THE THIRD INTERNATIONAL

PHARMACEUTICAL REGULATORY AND COMPLIANCE CONGRESS AND BEST PRACTICES FORUM

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May 28–29, 2009

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Sue Egan, Vice President Compliance, AstraZeneca PLC, London, UK

Lori Queisser, Senior Vice President, Global Compliance and Business Practices, Schering-Plough Corporation, Kenilworth, NJ, USA

Roeland van Aelst, Executive Director International WW Office Health Care Compliance & Privacy (EMEA, Canada, Lat-Am, Asia-Pac), Johnson & Johnson, Brussels, Belgium

FEATURED FACULTY

Guitelle Baghdadi-Sabeti, MD, Technical Officer, Medicines, Policies and Standards Department, World Health Organization, Geneva, Switzerland

Alicia D. Greenidge (Invited), Director General. International Federation of Pharmaceutical Manufacturers & Associations (IFPMA), Geneva, Switzerland

Wolf-Dietrich Guhl, Esq., Chief Compliance Officer, Healthcare Sector, Siemens AG, Munich, Germany

Marie-Claire Pickaert, Deputy Director General, European Federation of Pharmaceutical Industries and Associations (EFPIA), Brussels, Belgium

Brenton L. Saunders, JD, MBA, Senior Vice President and President, Consumer Health Care, and Former Senior Vice President, Global Compliance, and Business Practices, Schering-Plough Corporation, Past President, Health Care Compliance Association, Founder, International Association of Privacy Professionals, Kenilworth, NJ USA

Heather Simmonds, Director, Prescription Medicines Code of Practice Authority, London, UK

John Wilkinson, Director General, Eucomed, Former Director General, Association of British Healthcare Industries Ltd., Brussels, Belgium

Jose Zamarriego, Director, Code of Practice Surveillance Unit, Farmaindustria, Madrid, Spain

PRECONFERENCE SESSIONS

- International Compliance Program Basics
- FCPA, Antibribery and Anticorruption
- Compliance Risk Management

SPECIAL SESSIONS ON

- Compliance in a Tough Economy
- The New EU Regulatory Pharmaceutical Package
- The WHO Approach to Fighting Anticorruption
- Increasing Regulatory Scrutiny
- Consolidation and Harmonization of Codes
- Managing Cultural Differences in a Consolidation and Harmonization Environment
- Fighting Corruption
- Fighting Counterfeits and Diversion: EU Pharma Package, US and WHO Proposals
- Transparency
- The Issues and Pitfalls of Sponsoring International Events
- Information for Patients Under the New Pharma Package
- Addressing the Challenges of Industry's Reputation in a Transparent and Sustainable Fashion
- Investigations
- Clinical Trials in Emerging Markets
- Lessons Learned from the Siemens' Case
- Life after Compliance: Why Compliance is Critical to a Business Leader
- Compliance Coordination with the Device Sector
- International Compliance Professional Roundtable
- Practical Side of Getting the Basics Right

Overview

Fundamental changes in the regulations applied to the pharmaceutical industry, public opinion on standards of ethical behavior and the global economic situation make this a challenging time to be a compliance professional or legal counsel responsible for ensuring adherence to applicable laws, regulations and codes of practice within our industry.

The PCF International Pharma Congress brings together senior global compliance professionals and legal counsel from around the world to share experiences and best practices to clarify these changes and potential responses to them. In Europe, the new Pharma Package (which focuses on three key areas: anti-counterfeiting initiatives, pharmacovigilance and providing information for patients) was finally adopted in December 2008. In the USA, the newly revised PhRMA code and the new Obama administration are beginning to have a significant impact across the pharmaceutical industry. In Asia, governments are bringing in new legislation and/or enforcing existing legislation to dispel perceptions of corruption and/or conflicts of interest within the public sector.

Keynote speakers representing the IFPMA, European Commission and Patients will give their views on the changes affecting our industry and how pharmaceutical companies can make a real difference during these challenging times. Panel discussions will focus on transparency and international compliance. There will also be smaller track discussions on the new European Pharma Package, clinical trials in emerging markets and a selection of case study sessions.

