



ACE American Clinical Engineering Summit 2016

November 7-9, 2016
Atlanta, Georgia

The Latest Insights into Clinical Engineering Strategy & Management

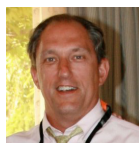
Hear From 20+ Expert Speakers Including:



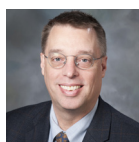
Paul Frisch
Chief of Biomedical Engineering
**Memorial Sloan Kettering
Cancer Center**



Chris Parsons
Director, Clinical Engineering
Adventist Florida Hospital



Jim Piepenbrink
Director, Clinical Engineering
Boston Medical Center



Dan DeMaria,
System Director of Healthcare
Technology Management
Saint Luke's Health System



Ralph Turner
Vice President of Facilities &
Support Services
**University of Wisconsin Hospital
and Clinics**



Welcoming Clinical Engineers to ACE Summit 2016

Maximize The Value of Your Team

As the role of clinical engineering expands, there's a need to adapt how you deploy your team and interact with wider staff in order to be effective as a department.

ACE Summit 2016 is a strategic management meeting designed to help you devise a strategy that will advance the positive influence of your team.

As our guest, you'll **engage with senior engineers and hospital executives**, all of whom are in the same boat with common challenges. Address critical issues including **vendor management, IT cybersecurity** and **long term capital planning strategy**.

Through a wealth of viewpoints and insights from a variety of different hospital experiences, this is a chance to fuel new solution finding within the clinical engineering community.

Join your peers to realize how the clinical engineering department can apply their vast skillset to effectively **influence hospital strategy, planning and communication**.

Content Highlights

- Enjoy roundtables, workshops, panel discussions, keynotes and quick fire strategy sessions delivered by leading healthcare professionals and organizations
- Immerse yourself in industry led case studies and vendor neutral discussion to openly debate your key challenges

Community Highlights

- Designed by clinical engineers for clinical engineers - join the clinical engineering community in this intimate and interactive setting to be part of this field's evolving story
- Participate in networking events deliberately built into the conference program to give you ample time for new introductions and overdue catch ups

Key Benefits Of Attending

How is your clinical engineering team evolving?
What are you doing to increase efficiency of hospital strategy execution?

Empower yourself to:

- 1 Successfully manage and negotiate vendor contracts to **implement more customized service agreements**
- 2 Communicate with the C-suite and **build effective business cases** by mastering soft skills
- 3 Overcome the weak links underpinning cybersecurity integrity and learn **how to approach IT security** from square one
- 4 **Tackle the regulatory landscape** and its vast complexity to ensure your equipment is compliant with the most up to date standards
- 5 Utilize data capture and storage to design and execute **innovative maintenance and life cycle management schedules**
- 6 Further the impact of clinical engineering on **enhancing patient experience and healthcare**



Speakers



Tea Arapovic
Clinical Engineer, Clinical
Engineer for the
**University of Virginia
Health System**



Dan DeMaria
System Director of
Healthcare Technology
Management
**Saint Luke's Health
System**

“The best conference I
have attended in my career –
really – I loved the size of the
conference, the format, and
the model. 10 out of 10”

**Vidant Health, Past Attendee, Hanson
Wade Event**



Don DiVita
Director, Clinical
Engineering
**University of Rochester
Medical Center**



Michael Fraai
Director, Biomedical
Engineering
**Brigham & Women's
Hospital**



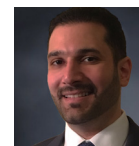
Mike Friesen
Director, Clinical
Engineering
**University of Virginia
Health System**



Paul Frisch
Chief of Biomedical
Engineering
**Memorial Sloan Kettering
Cancer Center**



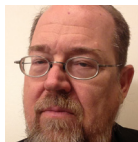
Chris Gutmann
Director, Clinical
Engineering
Yale New Haven Health



