

3rd Annual

# Temperature Controlled Pharmaceutical Distribution 2008

Maintaining the quality of temperature-sensitive  
pharmaceuticals throughout the supply chain network

Wednesday 24 – Thursday 25 September 2008, Hotel Okura, Amsterdam, The Netherlands

## Key benefits of attending the 2008 meeting:

- **Hear** peer-led case studies on evaluating and improving distribution practices in major Pharma
- **Evaluate** technical developments and services to enable decision making when investing in new products
- **Discover** how to get more out of your stability data to assess temperature excursions
- **Gain** your annual update on the ever-evolving regulatory perspectives to ensure you are remaining compliant
- **Explore** new geographic regions to learn how best to manage the supply chain process in uncharted territory

This event will be co-located with Informa's  
Clinical Trial Supplies and Packaging Summit

[www.informa-ls.com/cts](http://www.informa-ls.com/cts)

## Companies who will be speaking at temperature controlled 2008 include:

MHRA

United States Pharmacopoeia

UCB Pharma

Baxter

Novartis

GSK Biologicals

Genzyme

BioDuro

TopoTarget



The course is CPD  
accredited, gaining  
you 22 formal CPD  
points for your  
attendance

## Plus don't miss

**Pre-Conference Masterclass (W):**  
Tuesday 23 September 2008

**Risk management and assessment:  
An A to Z guide on how to devise and  
modify internal best practice guidelines**

Manuel Zahn, *Managing Director,*  
3R Pharma Consulting, Germany

**Working Dinner (X):**  
Evening of Wednesday 24 September 2008

**Developing and managing strategic  
alliances within the cold-chain  
industry to minimise risk to goods  
and optimise process efficiency**

**Morning Site Visit (Y):**  
Thursday 25 September 2008

**Air France- KLM Cargo Site Visit**

Sponsors:



ORACLE®



Media Partners:



Pharma Agreement News



RAJ PHARMA

To Register Please Tel: +44 (0) 20 7017 7481  
Web: [www.informa-ls.com/temp](http://www.informa-ls.com/temp)

Fax: +44 (0) 20 7017 7823 Email: [registrations@informa-ls.com](mailto:registrations@informa-ls.com) Please quote CQ2201

# Temperature Controlled Pharmaceutical

## Conference Day One Wednesday 24 September 2008

**08.30** Coffee & registration

**09.00** Opening remarks from the Chair

### Regulatory and legal issues

#### **09.10 European regulatory guidance on ambient temperature control**

- Application of coldchain requirements to ambient temperature distribution - how far should you go?
- Points of contention or misinterpretation in the guidelines and clarification of their meaning
- Most common deficiencies and points of weakness noted in audits and inspections including practical examples

**Ian Holloway, Manager, Defective Medicines Centre, MHRA, UK**

#### **09.50 Constructing and updating your risk management processes to ensure best practice and regulatory compliance**

*In order to minimise risk to pharmaceutical products and remain compliant with the regulatory authorities it is essential that companies regularly assess and update their risk management processes. There are a number of key challenges however in this process including regional variations in regulations, changing technical operations and the inclusion and training of in-house and external personnel. Through personal experience and assessment of best practice amidst other companies this presentation will address the following issues:*

- What are the guidelines and regulations that are currently in place for cold-chain management and which are the key ones to look at?
- What are the points of conflict between these dossiers and how can you best devise a programme amidst this contradictory information?
- Which points in the supply process are demonstrating the highest areas of risk and how are companies addressing these challenges?

**Manuel Zahn, Managing Director, 3R Pharma Consulting, Germany**

**10.30** Morning coffee

#### **11.00 Handling of sterile preparations in cold chain management**

*Microbial contamination occurring as the result of poor temperature control and distribution practice are a real fear in the cold chain industry. Over recent months, cold chain concerns have led to the recall of several vaccines. This presentation will examine the guidelines governing best practice in the region. For more information on the key points and issues that will be addressed, please visit the conference website [www.informa-ls.com/temp](http://www.informa-ls.com/temp).*