If you want to find out how to manage compliance in these challenging times, the PCF International Pharma Congress will give you the information that you need.

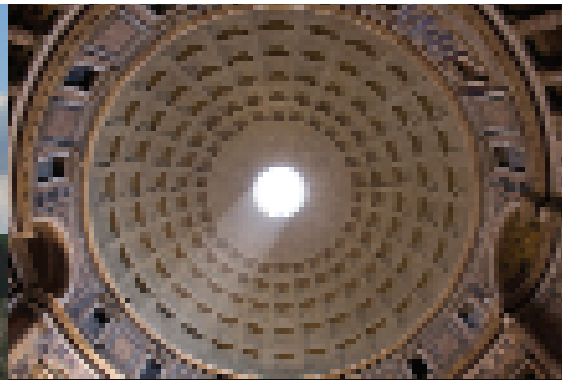
Who Should Attend

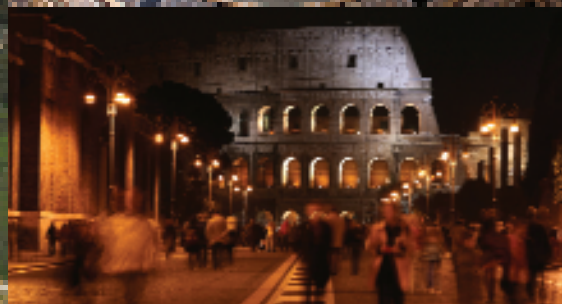
Pharmaceutical Manufacturers
Generic Pharmaceutical Manufacturers
Site Management Organizations
Clinical Research Organizations
Management Companies
Wholesale, Retail, Mail Order and Internet Pharmacies
Health Care Regulators and Policy Makers
Pharmaceutical and Health Care Executives and Board Members
Regulatory and Compliance Professionals
Medical Directors
Physicians
Pharmacists
Food and Drug Law Attorneys
Health Care Attorneys and In-house Counsel
Compliance Officers
Privacy Officers
Ethics Officers and Corporate Social Responsibility Personnel
Pharmaceutical Consultants
Investment Bankers
Venture Capitalists
Health Services Researchers and Academics
Auditors
Promotion Signatories/Approvers
Risk Management Personnel

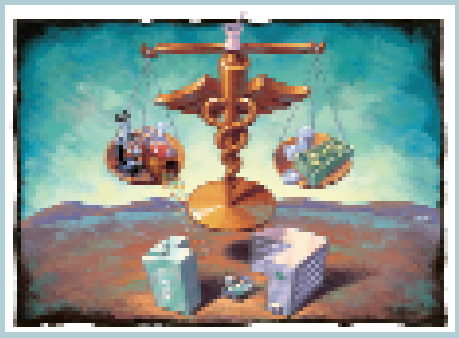
About the Sponsor

THE PHARMACEUTICAL COMPLIANCE FORUM

The Pharmaceutical Compliance Forum (PCF) is a coalition of senior compliance professionals and legal counsel from more than 50 of the largest research-based pharmaceutical manufacturers. The PCF was founded in early-1999 by compliance professionals from the pharmaceutical industry to promote effective corporate compliance programs. The members meet twice a year, for two days, focusing on open and informal sharing of compliance information, best practices, and current developments in the field, and sponsors a two-day international compliance congress in the Spring and a three-day US compliance congress each Fall.







PCF Special Planning Committee

Co chairs:

Sue Egan, Vice President Compliance, AstraZeneca

Lori Queisser, Senior Vice President, Global Compliance and Business Practices, Schering-Plough Corporation

Roeland van Aelst, Executive Director International, WW Office Health Care Compliance & Privacy (EMEA, Canada, Lat-Am, Asia-Pac), Johnson & Johnson

Committee:

Ted Acosta, Esq., Principal, Ernst & Young LLP, Former Senior Counsel, Office of Inspector General, US Department of Health and Human Services

John T. Bentivoglio, Esq., Partner, Skadden Arps LLP

Kathleen Boozang, Esq., Associate Dean for Academic Affairs, Cofounder, Health Law & Policy Program, and Health Law, Science and Technology Graduate Programs, Seton Hall Law School

Ian Dodds-Smith, Esq., Partner, Arnold & Porter LLP

Pierre E. Dupourque, Regional Compliance Director, Corporate Compliance, International Investigations and Programs, Pfizer Inc.