Hammam Hasan
Director of Clinical
Engineering
**Durham VA Medical
Center**



Patrick Headley
Manager of
Clinical Engineering
Professional Services
**University of Virginia
Health System**



Russell Irons
Imaging Manager, Clinical
Engineering
**Henry Ford Health
System**



Samantha Jacques
Director, Clinical
Engineering
**Penn State Health,
Milton S. Hershey
Medical Center**



Paul Jimenez
Clinical Systems
Engineering Manager
UCSF Medical Center



Avinash Konkani
Clinical Engineer
**University of Virginia
Health System**



Jill Marion
Director, Medical Product
Safety Network (MedSun)
FDA



George Mills
Director of Engineering
The Joint Commission



Mara Paré
Operations Manager, Clinical
Engineering Services
Allina Health



Chris Parsons
Director, Clinical
Engineering
Adventist Florida Hospital



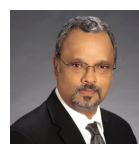
Kalyan Pasupathy
Associate Professor, Health
Care Systems Engineering &
Scientific Director, Clinical
Engineering Learning Lab
Mayo Clinic



Jim Piepenbrink
Director, Clinical
Engineering
Boston Medical Center



Andrew Rich
Senior Director,
Biomedical Engineering
**Children's Hospital of
Philadelphia**



Ramana Sastry
Director, Clinical
Engineering
UCSF Medical Center



Umair Siddiqui
Regional Director,
Clinical Engineering
**Memorial Hermann
Health System**



Ralph Turner
Vice President of
Facilities &
Support Services
**University of Wisconsin
Hospital and Clinics**

Conference Day One | Tuesday, November 8, 2016

07.45 Registration & Breakfast

08.40 Chair's Opening Remarks

Samantha Jacques, Director,
Clinical Engineering, **Penn
State Health, Milton S. Hershey
Medical Center**

08.45 **Keynote Presentation: An Overview of Clinical Engineering in Healthcare**

- Discussing how the role of the clinical engineer has evolved over the last five years
- Understanding how clinical engineering can influence wider hospital affairs
- Through the crystal ball: What does the future hold for clinical engineering?

Chris Gutmann, Director,
Clinical Engineering, **Yale New
Haven Health**

Enhancing Life Cycle Management & Capital Planning Strategy

09.15 **Asset Management Strategies to Improve Value & Strengthen Vendor Relationships**

- Assessing the multitude of service models and deciphering which is best suited for a specific program
- Handling and alleviating internal competing pressures
- Understanding the importance of information analytics in transforming strategy
- Considerations and lessons learnt from Boston Medical Center's experience

Jim Piepenbrink, Director,
Clinical Engineering, **Boston
Medical Center**

9.45 **Enhancing Long Term Capital Planning Strategies**

- Applying business principles to HTM capital planning
- Outlining capital replacement scoring methodologies
- Defining long term capital strategy in collaboration with the C-Suite
- Building alignment with clinical leadership: An ongoing conversation

Mike Friesen, Director, Clinical
Engineering, **University of
Virginia Health System**
Patrick Headley, Manager
of Clinical Engineering
Professional Services,
**University of Virginia
Health System**

10.15 Speed Networking & Morning Refreshments

Cutting Through Regulatory Compliance Complexity for Hospital Devices

11.00 **The FDA Viewpoint on Device Safety & Compliance**

- The FDA perspective on the importance of clinical engineering: Case studies of how clinical engineers have made a difference to patient safety nationwide
- Outlining an FDA pilot for streamlining information sharing between clinical engineering departments and the FDA
- Addressing new regulatory changes that will affect clinical engineers

Jill Marion, Director, Medical
Product Safety Network
(MedSun), **FDA**

11.30 **The Joint Commission View on Regulatory Compliance & Accreditation Standardization**

- Understanding compliance and how we use standardized requirements to ensure patient safety
- Highlighting updates in the Joint Commission standards
- Lessons learned: Addressing common regulatory commission issues

