Pharma IQ are proud to present the 6th annual:

ENSURE COMPLIANCE
INCREASE EFFICIENCY
IMPROVE PATIENT SAFETY

Pharmaceutical Packaging and Labelling Summit

Where the packaging industry shapes its future!

Conference:
21st -22nd June 2016
Workshop Day:
20th June 2016
Crowne Plaza Geneva, Switzerland

A quick taste of what to expect in 2016!

Hear the latest case studies and join our interactive discussion sessions that will help you you to:

- **Reduce labelling errors and improve patient compliance** with insider tips from **Roche**
- **Successfully implement track and trace systems** across international borders with experience from **Arena Pharmaceuticals**
- **Decipher the complex regulatory landscape** and improve your tamper-evidence with insight from the Packaging Standards Committee at the **German Standards Institute**
- **Optimise time and cost efficiency** by building and maintaining excellent vendor relationships with expert advice from **Novo Nordisk**
- **Implement FMD changes** into your packaging and labelling strategy as efficiently as possible - discuss your strategy with the **European Generic Medicines Association**

Why you can't afford to miss this event:

- Engage with **100+ industry** leaders from across the **top 20 pharma** companies and **leading SMEs**
- **3 expert workshops** giving you hands on experience with **Serialisation, Ant-Counterfeiting and Package Design**
- The only event to provide you with critical case studies in all 4 areas of your role - **packaging, labelling, artwork and tamper-evidence**

20+ Expert Speaker Panel Includes:

Matthias Korbl, Head Supply Chain Management, **Arena Pharmaceuticals**

Ruxandra Rogosca, Global Pharmacovigilance, Manager, **Omega Pharma**

Lisana Reginini Sirtori, Health Regulation Expert, Office of Packaging and Labelling of Drugs and Biological Products, **Brazilian Health and Surveillance Agency (ANVISA)**

Rajesh Lakshmanamoorthy, Manager, Operational Graphic Design, **Novo Nordisk**

Nadine Zimmermann, Artworks Specialist, **Medinova**

Tatjana Pathare, Senior Artworks and Regulations Specialist within the Serialization Project, **F. Hoffmann La Roche**

Bawan Ahmed, Senior Pharmaceutical Assessor, **Kurdistan Medical Control Agency**

Antoine Tracq, Promgram Manager, **Galderma**

... plus many more

www.pharmapackaginglabelling.com

Dear Colleague,

Last year 100+ pharma industry professionals gathered together in Switzerland for what was described as a 'transformative 3 days' with majortiy of the top 20 pharmas and SMEs in attendance. We listened to your feedback, and this year's agenda once again covers all the leading solutions to challenges from industry, by industry.

Did you know that:

- Lack of patient adherence costs pharma manufacturers over $30 billion every year in lost revenue?
- Between 35 to 40 percent of all pharmaceutical product recalls are attributed to packaging/labeling errors and omissions?
- The global pharmaceutical packaging industry is predicted to reach $78 billion by 2017?
- Pharmaceutical packaging can represent up to 70% of the cost of the finished product?

With the alarming facts above and the demands of the FMD looming, many pharma companies are taking this opportunity to revamp and redo their packaging lines for greater efficiency and compliance.

This June, join key industry leaders, regulatory experts and leading associations at Pharma IQ's 6th Annual European Pharmaceutical Packaging and Labelling Summit. Taking place in the pharmaceutical hub of Geneva, Switzerland, this meeting is key to keeping you at the cutting edge of developments within this complex regulatory space.

Key topics we will be discussing include:

- **Packaging:** streamlining packaging processes to increase efficiency and embed flexibility
- **Labelling:** implementing regulatory text requirements and ensuring effective information communication
- **Artwork:** maximising space, reducing errors and optimising design to improve patient safety and compliance
- **Tamper-Evidence**: enhancing anti-counterfeiting strategies and ensuring usability through best selection of tamper-evident features

I look forward to meeting you in Geneva.