**Claudia Okeke, Scientific Fellow, Department of Patient Safety (DPS), United States Pharmacopeia, USA**

#### **11.40 Discussion session: Regulatory question time**

*How are the regulatory bodies working together? What looks set to come into force in the near future? How should you best deal with the grey areas? Take advantage of this time to have your burning questions on discrepancies, gaps or complications in the regulatory frameworks and guidelines clarified. Email your questions to conference producer Laura Dinnewell; [laura.dinnewell@informa.com](mailto:laura.dinnewell@informa.com) to ensure that you issues are addressed by our expert panel and discussed on the conference floor.*

*Panellists comprising of a selection of the day's speakers*

#### **12.00 Spotlight session**

*A spotlight session will be hosted by a leading company within the animal models field. These sessions offer you the opportunity to hear and learn about the new technologies, products and services on the market most relevant to your research. For more information about hosting a spotlight session please contact Linda Cole, Tel: +44 (0)20 7017 6631; email: [Linda.cole@informa.com](mailto:Linda.cole@informa.com). For updates visit [www.informa-ls.com/temp](http://www.informa-ls.com/temp)*

**12.30** Lunch

#### **14.00 Mitigating risk and liability in worst case scenarios: Setting in place pre-distribution agreements and understanding responsibilities in temperature excursions**

*With excursion in temperature able to dramatically affect the shelf life and potential safety of a product such excursions have obvious legal repercussions. With outsourcing and the use of numerous partners throughout the distribution process where does your responsibility end and how can you work with ensure*

- Setting up the agreement: Protecting yourself against the implications of excursions
- Requirements in data and process information that need to be made available
- Practical examples of where legal battles have ensued and explanation of the outcome

**Jasper Helder, Partner, Bird & Bird, The Netherlands**

### Case studies: Developing best practice

#### **14.40 Going through the cold chain learning curve**

*UCB, entering a new era by moving into the biologics arena, is working on a transformation of its supply chains to anticipate future temperature controlled product handling. Given the short experience the company has this is an interesting journey where at all times product integrity needs to continue to prevail. This presentation covers:*

- The historical perspective
- Snapshot of the struggle to succeed
- Practical implications
- Roadmap to the future
- KSF's
- Current Outlook

**Ronald van Zitteren, Global Technical & Supply Operations, Director Global Warehousing & Logistics, UCB Pharma S.A., Belgium**

**15.20** Afternoon tea and HIGH SPEED NETWORKING

#### **16.00 An integrated quality approach to ensure a correct transportation practice**

- Definition of transport categories and transport conditions, definition of tolerated excursions
- Product-specific validation of transport conditions, stability data requirements, non-thermal factors
- Definition of a quality system to comply with the defined transport conditions (qualified transport companies, qualified containers, monitoring plan)
- Trending of temperature excursions, definition of corrective and preventive actions by non-observance of the defined conditions

**Stefano Carenini, Quality Assurance, Novartis, Switzerland**

#### **16.40 Best practice for designing a successful end to end cold chain solution**

- Knowing your product that you are going to ship: Maximising the use of physical information, stability data and other parameters in the design of your protocol
- Knowing your transportation options: Developing a risk assessment and mitigation plan and evaluation of different technical considerations in the transport means and route of distribution
- Knowing your monitoring and assessment options:
  - Development of different packaging options and the validation required to ensure proper cold-chain transportation.
  - Assessment of the various monitoring devices on the market and the importance of auditing and training of different parties in the distribution process

**Sebastien Wins, Global QA - Distribution Management, GSK Biologicals, Belgium**

**17.20** Closing remarks from the Chair

**17.30** End of conference day one

## Morning Site Visit (Y):

Thursday 25 September 2008

### Air France- KLM Cargo Site Visit

Registration will be at 07.00 for an 08.00 start at the airport terminal. Breakfast and refreshments will be provided as part of the site visit. Return transfer to attend the start of the second conference day at 10.00.

