

Mövenpick Hotel
 Amsterdam City Centre
The Netherlands
 24th-25th March, 2010

Event Developed by



Free Ticket **For T&D Directors & VP's**

The **Learning Technologies** 2010 Executive Knowledge Exchange

"Share experiences, benchmark and discover new solutions which deliver results"



"Open and informative format.
 A real exchange of knowledge"

Head of the Honda Institute,
 Honda Motor Company

Event Sponsors:



Event Chairmen:

Charles Jennings
 Former:
 Chief Learning Officer
Thomson Reuters



Nick van Dam
 Global Director Learning,
 e-Learning Solutions &
 Technologies
Deloitte



Session Facilitators:

Peter Butler
 Group Head of Learning
BT Group



Mark Pittaway
 Chief Learning Officer
 (UK & Ireland)
Sun Microsystems



Martin Raske
 Head of Global
 eLearning Solutions
Credit Suisse



Kevin Kussman
 Worldwide Learning &
 Development Manager
Hewlett-Packard



Nick Shackleton-Jones
 Online & Informal
 Learning Manager
BBC



Andreas Forsberg
 Head of Management &
 Leadership Development
Nokia



Stefaan van Hooydonk
 Head of AGFA Academy
AGFA



Liz Bridge
 Head of Learning Services
**Cranfield School of
 Management**



Celia Bohle
 Advanced Learning
 Technologies Program
 Manager
Hewlett-Packard



Piers Lea,
 Chief Executive Officer,
LINE Communications



Free Ticket For T&D Directors & VP's

The **Learning Technologies** Executive Knowledge Exchange 2010

Event Introduction

Some people still see eLearning and Learning Technologies as simple 'click-through' html pages which offer an alternative format to traditional classroom teaching. For these people the next 5, 10, 20 years in organisational learning will come as quite a shock.

The capacity for technology to pervade all aspects of our daily life is not only apparent but it is quietly becoming a standard, a killer-app for the human condition. Generation-X, Y and Z are entering the workforce with an acceptance and expectation that technology will be present in all aspects of their life.

The 21st Century challenge for Learning & Development professionals is how to adopt the appropriate technologies not just to train and develop their workforce but moreover to motivate and engage a digitally-expectant workforce.

During this two day Executive Knowledge Exchange you will hear clear case-studies of Learning Technologies in action and also discover new technologies. You will also have many chances to benchmark developments with senior L&D practitioners.

Unlike traditional conferences iVentiv provides a fully immersive, interactive, and above all personalised learning experience. Through a fully interactive combination of keynote summaries, workshops, collaboration cafe's, 'Pecha Kucha' sessions and discussion groups this event will involve all participants in a personalised knowledge exchange to drive real learning.

We look forward to seeing you in Amsterdam,

Russell Butler, CEO



"This type of meeting is an excellent opportunity for networking. Many thanks that you have delivered this platform"

Corporate Training Director,
Henkel

iVentiv's Average
2009/10 Participant
Profile:

65% VP or above;
35% Director level;
Average: 100,000 employees

"The best networking event I have been to in a long time!"

Corporate University Director,
EDF



"A great group of HR leaders, very professional, open sharing and learning from other professionals."

VP HR Talent & Development,
Deutsche Bank

"A great opportunity to benchmark externally in just two days and come back with reassurance of ideas, brand new ones and fresh perspectives from L&D executives"

SVP Learning & Development,
Schneider Electric

The Learning Technologies Executive Knowledge Exchange 2010

Day One, Wednesday

08:00 - 09:00 **Event Registration**

09:00 - 09:05 **iVentiv Welcome & Introduction**

- Advancing Learning, making Connections, and Developing business
- Executive Knowledge Exchanges - It's time to interact
- iEKE - structure and format



Russell Butler, CEO & Founder
iVentiv Ltd.

