

## TABLE OF CONTENTS

<b>Koenig's Food &amp; Accommodation Policy .....</b>	<b>4</b>
<b>Concierge .....</b>	<b>6</b>
<b>Procedure For Registering For An Exam.....</b>	<b>6</b>
<b>Availability of Mobile Phones.....</b>	<b>7</b>
<b>Availability of Books &amp; Library.....</b>	<b>9</b>
<b>ATMs.....</b>	<b>9</b>
<b>Availability of Indian Currency .....</b>	<b>9</b>
<b>Means of Transport .....</b>	<b>9</b>
<b>Shopping in Goa.....</b>	<b>9</b>
<b>Restaurants, Coffee Shops, &amp; Bars .....</b>	<b>10</b>
<b>Pub / Bars.....</b>	<b>10</b>
<b>Availability of Liquor .....</b>	<b>11</b>
<b>Common Words in Hindi.....</b>	<b>11</b>
<b>Swimming Pools .....</b>	<b>13</b>
<b>Gymnasium.....</b>	<b>14</b>
<b>Tipping.....</b>	<b>14</b>
<b>Departure.....</b>	<b>15</b>
<b>Terms of Service.....</b>	<b>15</b>

## Student Guide

Welcome to Koenig Solutions!!!

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

Let us now begin with some of the very 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 \$50 for a week to cover these expenses.
8. Following is an indicative exchange rate for different currencies. However, the exact conversion rates vary almost on a daily basis.  
US\$ : 44  
GBP : 80  
Euro : 55  
AUS\$ : 35  
NZ\$ : 32  
Swiss Francs : 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.
10. Most of students prefer to hire a motorbike for the duration of their stay in Goa. They use the bike to go out for dinner in the evening and also to visit beaches on Sundays. If you will like to hire a bike while in Goa, take care to carry your driving license and have it endorsed for international driving.

**Clothes recommended:**

Months	Temp °C		Season	Clothes
	Max	Min		
January	31	19	Winter	Cotton clothes
February	31	16	Summer	Cotton clothes
March	31	23	Summer	Cotton clothes
April	32	25	Summer	Cotton clothes
May	32	27	Summer	Cotton clothes
June	30	24	Monsoon – Heavy Rains	Cotton clothes
July	28	23	Monsoon – Heavy Rains	Cotton clothes
August	29	24	Monsoon	Cotton clothes
September	29	23	Monsoon	Cotton clothes
October	31	24	Winter – a little humid season	Cotton clothes
November	32	23	Winter	Cotton clothes
December	32	21	Winter	Cotton clothes

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)**

Sandeep Dhawan : 98102 64199

Sidhi : 9850463782

Maria : 9822191822

Freddy Dsouza (Driver) : 9326135675

**Hotels in Goa**

In Goa, we have the following Hotels :

Budget – Hotel Delmon, The Menino Regency

Premium Budget – Hotel Prainha, Fidalgo

5-star – Hotel Cidade De Goa, The Majestic

**Contact Numbers:**

Hotel Delmon- 0832-2226846 / 2226847

Hotel Menino- 0832-2426480/ 5641585

Hotel Prainha – 0832 - 2453881/ 2453882

Hotel Fidalgo – 0832 - 2226291, 2226291

Hotel Cidade De Goa- 0832-2454545/ 2454546

Hotel The Majestic – 0832 - 2410378  
(0832- is only used incase of calling from mobile)

All the Budget Hotels are situated in Panjim city and are a 10 minutes walk from each other. Hotel Cidade De Goa is situated in Dona Paula and is around 7kms from the training center. It takes 20 minutes by cab.

### **Cab Service for Budget / 4-Star Hotel / 5-Star Hotel**

All Hotels situated in Panjim city (refer above) are serviced by a cab service, which starts at 8.15am and keeps revolving till 9:30 am. Similarly a return service starts at 4.15pm and revolves till 5pm.

If you are staying in Cidade De Goa, you will be advised about the time of pick-up in the morning and drop back in the evening.

### **General information**

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.

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.