This great opportunity to tour KLM Cargo's Conditioning Competence Centre at Amsterdam's Airport Schiphol will provide you with a unique insight into the inner workings of the airline cargo industry with presentations and a tour. What happens to your Pharma shipments once they leave the aircraft and how are risks managed in this crucial transit point? From this tour you will gain the experience to implement

advanced strategies in your distribution chain. Have your questions answered by key members of AF-KL Cargo's Pharma Industry professionals

Facilitated by: [Air France-KLM Cargo](#)

## Conference Day Two Thursday 25 September 2008

### 07.00 Registration and departure for Amsterdam Schiphol Airport and morning site tour facilitated by Air France-KLM Cargo

*Prior registration required: Please ensure you specify that you would like to register for the site tour when you register for the conference.*

*Transportation and breakfast are included.*

10.00 Opening remarks from the Chair

## Working within a global marketplace

### 10.10 Temperature controlled pharmaceutical distribution within South America

- Qualifying and using depots
- Experience of customs brokers
- Timeframes with movement
- Other culture and region specific barriers
- Skills of local companies and workers and integrity of partnerships
- What are the inter-country variations within the continent?

**Jason Cameron**, Senior Director, European Materials Management, [Genzyme](#), UK

### 10.50 Developing a successful cold chain management process in China

*Whilst China is one of the fastest growing economies, expansion into this area is limited by cultural barriers and poor understanding of the technical competencies. This presentation will provide an insight into distribution into, out of and within China from the perspective of a China-based company. Key points that will be addressed are:*

- What are the main cultural barriers?
- To what extent do the government and the Chinese FDA get involved and how can you best prepare for and manage this level of involvement?
- Experience with customs brokers: What are the main reasons for stoppages and how have these impacted on the cool-chain process?
- The impact of the Olympics on the import and export of goods into China: Will things improve following Beijing 2008?

**Sumeet Harish**, Senior Manager, Logistics & Process Management, [BioDuro](#), China (tbc)

11.30 Refreshment break

### 12.00 Practices and problems of pharmaceutical distribution in India

- India and its pharmaceutical industry
- Distribution channels from factory to retail
- Export and import - status at air and sea ports
- Increasing awareness and changing trends

**Saranjit Singh**, Professor and Head, Department of Pharmaceutical Analysis, [National Institute of Pharmaceutical Education and Research \(NIPER\)](#), India

### 12.40 Discussion session: Experience of working in different global markets.

- Do developing regions always present greater challenges than more developed countries?
  - What are the relative merits of using specialised local couriers over global corporations?
  - How difficult is it to set up operations in a new region?
- Panellists comprising of a selection of the day's speakers*

13.00 Networking lunch

## Case studies: Technical Advances and best technical practice

### 14.30 Managing temperature controlled and ambient temperature shipments

- Discussion of Baxter's strategic Roadmap
- Case examples of how the roadmap is realised
- Innovative ideas on RFID templates and how they have been developed thus far

**Pier Pollini**, Supply Chain Executive Director, [Baxter](#), Switzerland

### 15.10 Spotlight session

*A spotlight session will be hosted by a leading company within the animal models field. These sessions offer you the opportunity to hear and learn about the new technologies, products and services on the market most relevant to your research. For more information about hosting a spotlight session please contact Linda Cole, Tel: +44 (0)20 7017 6631; email: [linda.cole@informa.com](mailto:linda.cole@informa.com). For updates visit [www.informa-ls.com/temp](http://www.informa-ls.com/temp)*

15.40 Afternoon tea

### 16.00 Getting more out of your stability data to assess temperature excursions

- What is already available in the stability data?
- Using these data to assess temperature excursions?
- How to add more value to stability data?
- Practical example of how these studies can be used to decide on temperature excursions.

**Claude Amman**, Site manager & Director QA/QC, [TopoTarget Switzerland SA](#), Switzerland

### 16.40 Practical considerations in becoming more environmentally friendly: Implementation of recyclable boxes

- Examination of the origin of pressure on the use of recyclable boxes
  - Cost-benefit analyses of implementing recyclable storage solutions
  - When are recyclable boxes not an option?
  - Cleaning and sterilisation considerations
  - Experienced evaluation of the different recyclable options available
- Speaker to be confirmed, for further details visit the conference website [www.informa-ls.com/temp](http://www.informa-ls.com/temp)*

17.20 Closing remarks from the Chair

17.30 End of main conference

Due to unforeseen circumstances, the programme may change and Informa reserves the right to alter the venue and/or speakers © Copyright Informa BV, 2008

To Register Please Tel: +44 (0) 20 7017 7481  
Email: [registrations@informa-ls.com](mailto:registrations@informa-ls.com)

Fax: +44 (0) 20 7017 7823  
Web: [www.informa-ls.com/temp](http://www.informa-ls.com/temp)

Please quote CQ2201

## Pre-Conference Masterclass (W):

Tuesday 23 September 2008

### Risk management and assessment: An A to Z guide on how to devise and modify internal best practice guidelines

Registration will be at 09.30 for a 10.00 start. The workshop will be finished by 16.00. Lunch and refreshments provided.