09:05 - 09:40 **Chairman's Introduction**



- Learning Technologies - the current context
- Positioning Learning Technologies within the L&D function and the wider organisation
- The future of Learning Technologies

Event Co-Chairman:

Charles Jennings
Former:
Chief Learning Officer
Thomson Reuters



THOMSON REUTERS

9:40 - 10:25 **Keynote Session 1**



Learning Organisation Creation

Creating an organisation which really values learning can take time. This session will take a look at how you can create a learning organisation philosophy which transcends all levels of the hierarchy.

- Creating an environment for learning
- Knowledge management – making the most of internal knowledge resources
- Organisational structure for success

Nick van Dam
Global Director Learning,
e-Learning Solutions &
Technologies

Deloitte

Deloitte.

10:25 - 11:50



break

Refreshments, Networking and Pre-Arranged 1-2-1 Meetings



11:50 - 12:40 **Discussion Group 1**



CREDIT SUISSE

Martin Raske
Head of eLearning Solutions, **Credit Suisse**

The generational divide

Much is spoken about the new generations X, Y & Z and their comfort and expectancy for Learning Technologies to pervade all aspects of their worlds. At the same time we can see the disenfranchised and to some extent disenfranchised ageing populations' reluctance to utilise these new technologies. This session will look at the various target groups for Learning Technologies and will seek to present best-practices in securing an organisation wide buy-in to new technologies.

- Getting the attention of the ageing populous
- Keeping the attention of the Gen-X, Y, & Zers

Option 1 or Option 2



Discussion Group 2

11:50 - 12:40

NOKIA
Connecting People

Andreas Forsberg
Head of Management &
Leadership Development, **Nokia**



Putting Learning into Practise - Can Technology Help?

The problem in organizational learning is not so much that people are not learning, as in "knowing", but rather that people are not able to change their behavior, as in "doing". This session aims to engage you to share and discuss thoughts, ideas and experiences regarding how we can utilize technology in order to help change behavior and put learning into practice.

12:40 - 13:40



lunch

Speed Networking Lunch

Get to know your fellow participants

13:40 - 14:40

Collaborative Café 1



Mark Pittaway
Chief Learning Officer (UK & Ireland), **Sun Microsystems**



Talent Management & Learning Technologies

The capacity to successfully manage organisational talent has become one of the key drivers of business success over the past decade. In line with the focus on talent management has come the development of many technologies to manage the various stages of talent from recruitment to retention and rewards. This session will take a look at key technologies which help manage these various talent challenges.

14:40 - 16:00



Refreshments, Networking and Pre-Arranged 1-2-1 Meetings



16:00 - 17:00

Workshop 1



Option 1 or Option 2



Workshop 2

16:00 - 17:00



Piers Lea,
Chief Executive Officer,
LINE Communications

Building Executive Capability:

The role of learning technology: changing patterns of demand. Can executives get the best from business schools through web 2.0 technologies? Do traditional knowledge transfer methods work in building enhanced executive capability? Finding the optimum blend of traditional and new technologies to maximize executive's learning is our challenge. Over the last two years we have seen significant shifts in how our client organizations and their executives want to consume our knowledge output. Come to this interactive session to hear the realities of actually using web 2.0 from the 'top floor', and take the chance to share with us your assumptions about the role of technology in executive education.

Powering out of Recession.

- Are we going back to 'business as usual' or has everything changed in the learning and development world?
- Recession or not, the tide towards increasingly complex global businesses continues;
- As we power out of recession the ability to change direction fast and communicate effectively and consistently remains relentless.

17:00 - 18:00

Discussion Group 3



SWOT analysis of Learning Technologies

This session will take a look at the Strengths, Weaknesses, Opportunities and Threats (SWOT) within the field of Learning Technologies. What are the key attributes which mark out Learning Technologies as something we need to be focussed on, and what are the risks associated with heavy reliance on Learning Technologies. This session will split the delegation into smaller groups to discuss each element, the group will then reconvene to summarise and discuss their findings.