Please note that at the training center the Front Office is closed on Saturdays and Sundays. Therefore, assistance from the Concierge and Maria is not available on these days. However, if you need anything urgent you can contact them on their mobile phones.

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.

### **Koenig's Food & Accommodation Policy**

In order to make your visit to India a gourmet experience, we offer you a-la carte options for all meals. Thus you can choose to eat as per your individual taste at any of the eating joints near the Hotel and the training center. You can choose from a mind-blowing variety of Indian, Chinese, Italian, Thai and Continental dishes, which our Concierge will be very happy to advise you about. You can also choose from more familiar options such as McDonalds, Subway, Pizza Hut, and Dominos.

To give you an idea of food costs in India, a McDonald's Burger costs Rs. 60, a Pizza costs Rs. 100 and a beer costs Rs. 75 in a bar. A bottle of beer from a wine shop costs Rs. 30.

### **Budget Hotel Accommodation**

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

There is a limit of Rs. 125 for lunch and Rs. 150 for dinner.

Lunch is provided at the training center on the training days. 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. The lunch amount (for training days) is NOT reimbursable.

For dinner and Sunday lunch you will be reimbursed in the first week of your boot camp for your entire stay (according to the limit).

### **Serviced Apartment Accommodation (Goa)**

In a Serviced Apartment you will have a kitchenette to cook your own meals. A helper will also be available to help you in cooking.

For breakfast, following items will be available in the refrigerator on a complimentary basis :

Bread, Butter (cubes), Eggs, Sugar, Jam (cubes), Milk, Juices (orange), Water, Tea and Coffee

Lunch is served in the training centre (on days of training). Cost dinner (and lunch on non-training days) will be reimbursed as per following limits :

Rs. 125 for lunch and Rs. 150 for dinner.

You can use this re-imburement to purchase food items for lunch and dinner. A helper will be available to assist in cooking.

Lunch is provided at the training center on the training days. 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. The lunch amount (for training days) is NOT reimbursable.

### **5-Star Hotel Accommodation**

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

There is a limit of Rs. 125 for lunch and Rs. 600 for dinner\*

Lunch is provided at the training center on training days and the limit for ordering 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. The lunch amount (for training days) is NOT reimbursable.

For dinner and Sunday lunch you will be reimbursed in the first week of your boot camp for your entire stay (according to the limit).

### **Concierge**

Food service at the training center.

1. Mineral water and aerated drinks are available at the center (room temperature & cold)
2. The Mineral water bottle is complimentary.
3. The cost of aerated drinks is Rs 20/- each

4. Lunch will be served at the center in between 1.00 to 1:30 pm.

There is a Concierge for the convenience of our students. It is available during office hours (8:30am and 5.00pm) for the following assistance:

1. Queries about Indian cuisine.
2. Advising about tourist places in and around Goa.
3. Advising about eating out and shopping in Goa.
4. Flight / train availability and reservations.
5. Facilitating foreign exchange conversion.
6. Advising about tours.
7. Organizing dinners and evenings-out on Fridays and Saturdays.

We can also organize a half-day one-on-one shopping / sight seeing excursion for you at an additional cost of \$ 20 for 4 hours (including cab). If the duration exceeds 4 hours, each extra hour is charged @ \$ 5. The time of the tour is calculated from the time that it leaves the Centre to the time it reaches back the Hotel or Centre. The last time for the tour to end is 7pm. The facility is only available on weekdays (excluding Saturdays and Sundays).

Please feel free to contact us for advise about how to make your visit to Goa, 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. Do NOT leave any valuables in the hotel room. There have recently been some incidents where valuables have been reported stolen. As per policy of Hotels, they are NOT liable for valuables left in the Hotel room. If you carry any valuables, ask the Hotel front desk for safe keeping. If you face a problem in arranging their safe keeping, please contact the centre manager or concierge at Koenig.
2. Drink bottled water. Purchase bottled water from reliable sources (the cost of 1 litre bottle varies between Rs. 10 to Rs.15 and you should check that it is properly sealed before purchase).
3. Eat only from reliable sources. Concierge will advise you about this.
4. Avoid heavy diet in the afternoon to avoid drowsiness
5. Using an Indian mobile connection to call your country will be cheapest (around \$ 0.30 per minute). If you call using your mobile phone (under roaming) it may cost you upto \$ 2 per minute. Similarly sending text messages will cost much more using a roaming mobile phone as compared to an Indian mobile connection.