Michael Fadus, Compliance Director, Central & Eastern Europe, Schering-Plough Corporation

Gerard Geneen, Compliance Officer, Pharma Europe, GlaxoSmithKline

Linda Horton, Esq., Partner, Hogan & Hartson LLP

Georgia Keresty, Senior Vice President Pharmaceutical Compliance and Global Regulatory Affairs, Johnson & Johnson

Jonathon L. Kellerman, Partner, Pharmaceutical and Life Sciences Practice, PricewaterhouseCoopers LLP

Keith M. Korenchuk, JD, MPH, Partner, Arnold & Porter LLP

Dominique Laymand, Esq., Senior Director Compliance & Ethics EMEA (Europe, Middle East, Turkey, Russia and Africa), Bristol-Myers Squibb

Maurits J.F. Lugard, MA, JD, LLM, Partner, Sidley Austin LLP, Former Member of the European Commission's Legal Service

Maxine Nogard, International Compliance Officer, Wyeth

Dave O'Shaunessy, Vice President and Compliance Officer, Emerging Markets & Asia Pacific, GlaxoSmithKline

Michael Shaw, Global Head, Ethics & Compliance, Novartis Oncology

Paul B. Woods, BPharm, MA, MRPharmS, Global Compliance Policy Director, AstraZeneca, Co chair, EFPIA Information to Patients Task Force

Continuing Education Credits

For those attendees seeking continuing education credits, the Congress will issue certificates of attendance which may be submitted to certification bodies.

Agenda
Pre-Conference Symposia
Thursday, May 28, 2009

7:00 am **Congress Registration**

8:00 am **PRECONFERENCE I: INTERNATIONAL COMPLIANCE PROGRAM BASICS**

Sue Egan, *Vice President Compliance, AstraZeneca PLC, London, UK*

Dominique Laymand, Esq., *Senior Director Compliance & Ethics EMEA (Europe, Middle East, Turkey, Russia and Africa), Bristol-Myers Squibb, Paris, France*

9:45 am **Preconference Adjournment**

8:00 am **PRECONFERENCE II: FCPA, ANTIBRIBERY AND ANTICORRUPTION**

Paul V. Gerlach, Esq., *Partner, Sidley Austin LLP, Former Associate Director, Division of Enforcement, US Securities & Exchange Commission, Washington, DC*

SanDee Priser, *Partner, Fraud Investigation and Dispute Services, Ernst & Young LLP, Germany*

Philipp Rau, *Associate, Clifford Chance, Frankfurt, Germany*

9:45 am **Preconference Adjournment**

8:00 am **PRECONFERENCE III: COMPLIANCE RISK MANAGEMENT**

Thomas E. Costa, *Vice President, U.S. Pharmaceuticals Compliance & Ethics, Bristol-Myers Squibb, Princeton, NJ, USA*

Jonathon L. Kellerman, *Partner, Pharmaceutical and Life Sciences Practice, PricewaterhouseCoopers LLP, Philadelphia, PA USA*

9:45 am **Preconference Adjournment**

Conference Agenda
International Pharma Congress: Day I
Thursday, May 28, 2009

10:00 am **Welcome and Overview of Day I Morning Plenary Session**

Sue Egan, *Vice President Compliance, AstraZeneca PLC, London, UK (Co chair)*

10:15 am **Opening Keynote Address**

Nicola Braggio, *Marketing Company President, Astrazeneca Italy, Milan, Italy*

10:45 am **Major Trends and Challenges of the Pharmaceutical Industry, in the EU and the Emerging Markets**

Richard Bergstrom, MScPharm, *Managing Director, Swedish Association of the Pharmaceutical Industry, Chairman, IFPMA Code Compliance Network, Chairman, EFPIA Code Steering Committee, Stockholm, Sweden*

