight reservations ASAP, to avoid inconvenience on account of non-availability of tickets.

Suggestions

1. Drink bottled water. The cost of 1 litre bottle varies between Rs. 10 to Rs.15 and you should check that it is properly sealed before purchase. If you purchase bottled water from a Hotel / Restaurant it can cost much more (upto Rs 100/- in a 5-star)
2. Eat only from reliable sources.
3. Avoid heavy diet in the afternoon to avoid drowsiness.
4. Never feed monkeys. There are quite a few monkeys in Dehradun. Monkeys are usually friendly and it is a pleasure to watch their antics. However, it is advisable never to feed them or go too close to them.
5. When you avail meals at the Hotel, you should sign the bill. You do not need to pay cash. You can settle the bill at the time of departure. However, it is a good idea to review and settle the bills on a weekly basis so that you can keep track of your budget.
6. For your convenience, Hotel staff is trained not to expect tips. For outstanding service you can choose to give 5-10% of the bill amount. In case, you feel inconvenienced on account of hotel staff expecting a tip, please report to the Hotel Manager or bring to our attention.
7. Please note that at the training center the Front Office is closed on Saturdays and Sundays. Therefore, assistance from the concierge is not available on these days. However, if you need anything urgent you can contact Satender on his mobile phone.
8. If you wish to change hotels, please check out of your current hotel in the morning (checkout time is 12pm). If you checkout in the evening to move to the new Hotel you will have to pay the previous hotel for that night.

Procedure For Registering For An Exam

Please follow the following procedure for registering for an exam :

1. For every exam registration, please contact Shradha (Satender in her absence) by 2.00 pm on the working day previous to date of exam.
2. Please specify the time at which you will like to appear for the exam.
3. Pre-payment of exam fee is required if you wish to re-take an exam.

Please note that exam once booked cannot be cancelled and the cost of the exam has to be borne by you even if you do not appear for the exam.

Option For Internet Connectivity

We offer a CDMA (called Reliance/TATA Indicom) mobile phone, which can connect to your laptop and your workstation using a USB cable, which will also be provided by us.

The cost of this arrangement will be as follows :

Rental (for your entire stay) - \$ 25

Per minutes charges – Slightly over Re. 1/- per minute (approx. \$1.5 per hour). Or varies according to the downloading.

It can take up to 24 hours to set-up the connection for you. Please contact Satender for more details / booking.

Availability of Mobile Phones

If you opt for the Internet connectivity above, it will also act as a mobile phone. We can also provide you a Sim Card for use in GSM mobile phone. We can also provide you with the GSM instrument on rent basis, for your entire stay in India. Following are the charges for the same :

Rent for your entire stay in Dehradun

GSM Mobile Phone \$ 20

SIM Card \$ 5

In case the phone gets damaged / lost, a replacement charge of \$ 100 is payable. In case the SIM card gets damaged / lost, a replacement charge of \$ 5 is payable.

In addition you have to purchase talk time, which can be as per our requirement. Talk time can be purchased in denominations of Rs. 660/- (\$15) and Rs. 1,100/- (\$ 25). The cost of an outgoing call is Rs. 2.40 (\$0.05) per minute (for calls within Dehradun) and incoming calls are free. In case you want to make an international call (ISD), from your mobile phone the cost is Rs. 18.00 (\$ 0.40) per minute. Sending out an SMS costs Rs. 5.00 (US \$ 0.11) per message.

How To Identify Your Service Provider

- ❖ The screen of your mobile phone will display the name of your service provider.

How To Recharge Your Mobile Phone

- ❖ Airtel :
 - 1) Scratch the silver paper gently to reveal the recharge PIN number.
 - 2) Dial 123 and press OK.
 - 3) Follow the instructions and then enter the PIN number.
 - 4) Your card's account balance gets updated automatically.

- ❖ Vodafone :

- 1) Scratch the silver paper gently to reveal the recharge PIN number.
- 2) Dial 111 and press OK.
- 3) Follow the instructions and then enter the PIN number.
- 4) Your card's account balance gets updated automatically.

❖ Reliance:

- 1) Scratch the silver paper gently to reveal the recharge PIN number.
- 2) Dial *369 and press Call.
- 3) Follow the instructions and then enter the PIN number.
- 4) Your card's account balance gets updated automatically.

How To Check Your Credit Balance In The Mobile Phone

- ❖ Airtel : Dial *123# to know your card's balance.
- ❖ Reliance: Dial *367 to know your card's balance

How To Dial To Your Country

- ❖ International access code from India is 00. You have to pre-fix 00 before your country code and the phone number that you wish to dial. For example, if you have to dial a UK number such as 02083 909112, you have to dial 00 44 2083 909112 from your mobile (where 44 is the country code of UK).