Kind regards

Katherine Gordon
Conference Director

Meet Your Pack & Label 2016 Speaker Panel:

- **Thomas Østerby**, Project Manager, **Novo Nordisk**
- **Ashley Wiltshire**, Co-Founder, **Invent Play Learn**
- **Ruxandra Rogosca**, Global Pharmacovigilance, Manager, **Omega Pharma**
- **Suzanne Ivory**, Global Head of Quality, **Perigord Premedia**
- **Vasiliki Ntafi**, Quality Manager for Artworks, **Roche**
- **Stephen Wilkins**, Chairman, **Child-Safe Packaging Group**
- **Andrew Love**, Pharmaceutical Advisory Services, **Be4ward Ltd**
- **Michael Urso**, Product Manager, Pharma & Packaging Solutions, **Atlantic Zeiser**
- **Christoph Staub**, General Manager Track & Trace, **Laetus**
- **Paul Smallman**, Associate Director of Technical Services, **PCI Pharma Services**
- **Karel van der Waarde**, **Pharmaceuticals Consultant and Graphic Design Researcher**
- **Christian Hay**, Senior Healthcare Expert, **GS1**
- **Matthias Korbl**, Head Supply Chain Management, **Arena Pharmaceuticals**
- **Rajesh Lakshmanamoorthy**, Manager, Operational Graphic Design, **Novo Nordisk**
- **Huda Awidi**, Regulatory & Labeling Manager for Middle East and Africa, **Mundipharma**
- **Tatjana Pathare**, Senior Artworks and Regulations Specialist within the Serialization Project, **F. Hoffmann La Roche**
- **Nadine Zimmermann**, Artworks Specialist, **Medinova**
- **Dieter Moessner**, Chairman, **German Standards Institute DIN / the European Committee for Standardisation CEN**
- **Maarten Van Baelen**, Market Access Director, **European Generic Medicines Association**
- **Ralf Slomka**, Territory Manager Brand Innovation Solutions, **ESKO**
- **Antoine Tracq**, Promgram Manager, **Galderma**
- **Chika Jasmin Umenyiora**, Global Quality Manager, **Roche**
- **Bawan Ahmed**, Senior Pharmaceutical Assessor, **Kurdistan Medical Control Agency**

PRE-CONFERENCE WORKSHOP DAY: MONDAY JUNE 20TH 2016

Our pre-conference workshop day provides a unique working environment where specific specialised groups meet and discuss the hottest topics in a relaxed informal environment.

To make the most of Pharma IQ's Packaging and Labelling Summit 2016, get involved with the workshops and take away key learnings that are only developed in this small exclusive environment.

08:30 **Registration for Workshop Day**

09:00 **WORKSHOP ONE – Preparing for the Falsified Medicines Directive: Your Time Starts...Now!**

The 2018 deadline is fast approaching! Action is needed now. Industry needs to understand the changes, and start making plans as soon as possible to meet deadlines, get standards in place and find the right people with experience and knowledge. Are you still struggling to with complex regulatory requirements?

Attend this session to:

- Avoid a last-minute scramble to prepare by putting the groundwork in now!
- Gain clarity over the upcoming regulatory changes and have the opportunity to ask all your most pressing questions
- Develop strategies for localised compliance for pharmerging regions

Andrew Love, Pharmaceutical Advisory Services, **Be4ward Ltd**

12:00 **WORKSHOP TWO – Hands Off My Package! Anti-Counterfeiting and Tamper Evidence Techniques**

The European Standard EN 16679 specifies requirements and provides guidance for the application, use and check of tamper verification features to the packaging of medicinal products. While these stringent regulations might seem like a drag, a regulation like the FMD can only bring benefits to the industry. Counterfeit pharmaceuticals cost the pharma industry and estimated £36.9bn per year, according to research by the World Health Organisation, as well as risking the lives of patients. Of course, achieving airtight compliance is no easy feat, challenges will come and that's why industry needs to prepare and be ready. The lack of time, knowledge and specialist skills can be the biggest barrier towards compliance. This workshop has been designed to provide you with the specialist knowledge and skills needed to help you get there!

