



The Place to Go when you want to Know

Frequently Asked Questions

1. What is The Knowledge Shop?

The Knowledge Shop of Atlanta is an innovative, high-quality adult learning center (similar to Adult continuing education) with over 150 informative and fun classes that change every two months.

We are committed to enhancing and impacting the quality of people's lives through powerful, inspirational and affordable seminars, workshops and activities. Primarily offered at most convenient time for maximum people, these two to four-hour classes provide adults with advices and strategies on career development, business, relationships, health, personal growth, computers, arts, crafts, languages, music, sports, and many more fields.

We are designed to help people grow in their career, make extra money, improve a skill, try a new sport, or work out a problem. Classes are published in a catalog, which we project will be read by more than 100,000 people in the Greater Atlanta area. Our goal is to ensure that customers receive the skills and encouragement necessary to continue pursuing subjects on their own after taking a class at the Knowledge Shop.

2. Where are the classes held and do you have any other locations?

Knowledge Shop is located in the Marietta Trade Center (near the BIG CHICKEN next to SAMS), at 180 Cobb Parkway S, #C24, Marietta, Georgia 30060.

Our Easy-to-remember phone number: **(678) 766-6666.**

Almost-as-easy-to-remember fax number: (678) 766-7778.

And our e-mail address is our name: theknowledgeshop@aol.com.

Just click Our Web address: <http://www.KSAtlanta.com/>

We don't have any branches locally, but we are hoping to expand sometime in the near future

3. Are there any restrictions in taking classes?

There are no tests, prerequisites, rules, or regulations—you just need to share a desire for learning and the desire to meet new and interesting people.

4. How do I register?

The Knowledge Shop is open from 9:00 a.m. until 7:00 p.m. Monday thru Friday and 10:00 a.m. until 3:00 p.m. on Saturdays. We encourage pre-registration so you can register at any time over the phone with a valid credit/debit card or with ensuring us that your check is in the mail. Although, walk-ins are welcome to register before the class, there is no guarantee that a seat will be saved for them if the class is full.

The Knowledge Shop charges a \$6.00 registration fee each time you register for a class. Registration fee is a processing charge and is not refundable.

5. How big are your classes?

Most of our computer classes are 4-hour format classes that are limited to 12 people with hands-on training and live instructors. All other classes and seminars hold a minimum of 3 students and usually average about 15-20 students.

6. How can I get your catalogs?

You can easily be put on the mailing list just by visiting our website at www.KSAtlanta.com or by calling our office at 678-766-6666

7. How can I cancel or postpone my classes?

If you need to cancel or postpone a class you may do so by calling our office and must be done during our published hours. If you cancel 3 business days before the day the class begins, we will issue a credit voucher (valid for six months) for the price of the class, or alternatively refund the price of the course less \$15. If you cancel a class less than three business days before the class begins, you will be entitled to a class credit Voucher (valid for six months) valued at 75% of the class price, or alternatively refund 50% of the price of the course. In either case the minimum penalty will be \$15. If you cancel on the day of the class, before the class begins, you will be entitled to a class credit Voucher (valid for six months) valued at 50% of the class price. No refunds will be given. No refunds will be given after the class begins and you don't show up for the class. As we have absorbed all of the costs of the class, please do not ask for exceptions. Classes with more than one date are sold as a whole entity. Please plan your schedule to make all classes. No refunds, credits or transfers for partially attended classes. You can substitute a friend to take the class that you have registered for & cannot take. Refunds will be given only in the unlikely event that we cancel a course. We reserve the right to cancel a class when there is low registration or because of circumstances beyond our control. Our liability is strictly limited to the class fee collected.

8. How do you select your instructors?

We exercise great care when selecting our instructor and seminar leaders, who are national and local experts contracted from the fields of their expertise. Instructors are selected and approved by a member of our board and our local director. The screening process is required and decisions are based upon the credentials of the potential instructor. Although, a PhD is not a requirement, extensive knowledge of the subject you propose to teach is necessary.

9. How can I teach?

You may go to our website and click the TEACH icon and download a course proposal from there and send back to us electronically or if you don't have access to the Internet, we will be happy to fax one to you.

10. Are you handicap accessible?

Yes, we are.