11:15 am **Reputation is Everything — Pharma Transparency and Sustainability Challenges**

Ted Acosta, Esq., *Principal, Ernst & Young LLP, Former Senior Counsel, Office of Inspector General, US Department of Health and Human Services, New York, NY, USA and Paris, France*

Heather Simmonds, *Director, Prescription Medicines Code of Practice Authority, London, UK*

Willy Vanbuggenhout, JD, MBA, *Chief Compliance Officer, Johnson & Johnson, Brussels, Belgium*

Dave O'Shaunessy, *Vice President and Compliance Officer, Emerging Markets and Asia Pacific, GlaxoSmithKline, Brentford, Middlesex, UK (Moderator)*

12:15 pm **Networking Luncheon**

1:30 pm **International Pharma Congress Concurrent Sessions I**

1.01 Track I: Regulatory—The Burden of Compliance following the European Commission's Sector Study: Where Do We Go From Here?

Tim Frazer, Esq., *Partner, Arnold & Porter (UK) LLP, Former Professor and Dean of Law, Newcastle University, London, UK*

1.02 Track II: Interactive Case Studies in Navigating the Issues and Pitfalls of Sponsoring International Events, including Practical Considerations Relating to Local Country Approvals, Educational Grants, Involvement in Content, Sponsorship of Invitees, etc.

Sue Egan, *Vice President Compliance, AstraZeneca PLC, London, UK*

Michael Shaw, *Global Head, Ethics & Compliance, Novartis Oncology, Former Senior Counsel, Office of Inspector General, US Department of Health and Human Services, Florham Park, NJ USA*

Linda Horton, Esq., *Partner, Hogan & Hartson LLP. Washington, DC, USA and Brussels, Belgium (Moderator)*

1.03 Track III: Industry and Corporate Standards—Transparency, Including:

- Current State of disclosure laws—global implications
- Where are manufacturers today?
- Data and systems challenges
- Current infrastructure is not sufficient to sustain
- Regulations present opportunities
- What should you be doing now?

Richard Bergstrom, MScPharm, *Managing Director, Swedish Association of the Pharmaceutical Industry, Chairman, IFPMA Code Compliance Network, Chairman, EFPIA Code Steering Committee, Stockholm, Sweden*

Jennifer Colapietro, *Director, Pharmaceutical and Life Sciences Advisory Services, PricewaterhouseCoopers LLC, Florham Park, NJ, USA*

2:30 pm **Transition Break**

2:45 pm **International Pharma Congress Concurrent Sessions II**

2.01 Track I: Regulatory—The New EU Pharma Package: Impact of Proposed Rules on Information to Patients

Maurits J.F. Lugard, MA, JD, LLM, *Partner, Sidley Austin LLP, Former Member of the European Commission's Legal Service, Brussels, Belgium*

Paul B. Woods, BPharm, MA, MRPharmS, *Global Compliance Policy Director, AstraZeneca, Co chair, EFPIA Information to Patients Task Force, Macclesfield, Cheshire, UK*

Elisabethann Wright, Esq., *Partner, Hogan & Hartson, Former Senior Legal Officer and Hearing Officer, EFTA Surveillance Authority, Brussels, Belgium*

2.02 Track II: Fighting Corruption

Ted Acosta, Esq., *Principal, Ernst & Young LLP, Former Senior Counsel, Office of Inspector General, US Department of Health and Human Services, New York, NY, USA and Paris, France*

Roeland van Aelst, *Executive Director International, WW Office Health Care Compliance & Privacy, (EMEA, Canada, Lat-Am, Asia-Pac), Johnson & Johnson, Brussels, Belgium*

2.03 Track III: Industry and Corporate Standards—Consolidation, Harmonization and Practical Implementation of Codes

Richard Bergstrom, MScPharm, *Managing Director, Swedish Association of the Pharmaceutical Industry, Chairman, IFPMA Code Compliance Network, Chairman, EFPIA Code Steering Committee, Stockholm, Sweden*