Attend this session to:

- Decipher exactly which anti-counterfeiting and tamper evident features the EU-falsified medicines directive requires
- Learn about tried and tested techniques for perfecting anti-counterfeiting and tamper evident features in your packaging
- Get ahead of the steep learning curve by gaining an in-depth understanding of the latest strategies to identify and overcome counterfeited drugs and their effects on the market

15:00 **WORKSHOP THREE – Designing Packaging for Improved Patient Compliance**

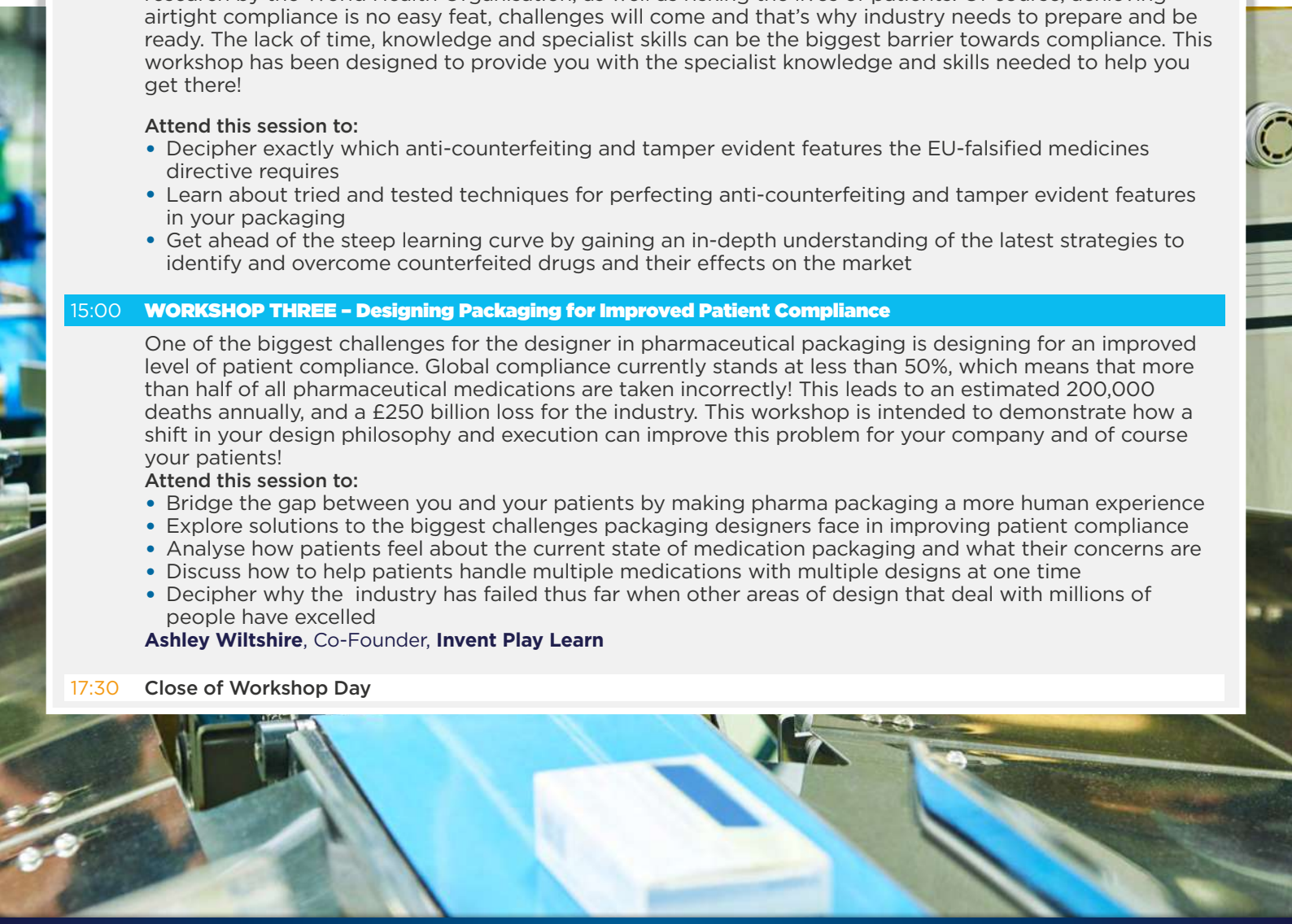
One of the biggest challenges for the designer in pharmaceutical packaging is designing for an improved level of patient compliance. Global compliance currently stands at less than 50%, which means that more than half of all pharmaceutical medications are taken incorrectly! This leads to an estimated 200,000 deaths annually, and a £250 billion loss for the industry. This workshop is intended to demonstrate how a shift in your design philosophy and execution can improve this problem for your company and of course your patients!