With a vast array of regulatory guidelines to interpret and follow and numerous points in the supply chain where adverse events can occur, creation of standards and a supply chain management procedure becomes complicated. In order to minimise risk, it is essential to set in place robust practices and review them at regular occasions. This masterclass has been assembled for key individuals involved in risk management, planning and pharmaceutical distribution to examine how to implement best practice and follow key regulatory guidelines to ensure a strong temperature controlled supply chain. Key issues which will be addressed include:

- Identification of each stage in the process which must be examined

- Highlighting the areas of greatest difficulty
- Starting points and strategies to explore regulations and guidelines governing temperature controlled distribution in the face of no harmonised document available
- Variations between large and small organisations and short and long distance transport
- Strategies for validation and qualification of process
- Communication with in-house personnel and ensuring training practices are followed
- Case studies on risk management processes put in place

**Manuel Zahn, Managing Director, 3R Pharma Consulting.** Germany

## Working Dinner (X):

Evening of Wednesday 24 September 2008

### Developing and managing strategic alliances within the cold-chain industry to minimise risk to goods and optimise process efficiency

Registration at 18.30 for an 18.45 start. The session will be finished no later than 21.45. Dinner, wine and refreshments are included.

It is essential that manufacturers of goods be aware of the full range of options that are available for transport and distribution worldwide. The relationship between manufacturer and solution provider needs to be one of trust and open discussion rather than a traditional buyer-vendor relationship. The different groups must work closely together to manage and develop their relationship so that key manufacturers can see the options to improve their existing temperature controlled supply chain and service providers can assess what their growing needs are.

This session will provide the opportunity to hear how your peers have evaluated and developed partnerships whilst also providing a relaxed forum with which to meet those at the other end of the supply chain.

Key topics and best practices that will be discussed within the session include:

- Clearly defining roles and responsibilities

- Establishing and contact with qualified and technical personnel within the solution provider
- The value and viability of long-term partnerships
- Optimal methods to stay abreast of the latest technical advances offered by solution providers
- The roles of specialised packaging and courier companies: Reduced risk versus increased cost.

As part of this informative and highly interactive session dinner, wine and refreshments will be served. This session is a must for anyone involved in evaluating, creating and maintaining new partnerships. You will learn how relationships have been best managed in the past, hear the true appraisals of failing relationships from your peers and form strong business contacts all in an entertaining evening's work.

## 2007 Congress Note

*"Well run, very informative, timely of immediate value"*

Director of Operations, Labopharm Europe

*"Very useful seminar"*

Technical Expert in Thermal Validation, UCB

*"Very good overview of different aspects of cold chain management"*

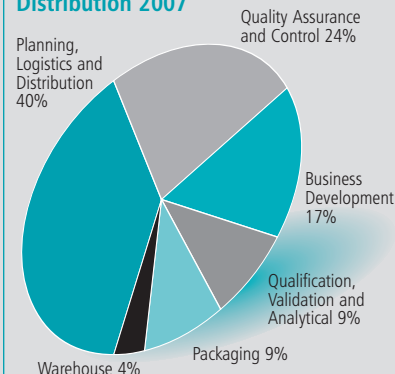
Global Quality Assurance, GSK Biologicals

#### Attendees at the 2007 congress included

- Actelion Pharmaceuticals Ltd
- Almac Group Ltd
- Amgen Europe BV
- Apoxis
- Aptuit Ltd
- AstraZeneca
- Biogen Idec Denmark Manufacturing ApS
- Blood Transfusion Centre Of Slovenia
- Boehringer Ingelheim Canada Ltd
- Boehringer Ingelheim GmbH & Co. KG
- Cambridge Antibody Technology
- Cryo-Express
- Cvitkovic & Associates Consultants C & AC
- Cytel Inc
- Deutsche Post World Net
- Envirotainer AG
- Exelsius
- F Hoffmann La Roche
- Faubel & Co Nachfolger GmbH
- Galderma R & D
- GE Healthcare
- GlaxoSmithKline
- Health Canada
- Hovione FarmaCiencia SA
- IATA
- INEOS Healthcare Ltd
- Johnson & Johnson Pharmaceutical R&D
- LEO Pharma AS
- Merck KGaA
- MHRA
- Mundipharma Research
- Nottingham Clinical Research Ltd
- Novo Nordisk AS
- N-SIDE
- NV Organon
- Orion Corporation Orion Pharma

