

GETTING CONNECTED

What do I need to connect?

You will need:

- A personal computer (e.g., desktop, laptop, tablet) with a microphone, camera, speakers, and a high-speed internet connection.

OR

- A videoconferencing unit (e.g., Cisco, Polycom, Sony, LifeSize, Aver)

How do I test my connection?

Instructions will be emailed prior to the program and a test date will be arranged.

PROGRAM INFO

How long are the programs?

Approximately **45 minutes**.

When are programs available?

Program time slots are available on our online calendar: <http://sales.ccs.alberta.ca/dlccalendar/>

Please note that we require 15 minutes to reset between consecutive bookings.

How early before programs should I connect?

You should connect **no less than 10 minutes before** the program starts. This allows time to confirm audio, visual, and internet stability, and to address any last minute questions or concerns.

How many participants can attend?

- **Dino Safari** – 15 participants
- **PIQ: Test Your Palaeo Intelligence** – 25 participants
- All other programs – 35 participants

These numbers ensure our programs are highly interactive and engaging from beginning to end, and provide participants the opportunity to be involved and receive the attention they deserve.

Will there be time for questions?

If your program is **Up Close and Palaeo (Jr.)** or **Discovering Dinosaurs**, there will be plenty of time to ask questions! All other programs will have 5 minutes of Q&A at the end.

BOOKING INFO

How far ahead should I place my booking?

Programs must be booked **at least seven business days before** your preferred date to ensure sufficient time to process your booking and conduct the test connection.

How do I pay for my program?

Payments are **required in advance** and must be paid **using a major credit card** (e.g., VISA, American Express and MasterCard) to allow for fluctuations in exchange rates. Please note that your confirmation email will contain all pertinent billing information and can double as an invoice. For US customers, please contact us for payment options.

Can I apply multiple promotions to the same program?

More than one discount cannot be applied to any given booking. This applies to all promotions, including coupons, volume discounts and CILC Premium Service discounts.