How To Dial From Your Country

- ❖ If your friends have to call you on your mobile in India, they need to dial the following - < International access code in their country> 91 <your mobile phone # in India>. For example, if someone wants to call you from UK and your mobile # in India is 9219632462 they have to dial 00 91 9219632462 (where 00 is the international access code in UK and 91 is India's country code).
- ❖ If your friends have to call you on a landline in India, they need to dial the following - < International access code in their country> 91 <area code for Dehradun> i.e. 135 <your landline # in India>. For example, if someone wants to call you from UK at the Training Centre and 2843929 is Koenig's landline#, they have to dial 00 91 135 2843929 (where 00 is the international access code in UK, 91 is India's country code and 135 is Dehradun's area code).

Availability of Books & Library

We teach all Microsoft courses using the Microsoft Official Curriculum (MOC). The cost of one MOC is included in the course fee. However, we can provide additional MOCs at an additional cost of \$40.00.

You can also purchase supplementary technical books, which are very inexpensive in India. The costs for these are usually around \$10. You can see a catalogue with the Concierge. If you are interested in any, the same can be ordered from Delhi. Delivery time is 2-3 working days.

Option to courier books home

You will collect a lot of books during your stay in India. Typically an MCSE 2003 Boot Camp provides you 9 books which weigh total of 15Kg. Due to baggage weight limitation, most of our students prefer to have these books couriered back. The cost of courier is usually around \$138 for UK, \$163 for USA, \$134 for Australia. The actual freight is charged after weighing the books.

Availability of Indian Currency

We can provide Indian currency in exchange of Traveler's cheque and cash. We can also provide change (1 or 5 rupee coins and 10 or 20 rupee notes), whenever you want, during your stay in Dehradun.

Means of Transport

To commute in Dehradun, you can take an auto on a fare. The minimum taxi fare is Rs.100 (\$2.30) and Rs 6 per kilometer (for minimum 250km, 8 hrs) Extra charges are payable for halting, baggage, and vehicles engaged between 10 pm and 5 a.m. (25% extra for taxis). In Dehradun, usually the taxi drivers are not very scrupulous. Therefore, it is always advisable to talk to the taxi driver and fix the fare before getting in. Please contact the Concierge Desk for an approximate idea of costs of traveling around in Dehradun.

Must Do While in Dehradun

Following are the Top 4 activities that past students have found the most interesting.

1. Buddhist Monastery Clementown
2. Dhanolti (to see the Himalaya Range)
3. Mussorie (Hill Station)
4. Rishikesh (for river rafting)

Shopping in Dehradun

Markets are closed on Sundays. You can shop on the Rajpur Road in the evening. The Rajpur Road is where most of our hotels are located. Please contact our Concierge Desk (Mr. Satender in the Training Centre) for recommendations and advice about shopping.

It is always a good practice to buy expensive goods from established and fixed price shops where there is no possibility of overcharge and quality is guaranteed. Be careful while shopping.

Tailoring Services

Whilst in India, why not take advantage of excellent tailoring services. You can choose the fabric from the tailor or can avail their tailoring services by buying the fabric from other shops mentioned. A good fabric can cost you between US\$ 45 to US\$ 112. A tailoring can cost you between US\$ 49 to US\$ 85 depending upon the type of suit.

Availability of Liquor

Consumption of liquor is prohibited in public places. You can consume liquor in bars, restaurants, and hotel rooms. You can purchase it from either the bars or local wine shops. Purchasing beer from local wine shop would cost approx. Rs. 70 (\$1.80). To get the directions to the local wine shops, you can speak to the Concierge at Koenig. Wine shops remain closed on national holidays and festivals.

Common Words in Hindi

Everyone in the Training Centre and the Hotel understands and speaks English well.

Even shopkeepers in Delhi are well versed in English. English is the medium of instruction in India from primary school. The mother tongue, however, is Hindi and like most places in the world, you can win instant smiles and warmth by dropping a few words in the local language. Here is a short repertoire of the common Hindi words.