Attend this session to:

- Bridge the gap between you and your patients by making pharma packaging a more human experience
- Explore solutions to the biggest challenges packaging designers face in improving patient compliance
- Analyse how patients feel about the current state of medication packaging and what their concerns are
- Discuss how to help patients handle multiple medications with multiple designs at one time
- Decipher why the industry has failed thus far when other areas of design that deal with millions of people have excelled

Ashley Wiltshire, Co-Founder, **Invent Play Learn**

17:30 **Close of Workshop Day**



CONFERENCE DAY ONE:
TUESDAY 21ST JUNE 2016

08:30 **Registration and Welcome Coffee and Tea**

08:55 **Welcome from IQPC**

09:00 **Chairman's Welcome**

09:10 **Keynote Address: The Brazilian Heath Surveillance Agency (ANVISA) Present An Overview Of Their Serialisation Retirements**

- Hear right from the source exactly what ANVISA require for serialisation strategies
- Benchmark your serialisation strategy again the toughest regulator in the world
- Ask you most pressing regulation questions

Lisana Reginini Sirtori, Health Regulation Expert, Office of Packaging and Labelling of Drugs and Biological Products, **Brazilian Health and Surveillance Agency (ANVISA)**

	Best Practice Approaches to your Artwork and Labelling Workflow	Implementing a Global Serialisation Strategy
09:50	**Artwork Asset Management and Workflow Technologies** • Discover how asset management and workflow technologies improve effectiveness • Ensure efficient and secure control of your artwork • Look to the future of change controls with online artwork editing **Nadine Zimmermann**, Artworks Specialist, **Medinova**	**From Switzerland to South Korea: Track & Trace Implementation in a Mid-Size Pharma Company** • Implement track and trace system and process for South Korea in a mid-size pharmaceutical company • Integrate serialisation solutions directly with an ERP (no Manufacturing Execution System) • Learn about the challenges in interfacing packaging lines from two vendors • Get ready for the collaboration with partners for track & trace in Brazil, USA and Europe **Matthias Korbl**, Head Supply Chain Management, **Arena Pharmaceuticals**
10:30	**Packaging and Labelling Management: How to avoid errors, recalls and minimise risk** • Learn how to reduce recalls and packaging/labelling errors • Integrating web-based packaging and labelling change management solutions • Digital packaging quality tools designed to stop errors in packaging and labelling • Examples, features and Benefits of a packaging and labelling management solution **Ralf Slomka**, Territory Manager Brand Innovation Solutions, **ESKO**	**Serialisation Software: Best Solutions for Handling theSerialisation Process Within the Packaging Line** • Capitalise on data collection technologies to store and forwarded your data on an enterprise level to various data hubs • Meet requirements that demand products are unique, clearly and unmistakably identifiable **Michael Urso**, Product Manager, Pharma & Packaging Solutions, **Atlantic Zeiser**