Thomas E. Costa, *Vice President, U.S. Pharmaceuticals Compliance & Ethics, Bristol-Myers Squibb, Princeton, NJ, USA*

Dominique Laymand, Esq., *Senior Director Compliance & Ethics EMEA, (Europe, Middle East, Turkey, Russia and Africa), Bristol-Myers Squibb, Paris, France*

Marie-Claire Pickaert, *Deputy Director General, European Federation of Pharmaceutical Industries and Associations (EFPIA), Brussels, Belgium*

Jose Zamarriego, *Director, Code of Practice Surveillance Unit, Farmaindustria, Madrid, Spain*

Linda Horton, Esq., *Partner, Hogan & Hartson LLP, Washington, DC and Brussels, Belgium (Moderator)*

3:45 pm **Transition Break**

4:00 pm **International Pharma Congress Concurrent Sessions III**

3.01 Track I: Regulatory—Fighting Counterfeits and Diversion: Approaches to Fighting Counterfeits in EU Pharma Package, US and WHO Proposals

Pierre E. Dupourqué, *Regional Compliance Director, Corporate Compliance, International Investigations and Programs, Pfizer, Inc., Berlin, Germany*

Brett Rowland, *Associate, Sidley Austin LLP, London, UK*

Contact Information

INTERNATIONAL CALL CENTER: ROME, ITALY
Hours: 9:00 - 17:00 (Rome time)
Phone: +39 335 5697178 Fax: +39 06 3701169
E-mail: callcenter@serviziinternazionali.it

UNITED STATES CALL CENTER: NEVADA, USA
Hours: 9:00 a.m. - 5:00 p.m. (Pacific)
Toll-free: (800) 684-4549 (Continental U.S., Alaska and Hawaii only)
Phone: (775) 537-2311 Fax: (760) 418-8084
E-mail: registration@hcconferences.com

EXHIBIT/SPONSORSHIP INFORMATION: PENNSYLVANIA, USA
Hours: 9:00 a.m. - 5:00 p.m. (Eastern)
Toll-free: (800) 546-3750 (Continental U.S., Alaska and Hawaii only)
Phone: (215) 952-0866 Fax: (215) 952-0664
E-mail: joni.lipson@lipsonllc.com

3.02 Track II: Transparency—Working with Patient Groups

Richard Bergstrom, MScPharm, *Managing Director, Swedish Association of the Pharmaceutical Industry, Chairman, IFPMA Code Compliance Network, Chairman, EFPIA Code Steering Committee, Stockholm, Sweden*

Allison Weber Shuren, MSN, JD, *Arnold & Porter LLP, Washington, DC*

Paul B. Woods, BPharm, MA, MRPharmS, *Global Compliance Policy Director, AstraZeneca, Co chair, EFPIA Information to Patients Task Force, Macclesfield, Cheshire, UK*

3.03 Track III: Industry and Corporate Standards—Managing Cultural Differences in a Consolidation and Harmonization Environment

Sameh Farag, *Regional Compliance Director, MEA, Schering-Plough Corporation, Dubai*

Yuet-Ming Tham, Esq., *Senior Regulatory Consultant, DLA Piper, Former Regional Compliance Director, Legal Division, Corporate Compliance, Pfizer Inc., Former Deputy Public Prosecutor, Singapore*

Michael Fadus, *Regional Compliance Director, Central & Eastern Europe, Schering-Plough Corporation, Lucerne, Switzerland (Moderator)*

5:00 pm Adjournment and Networking Reception

International Pharma Congress: Day II
Friday, May 29, 2009

8:30 am Welcome and Overview of Day II
Morning Plenary Session

Roeland van Aelst, *Executive Director International WW Office Health Care Compliance & Privacy (EMEA, Canada, Lat-Am, Asia-Pac), Johnson & Johnson, Brussels, Belgium (Co chair)*

8:45 am Compliance Coordination with the Device Sector

John Wilkinson, *Chief Executive, Eucomed, Former Director General, Association of British Healthcare Industries Ltd., Brussels, Belgium*