George Mills, Director of
Engineering, **The Joint
Commission**

- 12.00 **Panel Discussion: Managing Equipment Maintenance, Regulatory Compliance & Accreditation**
- Developing tracking systems monitoring and detailing regulatory compliance across all hospital devices
 - Evaluating lessons learnt from state inspections: A CE view on what regulators are looking for
 - Overcoming the complexity of integrating manufacturer maintenance recommendations and accreditation agency compliance
 - Discussing how to set up management plans to streamline regulatory compliance and accreditation
 - How to set up CMMS systems to streamline compliance

Jill Marion, Director, Medical Product Safety Network (MedSun), **FDA**

George Mills, Director of Engineering, **The Joint Commission**

Samantha Jacques, Director, Clinical Engineering, **Penn State Health, Milton S. Hershey Medical Center**

12.40 **Networking Lunch**

The 2016 Challenge: Tackling Hospital Device Cybersecurity

- 1.45 **Breakout Strategy Discussion: Improving Hospital Cybersecurity**
- How can clinical engineering help improve hospital cybersecurity?
 - How do we create networks that minimize hospital vulnerability to device hacking?
 - Discussing data strategies for tracking, integrating and storing all relevant information relating to device security
 - Creating policies and procedures to protect patient information across all hospital medical equipment
 - Striking the balance between information security and delivery of healthcare
 - Why have we failed to anticipate cybersecurity threats and what future threats lie on the horizon?
 - Advancing the relationship between clinical engineering and IT: How do we come together to design and execute security systems?
 - How to best perform security assessments

Moderator: Hammam Hasan, Director of Clinical Engineering, **Durham VA Medical Center**

- 2.30 **Panel Discussion: A United Effort to Improve Medical Device Cybersecurity - Takeaways for Clinical Engineers, Vendors & Regulators**
- Addressing the point of manufacture: Debating how vendors can contribute to greater security of devices
 - How to advance regulatory guidance on manufacturing to make devices more secure
 - How clinical engineering can optimize and maintain security integrity
 - Enhancing interaction between clinical engineers, vendors and regulators to maximize hospital information security

Andrew Rich, Senior Director, Biomedical Engineering, **Children's Hospital of Philadelphia**

Hammam Hasan, Director of Clinical Engineering, **Durham VA Medical Center**

Paul Jimenez, Clinical Systems Engineering Manager, **UCSF Medical Center**

3.15 **Afternoon Refreshments**

The Role of Clinical Engineering in IT & Hospital Network Integration

- 3.45 **The New Role, Dynamics & Synergies of Clinical Engineering**
- Evaluating the requirements for networking multiple devices and systems
 - Integrating wireless technologies to support communications and real time location
 - Assessing the new regulatory implications for commercial devices used for clinical information delivery and notification
 - Designing medical device data systems, primary vs. secondary communication and alert notification, and medical grade networks
 - Uncovering new approaches to system design and enhancing support strategies and models
 - Exploring the potential impacts of new technologies on patient centric design

Paul Frisch, Chief of Biomedical Engineering, **Memorial Sloan Kettering Cancer Center**

- 4.15 **Advancing Device Connectivity & Integration in Network Systems**
- Creating customized network systems to streamline device compatibility and inter-device connectivity
 - Ensuring networks can handle connected transfer of data and images from state of the art imaging technology
 - Improving device integration with EHR systems to ensure data security and protection
 - Getting vendors connected: Strategies for streamlining device integration pre-acquisition through vendor management

Michael Fraai, Director,
Biomedical Engineering,
Brigham & Women's Hospital

- 4.45 **Breakout Strategy Discussion: Marrying IT & Clinical Engineering**
- How to best harness the skills and attributes of the clinical engineering and IT departments to drive successful project execution
 - Improving the interaction and merger of the IT and clinical engineering realms
 - How to successfully integrate wider IT and capital planning strategy to ensure best deployment of IT support when installing a new device
 - Future perspectives: Debating how the increasing integration of IT skills will impact the future of clinical engineering