Session Chair:

Charles Jennings
Former: Chief Learning Officer
Thomson Reuters



Facilitators:

Peter Butler
Group Head of Learning
BT Group

Stefaan van Hooydonk
Head of AGFA Academy,
AGFA

Mark Pittaway
Chief Learning Officer
(UK & Ireland)
Sun Microsystems

Nick van Dam
Global Director Learning,
e-Learning Solutions &
Technologies
Deloitte



18:00 -

Close of Day One • Informal networking opportunity.

19:30

Transfer to Networking Evening Meal

08:00 - 09:00 **Day Two Registration**

09:00 - 09:10 **Chairman's Introduction to Day Two**

Nick van Dam, Global Director Learning, **Deloitte**

- Reflection on Day One
- Preview of Day Two

Deloitte.

9:10 - 10:00



Keynote Session 2

Charles Jennings
Former: Chief Learning Officer, **Thomson Reuters**



Integrating Learning Technologies with Corporate Strategy

The keynote session will look at the role Learning Technologies can play in directing and deploying corporate strategy.

- Creating a winning formula
- Fit-for-purpose tools
- The boundaryless organisation

10:00 - 10:50



Discussion Group 4

Peter Butler
Head of Learning, **BT Group**



Social Media as a Learning Tool

Many learners are already utilising a vast array of social media tools within their daily lives and the line between personal and corporate tools is well and truly blurring. During this session we shall take a look at the social media tools which are most efficient and effective at delivering learning objectives.

- Different social media offerings and their pros and cons
- Clarifying the personal and professional social media
- Developing an online social media community

10:50 - 12:10



break

Refreshments, Networking and Pre-Arranged 1-2-1 Meetings



12:10 - 13:00



Discussion Group 5

Stefaan van Hooydonk
Head of AGFA Academy, **AGFA**



The dreaded rollout...

This session will look at one of the most frequent stumbling blocks to the successful utilisation of Learning Technologies – the rollout. As with any new learning initiative, consistent effort is required at each stage of the rollout process to ensure stakeholder buy-in and practical application success.

- Effective change management
- Dealing with user apathy
- Building a Learning Technologies communications strategy

13:00 - 14:00



Topic Focus Lunch

Discuss key topics with like-minded participants

14:00 - 14:45

Discussion Group 6



Kevin Kussman, Worldwide Learning & Development Manager, **Hewlett-Packard**
Celia Bohle, Advanced Learning Technologies Program Manager, **Hewlett-Packard**



Integrated Advanced Learning Technologies

With any learning experience creating the right blend of delivery formats can really enhance the productive outcomes. Learning Technologies are no different, and many organisations have found the most productive results when integrating or blending Learning Technologies with traditional training approaches.

This session will look at the complex ecosystem of Advanced Learning Technologies, the enabling environment and related best practices:

- Advanced Learning Technologies Map
- Fit for Purpose Matrix
- Advanced Learning Progression
- Integrated Advanced Learning Architecture
- Enabling technologies

14:45 - 15:20



Refreshments, Networking and Pre-Arranged 1-2-1 Meetings



15:20 - 16:10

Discussion Group 7



Nick Shackleton-Jones
Online & Informal Learning Manager, **BBC**



Rapid Learning & Social Networks

Rapid learning design and deployment is about more than producing disposable learning quickly, according to Nick Shackleton-Jones. He's boosted his L&D team's productivity three-fold at the BBC using rapid techniques, but has also 'gone rapid' to build and deploy content for quality learning programmes reaching tens of thousands of staff. During this session Nick will also take a look at the power of Social Networks for Learning.

16:10 - 16:30

Closing Remarks and Summary



- Summary of day two
- Event conclusions and findings
- Areas for further action

Event Chairmen:

Charles Jennings
Former:
Chief Learning Officer
Thomson Reuters



Nick van Dam
Global Director Learning,
e-Learning Solutions &
Technologies
Deloitte



16:30 -

Close of Day Two, Close of Event

- Informal networking opportunity.

What are people saying about iVentiv?