9:15 am The WHO Approach to Support Anticorruption

Guitelle Baghdadi-Sabeti, MD, *Technical Officer, Medicines, Policies and Standards Department, World Health Organization, Geneva, Switzerland*

9:45 am Lessons Learned from the Siemens' Case

Wolf-Dietrich Guhl, Esq., *Chief Compliance Officer, Healthcare Sector, Siemens AG, Munich, Germany*

10:15 am Break

10:45 am International Pharma Congress
Concurrent Sessions IV

4.01 Track I: Regulatory—Clinical Trials in Emerging Markets

Mark Barnes, Esq., *Managing Director, Huron Consulting Group, New York, NY, USA*

Kathleen Boozang, Esq., *Associate Dean for Academic Affairs; Cofounder, Health Law & Policy Program and Health Law, Science and Technology Graduate Programs, Seton Hall Law School, Newark, NJ, USA (Moderator)*

4.02 Track II: International Investigations

Gary F. Giampetruzzi, Esq., *Chief of Government Investigations, Former Deputy Compliance Officer, International Investigations and Programs, Pfizer Inc., New York, NY, USA*

Kathleen M. Hamann, Esq., *Trial Attorney, Fraud Section, US Department of Justice, Washington, DC*

Frederic Raymond Miller, *Partner, PricewaterhouseCoopers LLP, Washington, DC, USA*

Colleen Conry, Esq., *Partner, Ropes & Gray LLP, Washington, DC (Moderator)*

4.03 Track III: International Compliance Case Studies

Sue Egan, *Vice President Compliance, AstraZeneca PLC, London, UK (Co moderator)*

Allison Weber Shuren, MSN, JD, *Arnold & Porter LLP, Washington, DC (Co moderator)*

12:00 pm Networking Luncheon

1:30 pm International Compliance Professional Roundtable

Gabor Danielfy, *Senior Director, Europe Middle East & Africa, World Wide Office of Healthcare Compliance & Privacy, Johnson & Johnson, Issy-les-Moulineaux, France*

Dominique Laymand, Esq., *Senior Director Compliance & Ethics EMEA (Europe, Middle East, Turkey, Russia and Africa), Bristol-Myers Squibb, Paris, France*

Steve Mohr, Esq. (Invited), *Global Compliance Officer, AstraZeneca, London, UK*

Lori Queisser, *Senior Vice President, Global Compliance and Business Practices, Schering-Plough Corporation, Kenilworth, NJ, USA*

John T. Bentivoglio, Esq., *Partner, Skadden Arps LLP, Former Special Counsel for Healthcare Fraud, and Chief Privacy Officer, Department of Justice, Washington, DC, USA (Co moderator)*

Jonathon L. Kellerman, *Partner, Pharmaceutical and Life Sciences Practice, PricewaterhouseCoopers LLP, Philadelphia, PA, USA (Co moderator)*

2:45 pm Closing Remarks

Lori Queisser, *Senior Vice President, Global Compliance and Business Practices, Schering-Plough Corporation, Kenilworth, NJ, USA (Co chair)*

3:00 pm Adjournment

www.PharmaComplianceForum.org

Pharmaceutical Compliance Forum

The Pharmaceutical Compliance Forum (PCF) is a coalition of senior compliance professionals and legal counsel from more than 50 of the largest research-based pharmaceutical manufacturers. The PCF was founded in early-1999 by compliance professionals from the pharmaceutical industry to promote effective corporate compliance programs. The members meet twice a year, for two days, focusing on open and informal sharing of compliance information, best practices, and current developments in the field, and sponsors a three-day compliance congress each Fall.

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THE TENTH ANNUAL PHARMACEUTICAL REGULATORY AND COMPLIANCE CONGRESS

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Washington, DC • JW Marriott Hotel

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The Third International Pharma Congress

CONFERENCE REGISTRATION AND HOTEL RESERVATION PROCESS:

Special group rates of €164 single occupancy and €189 double occupancy per night (breakfast and 10% VAT included) have been arranged. Please make reservations directly with the MELIA ROMA AURELIA ANTICA and mention "Pharma Congress" to receive the reduced rate. Reservations, subject to availability, will be accepted until **Monday, May 11th, 2009.** After this date, reservations will be accepted on a space-available basis at the prevailing rate.