Moderator: Don DiVita, Director,
Clinical Engineering, **University
of Rochester Medical Center**

5.30 **Chair's Closing Remarks**

5.35 **Close of Day One**

■ ■ A conference of tremendous value to the healthcare community. I plan to bring members of my team next year so that they can gain valuable information and - most of all - network. 10 out of 10 ■ ■

Norton Healthcare, Past Attendee,
Hanson Wade Event

■ ■ This conference had more dialogue and discussion than others I've been to, and it was SO valuable in allowing us to network and learn new ideas from other leading healthcare systems. I thoroughly enjoyed it ■ ■

Carolinas Health Care System, Past Attendee,
Hanson Wade Event



Conference Day Two | Wednesday, November 9, 2016

08.00 Breakfast & Networking

08.50 Chair's Opening Remarks

Samantha Jacques, Director,
Clinical Engineering, **Penn
State Health, Milton S. Hershey
Medical Center**

Tackling Vendor Management, Equipment Purchasing & Contract Negotiation

09.00 How the Biomedical Engineering Department at CHOP Transformed the Paradigm of Service Contract Negotiation, Budgeting, Risk Assessment & Management

- Overviewing departmental structure and organization
- Assessing how contracts and budgets were managed
- Getting buy-in and governance: Gaining the support of your organization
- An in-depth analysis of how the program was implemented, the hurdles encountered and how progress and success is being tracked

Andrew Rich, Senior Director,
Biomedical Engineering,
**Children's Hospital of
Philadelphia**

09.30 Creating Shared Service Agreements & Customized Maintenance Contracts

- Negotiating shared service agreements to minimize expense and maximize influence on equipment maintenance
- Devising agreements with manufacturers to combine in-house servicing accreditation, vendor support and access rights to equipment manuals
- Evaluating the long term equipment management plan to determine requirements for shared service negotiations

Chris Parsons, Director, Clinical
Engineering, **Adventist Florida
Hospital**

10.00 Quick-Fire Brainstorming: Key Shortfalls in the Vendor-Clinical Engineering Relationship

Identify the top three shortfalls of both vendors and clinical engineers that need to be addressed in order to improve the working relationship.

All submitted shortfalls will be put to our expert panel to discuss*.



10.20 Morning Refreshments

10.50 Utilizing Data Analytics to Inform Service Strategy

- Novel ways of harnessing data analytics to execute cost saving initiatives for vendor management
- Understanding how to use data analytic approaches to determine what service strategy to pursue for particular types of equipment

Mara Paré, Operations Manager,
Clinical Engineering Services,
Allina Health

11.20 Panel Discussion: Improving Relations Between OEMs & Clinical Engineers

- Discussing the shortfalls identified during the quick-fire session*
- Debating how to develop better partnerships between clinical engineers and vendors: What is required from both sides
- Addressing proprietary manufacturer documentation: When and where should access be given to clinical engineering departments
- Establishing regular business reviews to discuss partnership progress and strategy going forward
- The cybersecurity issue: Where does the responsibility lie for improving security of devices?
- Understanding how evolving insurance and reimbursement will impact medical device acquisitions

Chris Parsons,
Director, Clinical Engineering,
Adventist Florida Hospital

Don DiVita, Director, Clinical
Engineering, **University of
Rochester Medical Center**

Russell Irons, Imaging Manager,
Clinical Engineering, **Henry Ford
Health System**

Ramana Sastry, Director,
Clinical Engineering, **UCSF
Medical Center**

12.10 **Networking Lunch**

Strategic Collaborations: Meaningful Interactions with Wider Hospital Departments

Hear from the different hospital functions themselves on how your role can best support them:



2.10 **Panel Discussion: Combining Perspectives to Understand How Clinical Engineering can Best Support the Whole Hospital Ecosystem**