- Parexel International
- Penn Pharmaceutical Services Ltd
- Pfizer
- Polpharma SA
- Ranbaxy Pharmacie Generiques
- Sanofi Aventis
- Sanofi Aventis Deutschland GmbH
- Sanofi Pasteur
- Schering Plough
- Schwarz BioSciences GmbH
- Shire Pharmaceuticals Ltd
- TEVA Pharmaceutical Industries Ltd
- UCB Celltech
- United States Pharmacopeia
- World Health Organisation
- Wyeth
- Wyeth Europa Ltd
- Zuellig Pharma Pte Ltd

#### Profile of Attendees at Temperature Controlled Pharmaceutical Distribution 2007



# 3rd Annual Temperature Controlled Pharmaceutical Distribution 2008

Wednesday 24 – Thursday 25 September 2008, Hotel Okura, Amsterdam, The Netherlands

## [www.informa-ls.com/temp](http://www.informa-ls.com/temp)

Now in its third year, Informa Life Sciences' **Temperature Controlled Pharmaceutical Distribution** congress has become the place to meet with peers, service providers, regulatory bodies, legal counsel and interest groups to review the latest developments and thinking in the cold-chain industry.

By attending the 2008 meeting you will:

- Gain an update, clarification and reasoned interpretation of the plethora of regulatory guidelines that govern the cold-chain process to assist you in your planning worldwide
- Benefit from peer reviewed assessment and evaluation of the newest cold-chain technologies and services to hit the market to enable informed decision making
- Meet all the key couriers and technology players in the market all under one roof to contrast and compare what they can offer you and your company
- Examine best practices as they have been developed and strengthened in major pharmaceutical and more innovative niche companies

This year will offer you an exciting and rare insight into procedures in some of the most challenging regions for distribution and transport including **India, China** and **South America**.

When an excursion does occur, discover how best to maximise the information recorded to determine the origin of the problem, the effect on products and how best to come up with a strategy to overcome the issue and ensure that it never occurs again.

Don't miss the opportunity to take part in the morning site tour around Amsterdam Schipol Airport. This breakfast session will give you the opportunity to view each of the steps that occur at one of the world's busiest airports, examine how each key player is involved and examine where you should make improvements in your process to avoid and overcome problems you commonly face.

With all this on top of in-depth industry case studies, interactive discussion sessions, a large exhibition hall and facilitated networking, the 2008 Temperature Controlled Pharmaceutical Distribution congress looks set to be one of the busiest and most exciting cold-chain events this year.

Sponsors:



ORACLE®



### Any questions?

If you have any questions regarding the agenda or content of the programme, please contact: **Laura Dinnewell**,  
Tel: +44 (0)20 7017 7356 e-mail: [laura.dinnewell@informa.com](mailto:laura.dinnewell@informa.com)

For information regarding press, PR and marketing please contact:  
**Shona Kelly**, Tel: +44 (0)20 7017 6782 e-mail: [shona.kelly@informa.com](mailto:shona.kelly@informa.com)

For group bookings excellent discounts are available. Please contact:  
**Simon Lau**, Head of Delegate Sales Tel: +44 (0)20 7017 7165  
e-mail: [simon.lau@informa.com](mailto:simon.lau@informa.com) for further details

### Promotional opportunities:

*"As lead sponsors of Informa Life Science's Temperature Controlled event in October 2007, we got great results that led us to new contacts and customers. It was a really positive experience"*  
DHL Worldwide Express Logistics

By joining us in sponsoring or exhibiting at this event, you will have the exclusive opportunity to generate new business leads, launch new products, raise brand awareness and build relationships with new and existing customers. We can offer your company the right promotional opportunity to reach this targeted industry audience. Through co-location with Informa's Clinical Trial Supplies congress you will reach two highly focussed audiences at one event. To learn more about our full range of sponsorship and exhibition opportunities, please contact:  
Linda Cole, Tel: +44 (0)20 7017 6631, Email: [linda.cole@informa.com](mailto:linda.cole@informa.com)