Head of AGFA
Healthcare Academy
AGFA
Employ: 14,000

"Great to see a group of seasoned and experienced people together. Participants are less knowledgeable in most other conferences, in this one it is like everyone is an expert!"



SVP Training & Development
BMW
Employ: 100,000

"An excellent opportunity to network and exchange ideas about training, learning & development."



Corporate University
Leadership Director
Daimler
Employ: 273,000

"Very professionally done, good unit of input & exchange."



Head of Dexia Corporate
University
Dexia
Employ: 36,000

"Very innovative type of seminar, very interactive companies. Thank you!"



Director Corporate
Training & Development
Henkel
Employ: 56,000

"This type of meeting is an excellent opportunity for networking. Many thanks that you have delivered this platform"



Head of the Honda
Institute
Honda
Employ: 170,000

"Open and informative format.
A real exchange of knowledge"



Head of Training
Design & Development
Metro Cash and Carry
Employ: 100,000

"I really enjoyed the professional input and exchange of HR leaders from Global companies. Good inspiration and perfect for reflection"



Executive Director
Morgan Stanley University
Employ: 50,000

"Unique event, unparalleled opportunity for networking with other professionals. Excellent organisation and support"



Head of Leader Development
Nestlé
Employ: 283,000

"I was very, very impressed. The quality of the speakers was good, the presentations were very thought provoking but they were also very practical, so it was a great investment of my time."



Global Head of
Leadership Development
Novartis
Employ: 97,000

"Very productive and inspiring event"



Deputy Head HR
Toyota
Employ: 316,000

"The level of participants' insight and experience was outstanding. Very good mix of facilitation methods and high degree of interactivity made this a refreshing and truly value-added experience"



Global Learning Director -
Leadership Development
Unilever
Employ: 180,000

"There are a couple of things I particularly liked. One was the very high calibre of colleagues who I have had the opportunity to interact with, both during the formal sessions and as importantly during the networking time. Secondly, was the way that Russell and his team put together the whole event to create a dialogue between us."



VP HR Development
Volvo Construction Equipment
Employ: 16,000

"I like this very interactive concept, very different from the 'traditional' concept of presentations. It enables the exchange of examples and good networking with other companies"

Your Facilitators



Nick van Dam
Global Director Learning,
e-Learning Solutions &
Technologies
Deloitte



Nick van Dam is a visionary, consultant and thought leader in Learning & Talent Development. He is the Global Director in Learning, e-Learning, Performance Management and Innovations for Deloitte and engagement advisor for clients at Deloitte's Global Human Capital Practice.

He was included in the 2004 "Top 10 Innovators Changing the Face of Corporate Learning," by Capgemini's Les Fontaines Business Learning Forum. He has received a number of Industry Best Practices Awards from Corporate University Exchange/Financial Times including: Using Technology to Create a Continuous Learning Environment, 2001; Innovative and Best Practices in Learning, 2002; Marketing Learning, 2003; and Establishing Alliances, 2004. CLO Magazine has honored him with the 2004 Chief Learning Officer of the Year Award in the category Establishing Creative Alliances for establishing learning offshore capabilities in India.

As an internationally recognized consultant and thought leader in Learning and Development Mr. van Dam has written articles and has been quoted by The Financial Times, CNBC, Fortune Magazine, Business Week, Management Consulting, Learning & Training Innovations Magazine, T+D Magazine, Bizz Magazine, and The India Times, among others. He is a columnist for CLO Magazine (US) and Intellectueel Kapitaal Magazine (The Netherlands). He has authored and co-authored a number of books including; Organisation & Management, an international approach (1991-2007 Dutch and English); Change Compass, 2001; The e-Learning Fieldbook, 2004 and 2006 (Mandarin Edition), The Business Impact of e-Learning, 2005, and 25 Best Practices in Learning & Talent Development, 2008 (English, Portuguese and Mandarin).