- Discussing how your clinical engineering strategy can best support patients
- Debating methods for improving inter-departmental relationships
- Elucidating how clinical engineering can help overcome wider strategic hurdles to move the entire organization forward
- Exploring how to best coordinate huge team networks to streamline efficiency

Dan DeMaria, System Director of Healthcare Technology Management, **Saint Luke's Health System**

Ramana Sastry, Director, Clinical Engineering, **UCSF Medical Center**

Ralph Turner, Vice President of Facilities & Support Services, **University of Wisconsin Hospital and Clinics**

2.55 **Afternoon Refreshments**

3.30 **Panel Discussion: The Present & Future of Clinical Engineering in the Hospital & Healthcare Sector**

- How do we improve recognition of the value that clinical engineering provides to the hospital?
- Can we ever completely define the role of clinical engineering and what responsibilities should fall under the role?
- What are some of the skill sets required for the future?
- Where can clinical engineering have the next biggest impact on hospital operations?

Kalyan Pasupathy, Associate Professor, Health Care Systems Engineering & Scientific Director, Clinical Engineering Learning Lab, **Mayo Clinic**

Samantha Jacques, Director Clinical Engineering, **Penn State Health, Milton S. Hershey Medical Center**

4.15 **Chair's Closing Remarks**

Pre-Conference Workshops

Morning Workshop A

Building the Best Project Management & Clinical Engineering Teams

Date: November 7, 2016 **Time:** 10am-1pm

The step up into clinical engineering management requires the ability to build, structure and organize departmental and project teams. In this workshop you will learn how to **create efficient clinical engineering teams and strategies for ensuring the best possible departmental structure**. The following topics will be discussed in detail:

- Building and managing specialist teams: Getting the right people in front of the right machine to provide the right life cycle care
- How do we attract and keep the best talent?
- How to best manage the building or fitting of new equipment facilities in conjunction with current hospital schedules
- How do we create more time for our engineers to tackle the ever increasing repertoire of responsibilities that now fall under the clinical engineering umbrella?
- The prioritization problem: Building the right team to react to the daily challenges of resourcing and prioritization
- What does it take to succeed at the management level?
- Understanding how you and your team can help the hospital stay on the cutting edge of patient care technology
- How do we make large, inter-departmental teams run more efficiently?
- In-house vs. outsourcing engineering services: Assessing departmental efficiency and cost-effectiveness



Workshop Leader:
Umair Siddiqui,
Regional Director,
Clinical Engineering,
**Memorial Hermann
Health System**

Umair has 15 years of experience in the field of Clinical Engineering (CE). Currently he is working as a Regional Director of Clinical Engineering for Memorial Hermann Health System (MHHS) in Houston, TX. In this role he is responsible to oversee the CE operation both from financial and management perspective. Before joining MHHS, Siddiqui has worked as a Manager of Clinical Engineering for Houston Methodist Hospital/GE Healthcare where he was responsible for daily operation of the assigned facilities. Before joining Methodist/GE healthcare, Siddiqui has worked for MD Anderson Cancer Center as a manager of CE. Siddiqui has a vast experience in the field and is actively involved in capital planning, regulatory compliance and employee engagement.

Morning Workshop B

Harnessing Data Analytics to Improve Clinician-Patient Interaction & Healthcare Strategies

Date: November 7, 2016 **Time:** 10am-1pm

Clinical engineers are beginning to work more and more in inter-departmental teams with clinical and medical professionals, contributing to wider hospital strategy and decisions. This workshop reviews **how advances in device technology and data tracking can be utilized to inform healthcare strategies**. Shape the discussion and debate around the following topics:

- Understanding what insight and expertise clinical engineering can provide to improve clinical interaction with patients
- Translating strategic planning into operational efficiency
- Utilizing volumes of different data sources to inform hospital strategy
- Leveraging advances in the latest device technology to provide a greater wealth of information and analytical power
- How to retrieve, quantify and validate the most valuable information from data systems to make informed decisions on improving healthcare delivery, safety and quality of care