### Two audiences, one event!

The 3rd Annual Temperature Controlled Pharmaceutical Distribution conference will be co-located with Informa Life Sciences' Clinical Trial Supplies and Packaging summit

[www.informa-ls.com/cts](http://www.informa-ls.com/cts)

Attend Temperature Controlled Pharmaceutical Distribution and your colleague automatically qualifies for a 25% discount on a delegate place at Clinical Trial Supplies and Packaging.  
Call Simon Lau on +44 (0)20 7017 7165 for full details

### High-Speed Networking

Wednesday 24 September 2008, during the afternoon coffee break  
With HIGH-SPEED NETWORKING you can make more new business contacts in one session than most people make in 6 months!  
Network with other professionals, one-on-one, for a few minutes at time. Leave with a pocket full of business cards and numerous new business connections.  
For further details, listen to the announcements during the event

Exhibitors:








MARKEN



To Register Please Tel: +44 (0) 20 7017 7481  
Email: [registrations@informa-ls.com](mailto:registrations@informa-ls.com)

Fax: +44 (0) 20 7017 7823  
Web: [www.informa-ls.com/temp](http://www.informa-ls.com/temp)  
Please quote CQ2201

## 5 Easy ways to Register

-  +44 (0)20 7017 7481
  -  +44 (0)20 7017 7823
  -  [registrations@informa-ls.com](mailto:registrations@informa-ls.com)
  -  [www.informa-ls.com/temp](http://www.informa-ls.com/temp)
-  The Bookings Department  
Informa UK Ltd  
PO Box 406  
Byfleet  
KT14 6WL

**Group Bookings:** To take advantage of group bookings please contact Simon Lau on +44 (0) 207 017 7165 or email [simon.lau@informa.com](mailto:simon.lau@informa.com)

**Are we mailing you correctly?** To update your contact details on our database please email [integrity@informa.com](mailto:integrity@informa.com)  
**Tel: +44 (0) 207 017 7077 or Fax +44 (0) 207 017 7828**

Your VIP number is on the address label. If there is no label, please quote

### STEP 1 - SELECT ITEMS (for more than one delegate please photocopy this form)

<input type="checkbox"/> Main Conference CQ2201C: Wednesday 24 – Thursday 25 September 2008	Main 2-day conference
<input type="checkbox"/> Pre-Conference Masterclass CQ2201W: Tuesday 23 September 2008	Risk management and assessment: An A to Z guide on how to devise and modify internal best practice guidelines
<input type="checkbox"/> Working Dinner CQ2201X: Wednesday 24 September 2008	Developing and managing strategic alliances within the cold-chain industry
<input type="checkbox"/> Site Visit CQ2201Y: Thursday 25 September 2008	Air France- KLM Cargo Site Visit

### STEP 2 - SELECT PACKAGE

Event selection	Code	Book before 27 June 2008	Save	Book between 27 June & 22 August 2008	Save	Book after Friday 22 August 2008
<input type="checkbox"/> FULL PASS (incl 2-day conference, pre-conf workshop & working dinner)	CQ2201C/W/X	<input type="checkbox"/> £1,997 + VAT @ 19% = £2376.43	£500	<input type="checkbox"/> £2,247 + VAT @ 19% = £2673.93	£250	<input type="checkbox"/> £2,497 + VAT @ 19% = £2971.43
<input type="checkbox"/> 3 DAY PASS (inc 2-day conference & pre-conference workshop W)	CQ2201C/W	<input type="checkbox"/> £1,698 + VAT @ 19% = £2020.62	£400	<input type="checkbox"/> £1,898 + VAT @ 19% = £2258.62	£200	<input type="checkbox"/> £2,098 + VAT @ 19% = £2496.62
<input type="checkbox"/> 2 DAY PASS (inc 2-day conference & working dinner X)	CQ2201C/X	<input type="checkbox"/> £1,398 + VAT @ 19% = £1663.62	£300	<input type="checkbox"/> £1,548 + VAT @ 19% = £1842.12	£150	<input type="checkbox"/> £1,698 + VAT @ 19% = £2020.62
<input type="checkbox"/> 2-DAY PASS	CQ2201C	<input type="checkbox"/> £1,099 + VAT @ 19% = £1307.81	£200	<input type="checkbox"/> £1,199 + VAT @ 19% = £1426.81	£100	<input type="checkbox"/> £1,299 + VAT @ 19% = £1545.81