He holds several advisory board positions including among others, The International Consortium for Executive Development and Research (ICEDR), Lexington, MA/USA, a global learning alliance of some 40 of the world's leading companies and 25 premier business schools. He is a visiting lecturer at Villanova University, PA, USA.



Charles Jennings
Former:
Chief Learning Officer
Thomson Reuters



Until recently Charles was the Global Head Learning for Reuters and Thomson Reuters where he had responsibility for developing learning strategy and leading the learning and development teams for the 55,000 workforce. He is a leading thinker and practitioner in Human Capital Development and Learning.

Charles has deep experience in both the business and L&D practitioner sides of planning and implementing world-class learning solutions for organisations. His background includes roles as the head of the UK National Centre for the Development of Networked Learning, as a Professor at Southampton Business School, in senior business roles for global companies, and as an evaluator for the European Commission's eLearning and eCommerce research initiatives.

Charles has an impeccable record of developing and implementing leading-edge learning solutions spanning more than 25 years. In 2008 he was honoured with the UK World of Learning 'Outstanding Contribution to the Learning Industry' award in recognition of his work on performance improvement and 'just-in-time' and informal learning.

In 2006 Charles was one of 6 experts invited to be a member of the UK Department of Trade & Industry's Global Watch delegation to the USA on the "Beyond eLearning" mission.



Nick Shackleton-Jones
Online & Informal
Learning Manager
BBC



Nick Shackleton-Jones is the Online and Informal Learning Manager at the BBC, responsible for the e-learning portfolio, as well as for informal knowledge sharing methodologies.

Nick began his career teaching psychology and has spent the last ten years working in learning & multimedia development and deployment. A regular conference speaker, Nick has spoken on topics such as 'Custom content development', 'Effective blending' and 'e-learning ROI', and was responsible for the winning submission for the IITT's 'Staff Development Strategy of the Year, 2005'.



Martin Raske
Head of eLearning
Solutions
Credit Suisse



Martin Raske is Global Head of eLearning Solutions at Credit Suisse. In this position Martin's role includes Global responsibility for consulting with internal and external training professionals, negotiating contracts for off-the-shelf Learning Libraries content, implementing and maintaining e-learning production process and maintaining portfolio quality.

Martin is a learning professional with in-depth expertise in Blended Learning concepts for large corporations. Currently Martin manages a team of senior specialists who develop a large quantity of e-learning content in a broad variety of subjects from management development to behavioural training to financial foundation topics. He has managed many significant global projects such as the implementation of Learning Management and Skills Management Systems and the design of a new learning strategy. Martin has also led a variety of strategic HR projects such as - eHR, Learning Organization and Outsourcing of HR functions. One of Martin's strongest areas of expertise lies in consulting learning specialists in using new technologies in their curricula. He sees how learning and teaching has changed dramatically in the past few years and believes that it will change even more in the future. Martin sees the term 'learning 2.0' as being filled with life and that companies which are ready to support these changes will have a head-start in recruiting and retaining the best talent in the future. Martin likes to share his findings and expertise by acting as a keynote speaker at leading international events.



Andreas Forsberg
Head of Management &
Leadership Development
Nokia



Andreas Forsberg is an experienced and engaging facilitator and has been working in Nokia Corporation since 2001 in various leadership roles ranging from Operations Development, Change Management and Human Resources Development. He is passionate about energizing people around him to take on new, innovative and sometimes strange approaches to work (and life). He sees change as an opportunity, and is open to new ideas and alternative approaches which is reflected through his motto in life "why not"? Andreas' work has taken him around the world from Europe to the US and Asia, where facilitating large groups of different nationalities and cultural backgrounds has given him a broader perspective to change.

Prior to joining Nokia, Andreas spent four years working in academia, as a liaison between the academic and business worlds, where he strived to make theory and practice about change and organizational development meet. He has a master's degree in Adult Education from the Helsinki University, Finland.

In his free time Andreas enjoys spending time with his family and is energized by all kinds of sports and loves spending time in the kitchen making gourmet dinners for his friends.