11:10 **Networking Coffee Break**

11:40	**Streamlining Packaging Processes to Increase Patient Compliance and Enhance Flexibility Reducing Recall Risks with Effective Artwork Management** • Right-first-time artwork IS achievable, with these tips! • Enter new markets quicker and easier with faster product release • Capitalise on commercial success faster by avoiding recalls **Andrew Love**, Vice President, **Be4ward**	**CASE STUDY: Improving Connectivity and Standardisation with a Compatible Serialisation Process** • Gain insight into integrating systems • Develop a global strategy that addresses different • language and regulatory hurdles • Improve cost efficiency through standardization across multiple sites **Paul Smallman**, Associate Director of Technical Services, **PCI Pharma Services**
12:20	**Child Safety with Openability for Elderly People – An Impossible dream? Not When You Get it Right!** • The latest standards for child resistant packaging • There are 540 million people aged 65 and over in the world. How will we ensure those customers can deal with our packaging? • Accept child resistant and elderly openable packs and you open the door to additional benefits. Benefits like anti- counterfeiting and patient compliance • Child resistant packaging - an opportunity, not a threat! **Stephen Wilkins**, Chairman, **Child-Safe Packaging Group**	**Panel Discussion: FMD Ready - Are You Prepared For The New Serialisation Retirements?** Facilitated by: **Systech One** 

CONFERENCE DAY ONE:
TUESDAY 21ST JUNE 2016

13:00 **The Need for Quality Management and Process Control in a Pharma Artwork Studio**
- Reviewing the benefits of a QMS in a GMP artwork studio
- Implementing a GMP compliant artwork process
- Assessing Global Quality Standards to ensure compliance
- Identifying how Asset Management and Workflow Technologies improve effectiveness
- Controlling the artwork process to ensure efficiency and transparency
- Understanding The Customer/Vendor relationship to improve collaboration

Suzanne Ivory, Global Head of Quality, **Perigord Premedia**

13:15 **Networking Lunch**

14:15 **Opening Keynote Address: Ensuring Compliance - Top Regulatory Highlights to Focus on Right Now**
European Standards for Pharmaceutical Packaging Tamper Verification Features
- Get an update on EU Standard EN 16679:2015 to ensure you are regulation compliant
- Decipher which particular safety features the EU falsified medicines directive requires
- Accelerate your global regulation compliance by understanding the requirements
- Take home recommendation for improving your tamper verification features

Dieter Mößner, Chairman of the, **Packaging Standards Committee NAVp at the German Standards Institute DIN**

15:05 **GS1 Discuss the FMD**
Christian Hay, Senior Healthcare Expert, **GS1**

15:45 **Networking Coffee Break**

16:15 **PANEL DISCUSSION: Regulation Readiness**
- Three industry leaders answer your questions on regulatory compliance, and share their own tips too!

Panelists:

Maarten Van Baelen, Market Access Director, **European Generic Medicines Association**

Dieter Moessner, Chairman, **German Standards Institute DIN / the European Committee for Standardisation CEN**

Tatjana Pathare, Senior Artworks and Regulations Specialist within the Serialization Project, **F. Hoffmann La Roche**

16:55 **Chairman's Closing Summary**

17:00 **Networking Drinks Reception and Games Evening**
Relax and unwind at our famous Games Evening which gives you the opportunity to network with your peers over a few drinks while up try your hand at a range of games with some exciting prizes up for grabs!

CONFERENCE DAY TWO:
WEDNESDAY 22ND JUNE 2016

08:30 **Registration and Networking Coffee**

09:00 **Chairman's Recap on Day One**

	Best Practice Approaches to your Artwork and Labelling Workflow	Implementing a Global Serialisation Strategy
09:10	**Implemening EU Variations On Time** **Chika Jasmin Umenyiora**, Global Quality Manager, **Roche** **Vasiliki Ntafi**, Quality Manager for Artworks, **Roche**	**Serialization roadmap : from China 2016 to US 2023** • Cost effective and sustainable strategy by steps approach • Why do you need to take aggregation in the whole design from the beginning • Think about how you want to communicate with business partners • Tips to make serialization becoming more simple! **Antoine Tracq**, Program Manager, **Galderma MTO**
09:50	**Impact of the Implementation of the FMD for Packaging and Labelling** • Hear from the EGA on new FMD Directive and Regulation on safety features • Devise best practice strategies to make implementing FMD changes into you packaging and labelling strategy as efficient as possible • Discuss what other companies are doing to meet regulations **Maarten Van Baelen**, Market Access Director, **European Generic Medicines Association**	**Implementing A Sustainable Serialisation Strategy** • Decipher the secrets of building a cost effective and sustainable serialisation strategy • Reap the commercial benefits of a good serialization strategy • Develop strategies to overcome technical challenges of serialisation **Christoph Staub**, General Manager Track & Trace, **Laetus**