In Emergencies ▽			
Help!	Bachao	What is the time?	Kitna baja hai ?
Stop!	Ruko	Where are you from?	Aap kahan se aaye hain?
Medicines!	Davai	Do you speak English?	Kya aap angrezi bolte hain?
Please call a doctor / ambulance.	Doctor / ambulance ko bulaiye	I don't understand.	Maine Nahin Samjha.
I am not feeling well	Meri tabiyat theek nahi hai	Please speak slow.	Aap dheere boliye
Where is ?	Kahan hai?	How far is it?	Kitna dur hai?
When will Be back ?....	Vapas kab aayenge ?	How much will it cost ?	Kit-ney pa-i-sey
Call the police.	Police ko bulaiye	Please wash these clothes	Ye Ka-pa-rey saa-ph kar do
Useful Words ▽		Communication ▽	
Hot	Garam	Greetings	Namaste, Namaskar
Cold	Thanda	Yes	Haan
Good	Achcha	No	Nahin
Bad	Bura	Thank you	Dhanyavad, Shukriya
Open	Khula	Time	Samay
Close	Bandh	Day	Din
Left	Baayen	Night	Raat
Near	Paas	Morning	Subah
Far	Dur	Evening	Shaam
Up	Oopar	Afternoon	Dopeher
Down	Neeche	Today	Aaj
Outside	Bahar	Tomorrow	Kal
Inside	Andar	Yesterday	Kal
Fast	Jaldi	Here	Idhar, Yahan

Slow	Dheere	There	Udhar, Wahan
Car	Gadi	Food	Khana
Bus	Bus	Water	Paani
Road	Sadak	Girl	Ladki
Way	Raasta	Boy	Ladka
House	Ghar, Makaan	Woman	Aurat
Fan	Pankha	Man	Aadmi
Electricity	Bijlee	Who	Kaun
Train	Train, Rail Gadi	Why	Kyon
Aeroplane	Hawai Jahaj	What	Kya
		Where	Kahan
		When	Kab
		Which	Kaun
		How	Kaise
		One, Two	Ek, Do
Useful Phrases ▽		Shopping ▽	
How are you ?	Aap kaise hain?	Money	Paisa / Rupaya
Very well, thank you.	Hum theek hai, dhanyavaad.	What is this ?	Yeh kya hain?
What is your name?	Aap ka naam kya hai?	Clothes	Kapde
My name is ...	Mera naam... hai?	Shoes	Joote
See you.	Phir milenge	Big	Bara
		Small	Chhota
		Black	Kaala
		White	Safed

Eye Clinic

The following clinic is recommended for eye related consultation:

Dristi Eye Clinic

9-D Astley Hall Dehradun

Phone: 0135- 2655354, 2656364

Fax: 0135-2629532

Amritsar Eye Clinic

122/1, E.C. Road Dehradun

Phone: 0135- 2650585, 2652585

For appointment: contact Mr. Harbhajan/Soni at 09897933650

For General problem:

Sharda Surgical & Urology Centre

7, Inder Road Dehradun

Phone: (R) 0135-2656169 (O) 0135-2652761

Tipping (Gratuity)

Koenig's staff is trained not to expect tips and students are requested not to offer tips to them. Also, please do not offer parting gifts to Koenig's staff. If you found the service of any staff member to be outstanding, mention it in the feedback form.

We also recommend that tips are not offered at the Hotel where you are staying.

If you go out to a restaurant and you find the food and service to be good, you can choose to pay a tip of 5-10% of the bill. Some Restaurants impose a Service Charge of 10%. This is the same as Tip/Gratuity and no further Tip is required to be paid.

Please be aware that prices mentioned in the menu of restaurants do not include taxes and these can sometimes amount to 20% to 25% of the bill amount. It is a good idea to clarify with the restaurant before placing an order.

Departure

For traveling to Delhi you have three options: -

- ❖ Luxury Overnight Bus (leaves in the night at 10:15- 10:30 p.m.approx gets in Delhi around 4:30 to 5 a.m. next day.)
- ❖ Morning Train (leaves morning at 05:10 am. gets in Delhi 11:00 a.m same day.)
- ❖ Evening Train (leaves at evening 5pm and gets in Delhi at 11:00pm)

We will drop you at the railway/bus station when you want to go back to Delhi. It is always advisable to reach the railway/bus station atleast 20 minutes in advance and since there can be traffic jams on the way. The railway/bus station is 20 mins from the hotel.

Please note that the checkout time is 12:00 noon at all hotels. If your train is in the evening, it is advisable to checkout in the afternoon to avoid charges for an extra night.

Customer Care Contact

If, at any time, you are not satisfied with any aspect of delivery of service, write immediately to customer.care@koenig-solutions.com

For your convenience, Koenig provides you a web interface for reporting problems in your training / stay. Please feel free to use the following link (this can save you a trip to the Centre Manager's cabin). <http://www.koenig-solutions.com/problem-alert.asp>

Terms of Service

Please note our current terms of service, which are also published on our website.