Stefaan van Hooydonk
Head of AGFA Academy
AGFA



Stefaan van Hooydonk started his career in investment consulting in China. From there he moved to set up the executive education arm of a major business school in Shanghai (CEIBS), which he ran for 5 years. Subsequently, he was asked to become head of Nokia's corporate University in Greater China.

After having successfully set up eLearning in this country for Nokia's 20+ sites and 8,000 employees in China, he was asked to become Nokia's Global eLearning Director. In this role, he was responsible for Nokia's global eLearning strategy, responsible for setting direction, implementing strategy and ensuring that eLearning was integrated throughout the company's training and development processes, both for Nokia's employees, but also for Nokia's partners and end-users. In fact, he set up structures and processes for Nokia to reach 200 million eLearners. He was also the driving force behind the company's goal of introducing mobile learning and 'edu-gaming' to users around the world. At present, he is heading Agfa's Global HealthCare Academy, Agfa HealthCare's vehicle for learning towards employees, dealers and customers world-wide. He regularly shares his thoughts and experiences around new trends in learning at international conferences. Stefaan has University degrees in Oriental studies and Economics (1989) and an MBA (2001).



Peter Butler
Group Head of Learning
BT Group



Peter Butler is Head of Learning, BT Group and chairs BT's Learning Council, the purpose of which is to maximise the ability of individuals, teams and the organisation as a whole to grow and transform in pursuit of the company's strategic goals and objectives. Peter's responsibilities include BT's skills agenda as the organisation transforms to "Software Services". Peter was the BT lead negotiator with Accenture Learning, BT's outsourcing partner for Learning Services and has delivered a single, global, enterprise-wide Learning Management System for the company. Peter joined BT 4 years ago having previously been Head of the Learning Consultancy Practice at RBS Group. In addition to his work in learning Peter has a wealth of HR experience in the UK

Peter is 57 and lives in London and Oxfordshire with his wife and has four daughters.



Richard West
Head of Knowledge
Sharing & Collaboration
BAE Systems



Richard has worked in a variety of senior roles with British Aerospace, Matra BAE and BAE Systems. He has significant experience in defining key business processes supported through the use of technology and currently leads the companies approach to Knowledge Sharing and Collaborative Learning.

The BAE Systems Virtual University Strategy and products developed have been recognised as best practice - BAE Systems received the International Corporate University Exchange/Financial Times Award for its innovative utilisation of technology in creating a continuous learning environment for all employees. Richard is an advisor to the UK cabinet on e-learning, and a regular speaker at Global conferences, workshops and seminars, including at Henley Management School. He has a number of published articles, including numerous features in the Financial Times, Wall Street Journal, Human Resources Magazine, Personnel Today, Computerworld, IT Training Magazine and has contributed to books such as the Corporate University Handbook (Gower) and "Blended Learning: Integrating Knowledge, Performance, and Online Learning for Business Advantage". Richard was awarded 'Learning Leader of the year' in 2006. Richard is fully chartered Engineer, and has a First Class Honours degree in Electronic Engineering.



Mia Vanstraelen
Director of HR Learning
IBM



Mia Vanstraelen is responsible for learning, education and training services in IBM Europe. Mia is also a member of the IBM Learning Team, responsible for defining the Learning and Knowledge strategy for the IBM Corporation, the strategic learning plans with the business units and driving advanced Learning Architectures and Designs into each of the Learning and Knowledge offerings and curricula.

The training domains covered range from leadership training, sales and marketing training, professional development training to more IT specific training as wireless, IT safety and security, operating systems, Linux and data base systems and management. Mia is also a member of the IBM Learning Team. In other capacities, she has served with IBM in a global role as the leader for Solution Strategy and Development in Insurance industry and Director of Executive, Management & Employee Development for Europe, Middle East and Africa, early 1993 to 1994. Mia Vanstraelen graduated from the Katholieke Universiteit Leuven as a Civil Electrical, Electronics and Mechanical Engineer.