I would like to register for the site visit (Y): Air France- KLM Cargo Site Visit £99 + VAT @ 19% = £117.81

### DELEGATE DETAILS – Please photocopy form for multiple bookings!

(Mr/Mrs/Ms/Miss/Dr) Family Name

Forename

E-mail

Tel  Fax

Job  Title

Any special requirements? .....

To assist us with future correspondence, please supply the following details:

Head of Department:

E-mail

Tel  Fax

Booking Contact:

E-mail

Tel  Fax

Name of Company

Department

Address

City

Postcode  Country

Tel  Fax

Nature of Company Business

No. of employees on your site: 1) 0-49  2) 50-249  3) 250-499  4) 500-999  5) 1000+




#### Terms and Conditions

**FEE:** This includes all technical sessions, lunch and documentation.  
**CANCELLATIONS:** Cancellations received in writing before and on 8 September 2008 will be subject to a service charge of £99. The full conference fees remain payable after 8 September 2008. Substitutions are welcome at any time. It may be necessary for reasons beyond the control of the organiser to alter the content and timing of the programme or the identity of the speakers. In the unfortunate event that an event is cancelled Informa are not liable for any costs incurred by delegates in connection with their attendance. This contract is subject to English Law.  
**ARE YOU REGISTERED?:** You will always receive an acknowledgement of your booking. If you do not receive anything, please call us on +44 (0) 207 017 7481 to make sure we have received your booking.  
**ANY SPECIAL REQUIREMENTS:** Please inform us if you have any special requirements by calling Customer Services. +44 (0) 20 7017 7481

**DATA PROTECTION:** The personal information shown on this form, and/or provided by you, will be held on a database and may be shared with other companies in the Informa Group in the UK and internationally. If you do not wish your details to be available to other companies in the Informa Group please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: [integrity@informa.com](mailto:integrity@informa.com). Occasionally your details may be obtained from, or made available to, external companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box .  
**INCORRECT MAILING:** If you are receiving multiple mailings or you would like us to change any details or remove your name from our database, please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: [integrity@informa.com](mailto:integrity@informa.com) - quoting the reference number printed on the mailing label.

### PAYMENT INFORMATION

Please invoice

Credit Card. Please debit my:      

Card No:

CVV No:    (this is the 3 digit code on the back of your credit card)

Expiry Date: .....

Signature: .....

Credit card billing address: .....

Contact Number for Card Holder: .....

Please note that cards will be debited within 7 days of your registration on to the conference

Yes I agree to the terms and conditions as stated on this form.

Delegates who do not pay with their booking are requested to provide a copy of bank transfer/credit card/cheque details to help payment allocation. Staff at the event will request a credit card guarantee for delegates without proof of payment.

**Venue Details:**  
 Hotel Okura Amsterdam,  
Ferdinand Bolstraat 333  
1072 LH, Amsterdam, The Netherlands  
Tel: + 31 (0)20 678 71 11 Fax: +31 (0)20 671 23 44  
e-mail: [sales@okura.nl](mailto:sales@okura.nl) Web: [www.okura.nl](http://www.okura.nl)

**Reduced Rate Hotel Accommodation:**  
The cost of accommodation is not included in the conference fee. Reduced rate accommodation can be arranged for you as a free service to Informa delegates by contacting ZIBRANT on tel: +44 (0)1332 285 590; email at [informa@zibrant.co.uk](mailto:informa@zibrant.co.uk) or web: [www.zibrant.co.uk/informa](http://www.zibrant.co.uk/informa)

**Conference Documentation: Cannot Attend?**  
For those busy executives who cannot take full advantage of this event, the papers give you a useful record of the presentations made at the event. The set of speakers papers and/or slides from the conference is available after the event for £299. Contact Customer Services on tel: +44 (0) 20 7017 7481, fax: +44 (0) 20 7017 7823 or e-mail: [registrations@informa-ls.com](mailto:registrations@informa-ls.com)