1. Currency exchange rates change on a daily basis. For the convenience of our customers, Koenig provides fixed price quotes in most currencies and adheres by it in the event of fall or rise of the currency between the time that a Boot camp is booked and the final payment is made. The student is committed to paying

- the Boot Camp fees quoted at the time of booking the course. After booking, changing boot camp fees applicable to a different currency is not permitted.
2. After joining a Boot Camp, if the student wishes to downgrade or leave the Boot Camp before finishing (for any reason), the maximum amount refundable will be the unitized hotel stay and exam fee after deducting a downgrade fee of US \$ 100.
 3. A downgrade fee of \$ 100 is charged if you wish to downgrade from 5-star accommodation to 3-star or from 3-star accommodation to no-accommodation or if you wish to leave out any or all Certifications for which you have registered. The changes have to be requested at least 2 weeks in advance and are subject to written approval of Koenig.
 4. If you wish to change your schedule or courses, an administrative fee of \$ 50 is charged per instance. This includes reducing the number of days of training, changing from Windows 2000 to Windows 2003 or vice versa, changing from C# to VB.net or vice versa. The changes have to be requested at least 2 weeks in advance and are subject to written approval of Koenig.
 5. In case of one-on-one training, if you are able to complete the course in less time, the only cost refundable is the unutilized accommodation. In case you wish to take additional courses during this saved time, you can do so by paying additional charges (subject to availability of resources).
 6. If the trainer falls ill during the course and an alternate trainer is not provided, the lost training hours will be compensated either in the evening or on Sundays (as per preference of the student). The training days can also be extended if requested by the student (extra accommodation will be chargeable). No refund will be made on this account.
 7. Koenig arranges Hotel accommodation as part of its training solution. However, Koenig has no control over availability of rooms at the Hotels offered and during busy seasons, rooms might not be available at the Hotels selected by the student. Hotels also reserve the right to cancel Hotel reservations in case they have bulk bookings. In such instances, Koenig will try its best to accommodate the student at a suitable Hotel but cannot guarantee that this will be without inconvenience to the student.
 8. The Boot Camp fees includes cost of stay in the standard rooms of the Hotels displayed on our website. If the student wishes to stay in a superior room, he/she can do so by paying the upgrade fee directly to the Hotel.
 9. In case a student is not satisfied with the delivery of service, the maximum amount refundable is limited to the course fee. Koenig will not be responsible for any consequential losses and will NOT refund airfare, accommodation, food cost, testing cost. Refund is only applicable if the student brings his dissatisfaction to the notice of the management within the FIRST week of start of the Boot Camp AND also ceases to attend classes. The request for Refund has to be made within the first week of start of the Boot Camp by submitting a Boot Camp Refund Request Form available with the Front Desk.
 10. Though Koenig has taken adequate measures to offer services of only reputed and dependable Hotels, Koenig cannot guarantee the quality of their service. If you are not happy with the service provided by the Hotel, you have an option to change to a different Hotel or make your own arrangements for staying and claim rebate for unavailed Hotel accommodation. The rebate will be the same as the amount charged by Koenig for extra stay in the Hotel category chosen by you.
 11. The Concierge at Koenig offers advice and support for availing other services in India such as medical / dental procedures, yoga classes, tours, gym membership, cab service, etc. However, this advice and

support is offered on a best effort and Koenig cannot and does not guarantee the quality of service provided by these third-party agencies.

12. Koenig is not responsible in the case of an accident or an injury, whether to you personally or your property during your time at the Boot Camp. Please ensure that you take all necessary precautions to prevent injury to your self and your property. Please also have the necessary insurance in place.
13. Koenig is not responsible for theft of belongings during your stay in India. Please take necessary precautions.
14. A student will not contact directly a trainer or an employee of Koenig for the purpose of availing services or offering a paid or unpaid assignment or a job.
15. It is the responsibility of the participant to evaluate the usefulness of a certification boot camp before registering. We do not guarantee the appropriateness of a certification program for the career of the participant.
16. Although Koenig has local representatives in many countries around the world, Koenig has official offices in India only. All trainings and other services are administered and conducted in India only, and all financial transactions are made with legal entities in India only. In case of disputes or other problems, local Koenig representatives cannot be held responsible or accountable for any form of loss, damage, injury or other misfortune to the student while in India or on his way to or from the country. Said representatives will always refer claims or complaints by student or his/her employer to the main Koenig office in Delhi, India.