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HOW TO REGISTER FOR THE CONGRESS: Fully complete the following (one form per registrant, photocopies acceptable). Payment must accompany each registration.

ONLINE: Secure online registration at http://internationalpharmacongress.com/registration.html

E-MAIL: Scan your form and send it to registration@hcconferences.com

FAX: Fax your registration with credit card information to: +1 760 418 8084 (include credit card information with registration)

MAIL: Conference Office, 3291 West Wilson Rd., Pahrump, NV, USA 89048

You may pay by bank transfer. You will receive a pro forma invoice which will include bank transfer information.

Please note that payment can be made only in Euros and via credit card or bank transfer.

If this requirement creates a special hardship, please email your special request regarding method of payment to register@internationalpharmacongress.com.

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❑ SPECIAL NEEDS (DIETARY OR PHYSICAL)

Assistant/Meeting Coordinator Information: If you would like your assistant or meeting coordinator to be copied on all information sent by e-mail, please complete the following.

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REGISTRATION OPTIONS:

Preconference Registration: The International Pharma Congress offers three optional preconference sessions on the morning of Day 1 of the conference. Please review the conference agenda for information about these preconference sessions. Please indicate under the Summary whether you intend to attend one of these preconference sessions. The registration fee for the preconference session is €295, plus VAT.

Conference Registration: Please indicate below your intent to attend the Congress. Delegates who register and pay by April 24, 2009 may register at the early bird discounted rates below. Delegates who pay after the lapse of the April 24, 2009 date must pay the full registration rates below.

VAT: All registrations are subject to Italian VAT (20.0%).
Registrants with a VAT number from a EU country must provide VAT number: _____ (required)

SUMMARY:

❑ Preconference only: € 295
- ❑ Preconference I: International Compliance Program Basics
- ❑ Preconference II: FCPA, Antibribery and Anticorruption
- ❑ Preconference III: Compliance Risk Management

Conference only (before application of VAT):

EARLY BIRD DISCOUNTED RATE (received by April 24, 2009*) per person:
❑ €1,450

REGULAR REGISTRATION RATE (received after April 24, 2009) per person:
❑ €1,595

MULTIMEDIA** (May only be purchased at time of full conference registration):
❑ iPod Nano: €200 ❑ Flash Drive: €100 ❑ DVD-ROM: €100

*This price reflects a discount for registration & payment received by April 24, 2009.

** For all shipments outside the U.S., a charge of €35 (€75 for iPOD) will be added to your order for international shipping/handling.

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SELECT YOUR CONCURRENT SESSIONS:

THURSDAY, MAY 28				
1:30 pm	Concurrent Sessions I	❑ 1.01	❑ 1.02	❑ 1.03
2:45 pm	Concurrent Sessions II	❑ 2.01	❑ 2.02	❑ 2.03
4:00 pm	Concurrent Sessions III	❑ 3.01	❑ 3.02	❑ 3.03
FRIDAY, MAY 29				
10:45 am	Concurrent Sessions IV	❑ 4.01	❑ 4.02	❑ 4.03

PAYMENTS: All payments must be made in Euros. Payments are only accepted through credit card or bank transfer. A person will not be deemed to be formally registered until payment in full has been received. To receive the early bird discount, payment must be received by the early bird date. All payments must be made within 10 days of registration in order to reserve your seat at the conference. Delegates with outstanding payment balances will be asked for payment on site, proof of payment or a guarantee by credit card and seating will be subject to availability.

CANCELLATIONS/SUBSTITUTIONS: No refunds will be given for "no-shows" or for cancellations. You may send a substitute. Please call the Conference Office at +1 775 537 2311 or send an email to registration@hcconferences.com.

TERMS AND CONDITIONS: Program subject to change. Registration form submitted via fax, mail, email or online constitutes a binding agreement between the parties.

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