### **Procedure For Registering For An Exam**

Please follow the following procedure for registering for an exam :

1. For every exam registration, please contact Maria 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) mobile phone, which can connect to your laptop or your workstation to the internet, 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).

It can take up to 24 hours to set-up the connection for you. Please contact Maria for the connection or intimate us in advance by email.

### **Availability of Mobile Phones**

If you opt for the Internet Connectivity as above, it will also act as a mobile phone and you can skip the following section.

To make your stay in Goa comfortable, we can help you keep in touch with your friends & family back home. For this, you can use your own GSM mobile instrument, if you have one. In this case, we will provide you with local prepaid SIM card (on rent basis) that you can use in your instrument. We can also provide you with the GSM instrument and prepaid SIM card, on rent basis, for your entire stay in India. Following are the charges for the same :

### **Rent for your entire stay in Goa**

Mobile Phone                   \$ 20

SIM Card                         \$ 5

In case 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. 540/- (\$ 11.50) and Rs. 1,080 (\$ 23.00). The cost of an outgoing call is Rs. 2.40 (\$0.05) per minute (for calls within Goa) 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 (approx. \$ 0.40) per minute. Sending out an SMS costs Rs. 5.00 (US \$ 0.11) per message.

### **How To Identify Your Service Provider**

There are three service providers in Idea (GSM) and Airtel (GSM) and Reliance (CDMA).

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

If your mobile number starts with 98 22, then the service provider is Idea

If your mobile numbers starts with 98 10 or 98 18 then the service provider is Airtel.

- ❖ If your mobile numbers starts with 93 then the service provider is Reliance

### 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.

- ❖ Idea :

- 1) Scratch the silver paper gently to reveal the recharge PIN number.
- 2) Follow the instructions and then enter the PIN number.
- 3) Your card's account balance gets updated automatically.
- 4) To check the card balance dial \*212#
- 5) For any kind of enquiry dial 4444

- ❖ Reliance:

- 1) Scratch the silver paper gently to reveal the recharge PIN number.
- 2) Dial \*368 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.

- ❖ Idea : Dial \*212# 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 9822191822 they have to dial 00 91 9822191822 (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 Goa> i.e. 832 <your landline # in India>. For example, if someone wants to call you from UK at Hotel Delmon and 2226846 is Hotel Delmon's land line#, they have to dial 00 91 832 2226846 (where 00 is the international access code in UK, 91 is India's country code and 832 is Goa'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 who can also arrange purchase for you.

## **When you leave back**

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.

## **ATMs**

Several ATMs are available near the training centre and the Hotels. Ask the concierge for directions.

## **Availability of Indian Currency**

In case you require Indian Currency for your shopping or any other requirement, 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 Goa.

## **Means of Transport**

To commute in Goa, you can take an auto-rickshaw, taxi/cab, or Bus. The minimum auto fare is Rs. 15 (\$0.25) and the minimum taxi fare is Rs. 25 (\$0.45). The minimum Bus fare is Rs. 5. When commuting in an auto-rickshaw or Taxi / Cab, ensure that the driver flags down the meter before he starts. Extra charges are payable for halting, baggage, and vehicles engaged between 9 pm and 6 a.m. (20 percent extra for autos and 25% extra for taxis). In Goa, usually the auto drivers and taxi drivers are not very firm with the charges and hence sometime it differs. Therefore, it is always advisable to negotiate with the auto or taxi driver and fix the fare before getting in. Please contact the Concierge for an approximate idea of costs of traveling around in Goa.

## **Must Do While in Goa**

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

- ❖ Visit to Old Goa
- ❖ Visit to Fort Aquada.
- ❖ Visit to Baga & Calangute beach.(very close to each other)
- ❖ Saturday Night Barzaar at Arpora (8.00pm onwards only from Oct. to April)

## **Shopping in Goa**

Training classes at Koenig are held from 9.00 – 5:00, Monday to Saturday. You have Sundays and evenings to relax and explore Goa.