10:30 **Networking Coffee Break**

11:00	**A Patient-Centric Approach to Packaging: Involving Patients In a Longer Dialogue** • Realise the importance of involving patients in the development of packaging and labelling • Learn how to relate information about medicines to the available understanding • Discuss how to design information to match expectations • Address the importance of formulating arguments to avoid regulatory pitfalls • Hear a case study on Diabetes II oral medicines for lower literacy patients **Karel van der Waarde**, Pharmaceuticals Consultant and Graphic Design Researcher	**VideoJet Presents – A Live Tweet Interview!** Attend this interactive session and witness a live serialisation strategy interview, and tweet your questions to be answered by an industry expert. **VideoJet Representative and Client TBC**

11:40 **Effective Patient Safety**
- Effective packaging and labeling while complying with European regulations for effective communication
- Effective communication for improved patient adherence to treatment
- Effective patient safety

Ruxandra Rogosca, Global Pharmacovigilance Manager, **Omega Pharma**

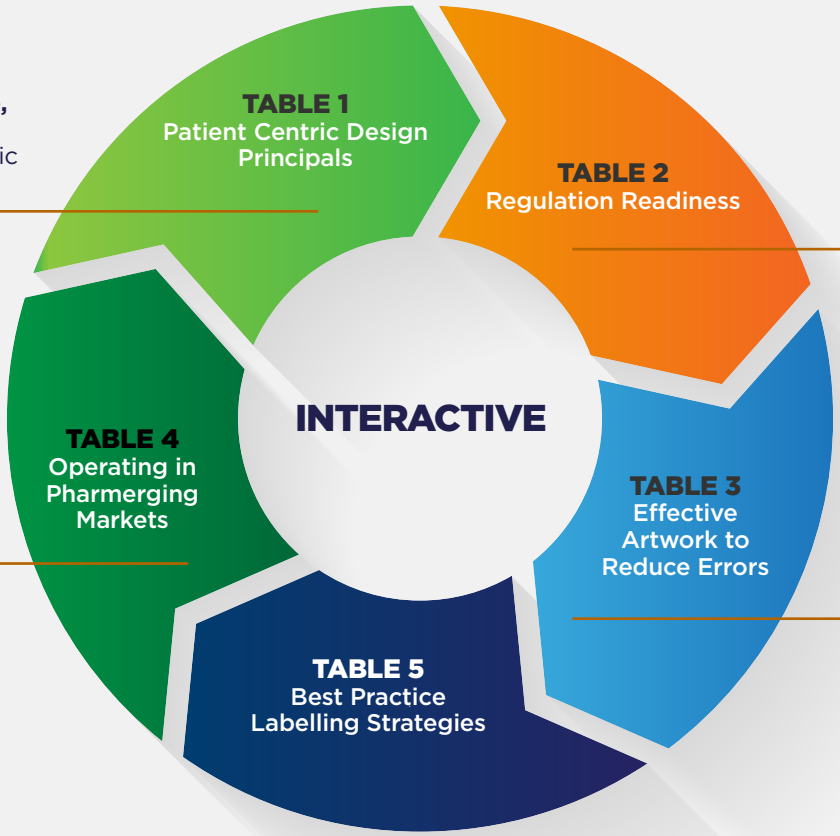
12:20 **Networking Lunch**

13:20 **Life on the Sharp Edge of Anti-Counterfeiting Operations**
- Hear a fascinating account of what goes on at the forefront of anti-counterfeiting operations in the Middle East
- Gain insight into how regulatory bodies are trying to keep up with increasing numbers of counterfeiters
- Learn what you can do to ensure your products are as secure as possible

Bawan Ahmed, Senior Pharmaceutical Assessor, **Kurdistan Medical Control Agency**