Workshop Leader:
Kalyan Pasupathy,
Associate Professor,
Health Care Systems
Engineering &
Scientific Director,
Clinical Engineering
Learning Lab,
Mayo Clinic

Kal holds the role of Scientific Director of the Clinical Engineering Learning Lab and is Associate Professor of Health Sciences Research at Mayo Clinic. He has previously held positions at Aurora Health Care, the University of Missouri Health System and American Red Cross. He gained his Bachelor of Engineering at Bharathiar University before completing a PhD in Industrial & Systems Engineering at Virginia Tech.

Pre-Conference Workshops

Afternoon Workshop C

Enhancing Soft Skills to Improve the Communication of Clinical Engineers with the Rest of the Hospital Ecosystem

Date: November 7, 2016 **Time:** 2pm-5pm

Increasingly engineers are synergizing with multiple departments and outsourced companies, as their responsibilities within the hospital continue to grow. As a result the clinical engineer of today needs to be equipped with **excellent communicative, business and negotiation skills**. In this interactive workshop, you will learn how to:

- Enhance sales skills and understand how to leverage contract negotiations on behalf of the hospital C-suite
- Interact with the C-suite: Understanding how the C-suite operates and how they perceive the input of clinical engineers
- Gain business acumen: Building business cases and their presentation to the hospital executives
- Develop customer interaction and service skills to improve customer satisfaction
- Understand the business and finance mentality of hospitals and how clinical engineering can influence this
- Effectively interact with technicians to streamline the communication of problems, amendments and actionable takeaways
- Equip your engineering team with the necessary communication skills



Workshop Leader:
Jim Piepenbrink,
Director, Clinical
Engineering, **Boston
Medical Center**

Jim has been the Director of Clinical Engineering at Boston Medical Center for the past 30 years. His interests include alarm fatigue, patient safety and asset management. He has published over 20 articles, written blogs, participated in national webinars and has presented on a variety of topics locally, nationally and internationally.

Jim has served as an editorial board member for AAMI's Biomedical Instrumentation and Technology as well as the Journal of Clinical Engineering. Jim sits on the AAMI HTSI National Alarm Coalition and participates in several working groups. In 2016, Jim was awarded the AAMI Foundation's Clinical Solutions Award.

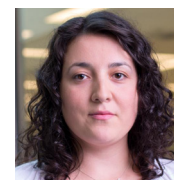
Afternoon Workshop D

The Role of Clinical Engineering in Patient Safety

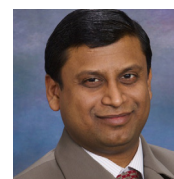
Date: November 7, 2016 **Time:** 2pm-5pm

Healthcare organizations are on a journey to improve patient and staff safety. Increasingly, clinical engineering teams collaborate with multidisciplinary teams to identify the root cause of patient safety events and develop mitigation strategies to reduce the recurrence of safety threats. In this workshop, you will address the following themes:

- Case Study: A patient safety story
- Understanding current healthcare trends related to patient and staff safety, factors that contribute to errors, and the clinical perspective
- Clinical engineers' role in identifying and responding to safety events
- Engineering a safer environment: Preventing errors by understanding device design limitations, implementation and testing strategies, and collaboration with OEM's to meet clinical needs



Workshop Leaders:
Tea Arapovic, Clinical
Engineer, Clinical
Engineer for the
**University of Virginia
Health System**



Avinash Konkani,
Clinical Engineer,
**University of Virginia
Health System**

Sponsorship Opportunities

ACE Summit 2016 is a bespoke meeting of senior level clinical engineers and wider hospital executives. It is designed to help healthcare management leaders overcome barriers to improve clinical engineering operations and maximize their value to the hospital.

That's where your expertise and solutions are required. By collaborating with clinical engineers, you can help them execute projects, implement long term strategy and run hospital operations more efficiently.