Please contact our Concierge (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 bargaining is not allowed and quality is guaranteed.

Name	Location	Phone Nos.	Items
Baron	Sapna Regency, Nr. GTB	0832 - 2229997	Garments
Bombay Bazaar	18 <sup>th</sup> June Road	0832 - 2232044	Garments
Gulf Super Market	Rani Pramila Arcade, 18 <sup>th</sup> June Road	0832 - 2223338	
Pushak	Municipal market, Nr. Navtara Restaurant	0832 - 2220434	Garments
Walk Over	Trinora Apt. Opp. Municipal Market	0832 - 2227632	Garments
Woodland	Opp. Old high court M.G. Road	0832 - 2226606	Footwear
T&A Collection	A.B Road Nr. Hotel Nova Goa Navelcar Arcade	0832 - 2427888	Footwear
Wisdom Book House	Vayu Chambers	0832 - 2220788	Books
Goa Book House	Rani Pramila Apts.	0832 - 2438388	Books
Singbal Books Stores	Nr. The Church	0832 - 2425747	Books
Hallmark	Heartline shop no 10, Kamat mansion, Miramar	0832 - 2462072	Greeting cards & Gifts
Archies	Opp. Azad Maidan, M.G. Road,	0832 - 2424968	Greeting cards & Gifts
Aparant Emporia	Dim Udyog Bhavan Panaji 2225421	0832-2225421	Handicraft items
Craft Complex Handicrafts Emporium	Craft Complex, Neuginagar, Panaji. 2226448	0832- 2226448	Handicraft items
Panaji Handicrafts Emporium	Tourist Hostel, Panaji Goa. 2425218	0832-2425218	Handicraft items

### Restaurants, Coffee Shops, & Bars

During your stay in Goa, you can enjoy nice cuisine at some of the exotic restaurants in the city. Here's a list of some of the restaurants in Goa. Popular eating joints at walking distance from Hotels.

Name	Location	Phone Nos.	Cuisine Type
Sher-E-Punjab	Rau 18 <sup>th</sup> June Road	0832 - 2227204 /2227975	Indian, Chinese
Delhi Darbar	Opp. Adidas showroom, M.G. Road	0832 - 2222544	Indian, Chinese, continental
Navtara Restaurant	Trinora Apts.	0832 - 2220302	Indian, Chinese & Continental, Veg food
Hotel Shiv	Nr. ING Vysya bank, Behind the market	0832 - 2436308	Indian, Chinese, Veg food

Sagar	Panjim		
Sea pebble	Dona Paula Jetty. Nr. To Hotel Prainha	2456248/2456554	Stuff crabs(speciality), Multi Cuisine
Horse Shoe	E 245, Rua De Ourem	2431788 / 5644044	Sea Food, Goan and Portugese
Mum's Kitchen	854 Martins Bldg,D B Street, Panjim Miramar Road	9822715556 / 9326100873	Authentic Goan Cuisnie
Cruise de Goa - Noah's Ark	R N D Jetty,Near Old Secretariat, (More popular during the tourist season time in Goa)	6451284, 9326873207, 9323815627	Fusion of Indian / Thai and Continental Food
Hotel Fidalgo	18th June Road	2226291-99 / 2428101-10	A Food Court for everyone Gujrati Meals, Multi Cuisine, Coffee Shop, Chinese & Indian Food
O Coqueiro	Porvorim [National Highway]	2417344 / 2417271	Goan & Portuguese Cuisine

### Halal Meat

Halal meat is available at the following restaurants in Panjim :

a) Hotel Delmon

Caetano De Albuquerque Road, Panjim, Goa

Phone : 0832-2226846

Halal meat is served on request only. Hotel has to be informed in advance about the same.

b) Restaurant Shalimar

Near HDFC Bank, 18 June Road, Panjim, Goa

Phone : 0832-2220221

### Availability of Liquor

Consumption of liquor is prohibited in public places. You can take 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. 30 (\$0.75). To get the directions to the local wine shops, you can speak to Maria at Koenig.