CONFERENCE DAY TWO:
WEDNESDAY 22ND JUNE 2016

14:00 **Interactive Round Table Discussions:**



Karel van der Waarde, Pharmaceuticals Consultant and Graphic Design Researcher

Christian Hay, Senior Healthcare Expert, **GS1**

Huda Awidi, Regulatory & Labeling Manager for Middle East and Africa, **Mundipharma**

Rajesh Lakshmanamoorthy, Manager, Operational Graphic Design, **Novo Nordisk**

14:40 **Artwork Compliance**
- Hear an expert take on ensuring artwork compliance
- Asses the font size and other country specific requirements
- Find answers to all your burning artwork compliance questions!

Rajesh Lakshmanamoorthy, Manager, Operational Graphic Design, **Novo Nordisk**

15:20 **Chairman's Closing Remarks**

15:30 **Chairman's Summary and Close of Conference**

"Expert panel with expert representation from across the Pharma market"

Eisai Manufacturing, Delegate, 2015

ABOUT SPONSORSHIP OPPORTUNITIES

Maximise Your Involvement: Sponsorship and Exhibition Opportunities

Pharmaceutical Packaging and Labelling is attended by senior officials and decision-makers from industry, bringing together buyers and suppliers in one location.

Focused and high-level, the event will be an excellent platform to initiate new business relationships. With tailored networking, sponsors can achieve the face-to-face contact that overcrowded trade shows cannot deliver.

Exhibiting and Sponsorship options are extensive, and packages can be tailor-made to suit your individual company's needs. Most packages include complimentary entry passes, targeted marketing to industry officials and executives, and bespoke networking opportunities.

Other features of sponsorship include:

- Prominent exhibition space in the main conference networking area
- Participation in comprehensive pre-event marketing campaigns
- Tailored marketing strategies to suit your organisation's size, capabilities and individual requirement

For more information and to discuss the right opportunity, contact us on +44 (0)207 368 9300 or sponsorship@iqpc.co.uk

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MEDIA PARTNERS

SECURING INDUSTRY, european pharmaceutical review, CureSync

WHO SHOULD ATTEND?

- Head of Packaging
- Packaging Development
- Head of Site Operations
- Technology Operations
- Head of Supply Chain
- Packaging Manager
- Packaging Design Specialists
- Packaging Technologist
- Project Manager Serialisation
- Head of Product Security
- Labelling DirectorRegulatory Affairs Labelling
- Head of Artwork
- QA Artwork
- Artwork Manager

ABOUT PHARMA IQ

Pharma iQ a division of IQPC

Website: www.pharmapackaginglabelling.com
Phone: +44 (0)207 036 1300

Delivering quality content and events to enhance your knowledge and strengthen your networks

Pharma IQ, a division of IQPC, provides a forum to address the critical issues facing the Pharmaceutical Industry today. Pharma IQ utilises workshop, conference and training course formats to facilitate a learning environment for pharmaceutical professionals working in all areas of drug development: from Discovery to Post-Marketing.

Become a member here: www.pharma-iq.com/join.cfm

You can access a variety of free resources such as whitepapers, articles, news, podcasts and presentations online at: pharmapackaginglabelling/MediaCenter.aspx

"Fantastic opportunity to network with industry peers"

GSK, Delegate, 2015

"Extremely valuable exchanges"

ARIAD Pharamceuticals, Delegate, 2015

"Excellent cooperation, honest discussions"

3M Europe, Delegate , 2015

Pharmaceutical Packaging and Labelling Summit

Conference:
21st -22nd June 2016
Workshop Day: 20th June 2016
Crowne Plaza Geneva, Switzerland

To speed registration, please provide the priority code located on the mailing label or in the box below.

My registration code PDFW

Please contact our database manager on +44(0) 207 368 9300 or database@iqpc.co.uk to inform us of any changes or to remove your details.

