

Frequently Asked Questions

Human-Centred Design Workshop

- 1. What are your payment methods?**

We accept Visa and MasterCard. We can also invoice you if you prefer.
- 2. What time do workshops start and end?**

8:00 AM to 5:00 PM.
There is the option to attend the Post Workshop Reception until 6:00 PM on the 2nd day.
- 3. What is covered in a typical workshop?**

See the agenda here: [LUMA Institute and PDD PublicWorkshop flyer.pdf](#)
- 4. What if I can't attend, but I want to send someone else in my place?**

We can make substitutions at any time. Just call us and we will take care of everything!
- 5. Will I receive course materials?**

Yes, you will receive a professionally bound manual and a CD containing materials prepared by your instructors. They will serve as a valuable reference back at the office or to share with your colleagues.
- 6. I need special accommodations. What should I do?**

Upon registration, each attendee will be sent information concerning logistics and accommodations. If you have additional requirements, please call us and we'll be happy to help.
- 7. What about lunch and parking?**

Breakfast, lunch and parking are included in your workshop registration fee.

LUMA Institute reserves the right to cancel any public workshop up to fourteen (14) days prior to the start date of that workshop. Registrants will be promptly notified and will receive a full refund or be given the option to attend a future public workshop. LUMA Institute is not responsible for travel expenses or any costs that may be incurred as a result of cancellations.

Note: We respect electronic privacy and will NOT give out your name and address under any circumstances.