### 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.

<b>In Emergencies ▾</b>			
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 ?	Kitney pa-i-sey
Call the police.	Police ko bulaiye	Please wash these clothes	Ye Ka-pa-rey saa-ph kar do
<b>Useful Words ▽</b>		<b>Communication ▽</b>	
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
<b>Useful Phrases ▽</b>		<b>Shopping ▽</b>	
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

### Airline Offices / Contact Numbers

<b>AirLines contact details</b>			
<b>Name</b>	<b>Call From landline</b>	<b>Call from mobile,,</b>	<b>Airport Nos.</b>
Indian Airlines	2428181	0832-2428181	2542444
Air India	2431100	0832-2431100	2541445
Jet Airways	2438792	0832-2540029	2540029
Sahara Airlines	2230237	0832-2230237	2541211
Air Deccan	2438950	0832-2542379	2542379
Spicejet	16001803333		
Kingfisher Airlines	16001800101		
GoAir	1600222111		

### Ayurvedic Centre :

ANHC (Goa's foremost authentic Ayurvedic centre)

Address: Chogm Road, Saligao, Calangute, Bardez, Goa

Website: [www.healthandayurveda.com](http://www.healthandayurveda.com) and Telephone : 0832-2409036/2409275

### Swimming Pools

To relax and unwind, you can enjoy a swim in the nice swimming pool at CAMPAL STADIUM. This will cost you approx US\$ 7 per visit.

Name	Location	Phone Nos.*
Campal Stadium	Goa	0832-2462609

### Gymnasium

Please contact Maria for directions to a suitable gymnasium.

Name	Location	Phone Nos.*
Neomis	Near Dempe College, Tonca Miramar	0832 - 2462147/2461674
Basilios Health Club	Opp. Govt. Qtrs., St Inez, Goa	Landline: 0832-2426929 Mobile no. 982334909 Contact Person: Aldrin Soares
Aerobic Centre	In Hotel Manoshanti, 7 <sup>th</sup> floor, Dada Vaidhya Rd	0832 - 2227977/2430655

Hotel Cidade-de-Goa has an in-house gymnasium.

### Salsa Classes

If you are interested in learning salsa (a form of dance), you can contact the following :

Club Vasco De Gama  
Opp. municipal garden,  
Near Hindu Pharmacy  
Panjim, Goa  
Phone : 9822163399 (Debbie)  
9823097888 (Tony)

Classes are only on Monday & Wednesday at 7:30 pm to 8:30 pm. The charges per visit are Rs. 150/-.

### Computer Accessories

For computer consumables and accessories such as CDROM, cables, you can contact the following vendor situated on the 2nd floor of our building :

Print House  
B.S2-7, 2nd floor, Campal Trade Center  
Tel: 0832-6644237

### Shoes

Bata showroom	Shoes	Nr, Panjim Church, Shop no. 6. 18 <sup>th</sup> June Road, Municipal. Phone : 0832-2238415
Liberty Showroom	Shoes	M G Road. Panjim Phone : 0832-2435598/2435596

### Tailors

Welfit	Suits	Behind head post office, Panjim Goa Phone : 0832- 2228053
Senor	Suits	Shop No. 19 & 20, Trionara Appts. Market Road Panjim. Phone : 0832-2421963

### Books

The Reading Habit	Books,	Miramar Panjim Phone : 0832-2463057
Broadways Books Centre	Books	Ashriwad BLDG. 1st Floor, Nr. Caculo Island. Phone : 0832-6647037/ 38

### Super Markets in Panjim

Dollar stores	Mini- Super market (availability of all imported goods)	Opp. Hotel Fidalgo
Vishal Mart	Super market	Nr. Hotel Fidalgo. Phone : 0832-2422145/46/47

**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**

We will drop you at the airport when you want to go back to your country. It is an 1-hour drive from Koenig to the airport. It is always advisable to reach the airport at least 3 hours in advance for customs and security checks. You need not bother to carry Indian currency with you to the airport. You will not require it after you reach the airport. Please note that the check-out time is 12:00 noon at all hotels. If your flight is in the evening, it is advisable to check-out 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](mailto: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.