***Special offer* First 20 Pharma & Biotech Attendees to book on for the 3 days get *buy 1 get 1 free* tickets**

Package Options For Pharma and Biotech Attendees	3 Day Pass	2 Day Pass
☐ Register & Pay by 20th May*	€2,399 SAVE €100	€1,799 SAVE €100
☐ Standard Price	€2,499	€1,899

Package Includes		
Main Conference (21st - 22nd June 2016)	✔	✔
Access to conference presentations post-event via our B2B Shop at www.b2biq.com	✔	✔
Access to workshop day (20th June 2016)	✔	✗
Post Day One Networking Drinks Reception & Networking (21st June 2016)	✔	✗

Solution Providers & Consultants	Price
Conference Only - Register & Pay by 22nd April	€2,899
Conference Only - Standard Price	€3,099

A la Carté - Add to any packages or purchase separately	Price
Single workshop**	€299
Conference presentations on B2B Shop at www.b2biq.com	€699

*To qualify for discounts, payments must be received by the early bird registration deadline. Early booking discounts are not valid in conjunction with any other offer.

**Please select workshop A ☐ B ☐ C ☐

DELEGATE DETAILS

Please photocopy for each additional delegate

☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr ☐ Other

First Name

Family Name Job Title

Tel No.

Email

☐ Yes I would like to receive information about products and services via email

IQPC Point of contact

Organisation

Nature of business

Address

Postcode Country

Telephone

Fax

Approving Manager

Name of person completing form if different from delegate

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: ☐ Vegetarian ☐ Non-dairy ☐ Other (please specify)

Please indicate if you have already registered by: ☐ Phone ☐ Fax ☐ Email ☐ Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

PAYMENT METHOD

Total price for your Organisation: (Add total of all individuals attending): Card Number: VISA ☐ M/C ☐ AMEX ☐

Exp. Date: Sec:

Name On Card:

Billing Address (if different from above):

City/County/Postcode Cheque enclosed for: € (Made payable to IQPC Ltd.)

(Please quote 20085.005 with remittance advice)

Account No: 59090618 **IBAN Code:** GB98 MIDL 4005 1559 0906 18 **Sort Code:** 40 05 15 **Swift Code:** MIDLGB22
Account name: International Quality & Productivity Centre Ltd. **Bank:** HSBC Bank Plc 67 George Street, Richmond Surrey TW9 1HG, United Kingdom

CONFERENCE CODE: 20085.006

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EMAIL: ENQUIRE@IQPC.CO.UK
PHONE: +44 (0)20 7368 9300
FAX: +44 (0)20 7368 9301
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IQPC, 129 WILTON ROAD,
VICTORIA, LONDON, SW1V 1JZ

STAY CONNECTED

Start knowledge sharing and networking before the event

TEAM DISCOUNTS*

IQPC recognises the value of learning in teams. Groups of **3** or more booking at the same time from the same company receive a **10%** discount.
5 or more receive a **15%** discount.
7 receive a **20%** discount.
Only one discount available per person. Team discounts are not applicable in conjunction with another discount.

VENUE & ACCOMMODATION

Venue:
Crowne Plaza Geneva, Geneva, Switzerland

Accommodation:
Please visit www.pharmapackaginglabelling.com for further information

FREE ONLINE RESOURCES

To claim a variety of articles, podcasts and other free resources please visit www.pharmapackaginglabelling.com

TERMS AND CONDITIONS

Please read the information listed below as each booking is subject to IQPC Ltd standard terms and conditions. **Payment Terms:** Upon completion and return of the registration form, full payment is required no later than 5 business days from the date of invoice. Payment of invoices by means other than by credit card, or purchase order (UK Plc and UK government bodies only) will be subject to a €65 per delegate processing fee. Payment must be received prior to the conference date. We reserve the right to refuse admission to the conference if payment has not been received. **IQPC Cancellation, Postponement and Substitution Policy:** You may substitute delegates at any time by providing reasonable advance notice to IQPC. For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference. In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation. In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement. Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances. IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency. Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible. **Discounts:** All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered by IQPC (including team discounts) also require payment at the time of registration. Discount offers cannot be combined with any other offer. VAT Registration No. GB 799 2259 67

PAYMENT MUST BE RECEIVED PRIOR TO THE CONFERENCE