“I walked away excited about the people I met, the insightful information that was shared and the follow up meetings to come.”

**AMN Healthcare, Past Attendee,
Hanson Wade Event**

Why Clinical Engineers Need You:

Delegates attend the summit actively looking for:

- Reliable device manufacturers willing to engage in flexible and customized business partnerships
- Clinical engineering services capable of not only providing seamless engineering operations, but contributing to wider clinical engineering and hospital strategy
- Parts and repairs partners capable of flexible, instantaneous service across a multitude of hospital devices
- IT solutions to help tackle the front line challenge of setting up an integrated and secure network

Why Sponsor ACE Summit?

- Showcase your expertise and **establish your credibility** as a healthcare partner
- **Educate the industry about your products or services** as part of our expert speaker faculty, or by demonstrating in our exhibition
- **Network with new clients and cement existing relationships** via our speed networking, personal introductions and our multiple industry wide touch points
- **Position yourself as a market leader** by aligning your brand with this content driven, vendor neutral platform dedicated to bringing together the leading minds in clinical engineering management

Become a Sponsor

Contact

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Commercial Manager

Tel: +1 212 537 5898

Email: sponsor@hansonwade.com



Venue

Hilton Atlanta / Marietta Hotel & Conference Center

500 Powder Springs St
Marietta, GA 30064
United States

www.atlantamarietta.hilton.com

Please note: Overnight accommodation and travel are not included in the registration fee.



“ An inspiring event, presented in an impactful format that brought exceptional value to participants. Well worth the investment. 10 - no 15 - out of 10

**Centura Health,
Past Attendee,
Hanson Wade Event**

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Prices & Discounts

Clinical Engineers & Health Care Professionals	Register & Pay before Friday August 26, 2016	Register & Pay before Friday September 30, 2016	Standard Price
Conference + 2 Workshops	\$1697 (Save \$600)	\$1897 (Save \$400)	\$2097 (Save \$200)
Conference + 1 Workshop	\$1498 (Save \$500)	\$1698 (Save \$300)	\$1898 (Save \$100)
Conference Only	\$1299 (Save \$400)	\$1499 (Save \$200)	\$1699
Workshops (each)	\$299		

Solution Providers	Register & Pay before Friday August 26, 2016	Register & Pay before Friday September 30, 2016	Standard Price
Conference + 2 Workshops	\$3597 (Save \$600)	\$3797 (Save \$400)	\$3997 (Save \$200)
Conference + 1 Workshop	\$3298 (Save \$500)	\$3498 (Save \$300)	\$3698 (Save \$100)
Conference Only	\$2999 (Save \$400)	\$3199 (Save \$200)	\$3399
Workshops (each)	\$399		

Register

www.ace-summit.com/register

Tel: +44 (0)20 3141 8700

Email: register@hansonwade.com

Mail:

Hanson Wade
4th Floor, 52 Grosvenor Gardens,
London, SW1W 0AU

Team Discounts*

- **10% discount** – 3 delegates
- **15% discount** – 4 delegates
- **20% discount** – 5 or more delegates

*Please note that discounts are only valid when three or more delegates from one company book and pay at the same time.

Terms & Conditions

Full payment is due on registration. Cancellation and Substitution Policy: Cancellations must be received in writing. If the cancellation is received more than 14 days before the conference attendees will receive a full credit to a future conference. Cancellations received 14 days or less (including the fourteenth day) prior to the conference will be liable for the full fee. A substitution from the same organization can be made at any time.

Changes to Conference & Agenda: Hanson Wade reserves the right to postpone or cancel an event, to change the location or alter the advertised speakers. Hanson Wade is not responsible for any loss or damage or costs incurred as a result of substitution, alteration, postponement or cancellation of an event for any reason and including causes beyond its control including without limitation, acts of God, natural disasters, sabotage, accident, trade or industrial disputes, terrorism or hostilities.

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