Jorge Aisa Dreyfus
Global Head of Learning,
Talent, Resourcing &
Organisational Development,
HSBC



Jorge Aisa Dreyfus is Global Head of Learning, Talent, Resourcing & Organisational Development at HSBC and is based in the UK. In this capacity he leads the Corporate Learning, Talent and Resourcing activities for the 350,000 employees within HSBC.

Up until the end of 2009 Jorge was Director of Organisational Effectiveness for Honeywell across EMEA. In this capacity Jorge built a regional learning centre of excellence at Honeywell, enhanced the training offerings, quadrupled the usage of e-Learning and positioned learning as an added value business partner. He focussed on delivering learning which provided a competitive advantage through a deep understanding of current and future business needs. Jorge has also led the design and delivery of a regional senior leadership program, acted as sponsor for the regional deployment of LMS and the centralization of the learning administration resources whilst at Honeywell. Prior to Honeywell, Jorge's career was centred in the financial sector with Citigroup in the US and UK as VP for Citigroup Executive Development and as HR Business Partner.

The Learning Technologies Executive Knowledge Exchange 2010

Participant Registration Form

To register for the Learning Technologies Executive Knowledge Exchange, 24th-25th March 2010 please complete this form, print and fax to +44 1926 817767.

/Part 1/Personal Details/

Title
First Name
Surname
Job Title
Organisation
Telephone
Mobile (Cell)
Email
Address
Country
Postcode

Participant numbers are strictly limited.

We suggest early registration to avoid disappointment.

Accommodation is not included.

There will be an optional evening meal on the 8th February (at extra cost)

Registration is subject to confirmation by iVentiv.

By completing and submitting this form you are confirming:

- To be a Learning Technologies decision maker within your company (VP/Director);
- To have direct control over a significant budget;
- You will attend up to 8 1-2-1 meetings with event sponsors.

/Part 2/Payment Details/

Complimentary Ticket -
No Payment Necessary

/Part 3/Participant Selection/

Please select the appropriate options for your booking

Two Day Learning Technologies iEKE 2010
VAT Not Applicable

1 Participant	Each participant ticket includes access to all sessions, refreshments and upto 8 x 1-2-1 meetings with event sponsors.
2 Participants	

/Terms & Conditions/

iVentiv Substitution Policy/ 1. Delegates may be substituted up to fourteen (14) days prior to the event on receipt of change of details submitted in writing to iVentiv.
iVentiv Cancellation Policy/ 1. In the unlikely event that iVentiv cancels or otherwise postpones an event iVentiv is not responsible for travel, accommodation or other costs incurred by clients.
2. Intellectual property rights of all materials produced by, and or distributed by, or on behalf of iVentiv is expressly reserved and any unauthorised duplication, publication or distribution is prohibited, all materials Copyright iVentiv Ltd.
3. iVentiv is not responsible for any loss or damage as a result of substitution, alteration or cancellation/postponement of an event. iVentiv shall assume no liability whatsoever should an event be cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this event impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: fire, war, labour strike, weather conditions or other emergency.
4. Please note that speakers and topics are confirmed at the time of publishing, however, circumstances beyond the control of iVentiv may require substitutions, alterations or cancellations of the speakers and/or topics. As such, iVentiv reserves the right to alter or modify the advertised speakers and/or topics.
5. Governing law: This Agreement shall be governed and construed in accordance with the law of England and Wales and the parties submit to the exclusive jurisdiction of the English Courts. iVentiv alone is entitled to waive this right and submit to the jurisdiction of the courts in which the client's office is located.
6. Client information is maintained on iVentiv databases and is utilised by iVentiv to assist in the provision of products and services which are deemed to be relevant to clients. Communication may be by telephone, fax, email or other relevant means. If you do not wish iVentiv to maintain your data please tick here

/Notes/

/Part 4/Authorised Signature

Signature: _____

Date: _____