International SAP® Conference for Utilities

11–13 April, 2016
The Hague, The Netherlands

Creating Value in the Digital Energy Network

The next decade has the potential to be the most disruptive the utilities industry has ever faced. Against this transformational backdrop, utilities must deal with a multitude of challenges, while of course driving profitability and business performance. Those who wish to maintain and improve their position must address these challenges, embrace new business models, and leverage technology to react quickly to a changing commercial and regulatory landscape.

We are thrilled to once again bring you the International SAP Conference for Utilities – an event packed with opportunities for you to discover how innovation from SAP is creating value in the digital energy network.

Whether you represent electricity, water, or gas, you will find three information-packed days built to reflect the diverse challenges faced by utilities in a digital era. Hear strategy and insight from SAP executives and solution experts; challenge the latest thinking with thought provoking keynotes; learn from SAP customers who will share their transformational journeys in business focused keynotes; take part in deep-dive solution workshops; network with peers; see live demos; meet privately with SAP's leadership team; and browse a vibrant exhibition full of SAP partners.

In order to enhance cross-industry networking opportunities, we are also happy to announce that this year's event will once again be co-located with the International SAP Conference for Oil and Gas. With a shared exhibition, a joint breakout track of topics focused on shared lines of business, and other shared demos and microforums, take advantage of the many synergies on offer.

Over the following pages, we invite you to review the many opportunities available for learning, benchmarking, and interaction – and we look forward to welcoming you and your colleagues in The Hague.

Henry Bailey
Global Vice President IBU Utilities
SAP

PRECONFERENCE WORKSHOPS
MONDAY, 11 APRIL, 2016

These preconference workshops will each feature industry experts, presentations, demos, and real-life scenarios that together represent years of experience with SAP solutions across a variety of business situations. Each workshop will provide you with a unique opportunity to address challenges, discuss them with your peers, and gain valuable guidance from some of the most knowledgeable experts on the SAP for Utilities solution portfolio.

Please note that you cannot switch between parallel workshops. Each workshop will include refreshment breaks and lunch.

For more detailed information on our preconference workshops, please visit www.tacook.com/IUC-workshops

The following workshops will take place between 09:30 and 17:30

Workshop 1: SAP for Utilities Solution Portfolio Overview
Massimo Vegetti, SAP
Juan Manuel Nunez, SAP
Hamendra Gupta, SAP
Jordi Masip, SAP

Workshop 2: SAP S/4HANA for the Utilities Industry – Insights, Transition, Impact on SAP BW on SAP HANA, and Embedding Predictive Analysis
Axel Memminger, SAP
Raphael Maultzsch, SAP
Robert McGrath, SAP

Workshop 3: Digital Customer Experience – Moving Beyond Managing Customer Relationships to Listen to, Engage, and Delight Your Customer
Susana Zanders, SAP
Steen Hansen, SAP
Juergen Kuhmann, SAP

The following workshops will take place between 09:30 and 13:00

Workshop 4: Smart Metering with SAP – Optimizing Processes for Efficient and Customer-Centric Operations
Holger Schweinfurth, SAP
Miguel Gaspar, SAP

Workshop 5: Enterprise Mobility for Utilities
Miquel Carbo, SAP
Andy Hancock, SAP

Workshop 6: How to Create Your UX Strategy and Start Your UX Journey
Ingo Deck, SAP
Tobias Gollwitzer, SAP
Anne Krott, SAP

The following workshops will take place between 14:00 and 17:30

Workshop 7 – Revenue Protection with Choice Technologies and SAP
Stefan Wolf, SAP
Rui Mano, Choice Technologies

Workshop 8 – Achieving Operational Efficiency for Plants and Grids by Managing the Capital Lifecycle and Establishing Environment, Health, and Safety (EHS) and Work Permit Management
Joerg Ferchow, SAP
Christian Polivka, SAP

Workshop 9: Smart Water – How Water Utilities Benefit from the Internet of Things
Gero Bieser, SAP
Christine Grimm, SAP

Partnering for Success in Utilities and Oil and Gas
Open for SAP partners only, this workshop is a chance to hear about the latest trends and innovations in the utilities and oil and gas industries. With dedicated industry break outs, hear from SAP experts who will share the latest overviews, roadmap updates and partner strategy. Also hear about industry innovations for key solution areas including energy supply chain optimization, operational efficiency for plants and grids, the intelligent grid, and customer experience.

CONFERENCE DAY ONE
TUESDAY, 12 APRIL, 2016

08:00	**Registration and Welcome Refreshments**
08:45	**Conference Opening**
09:00	**Welcome and Opening Remarks** Henry Bailey, SAP Ken Evans, SAP
09:15	**Opening SAP Keynote** Franck Cohen, SAP
09:45	**The Digital Transformation of Society and Business by 2020** • How artificial/cloud intelligence, the Internet of Things, quantum computing, human gene editing, drastic automation, robotization, and the global shift to renewable energy are driving more change in the next 20 years than in the previous 300 combined • Opportunities, challenges, and responsibilities • What's to come in the next five years, and what key scenarios may impact the utilities and oil and gas industries – as well as technology and humanity in general Gerd Leonhard, Futurist and Author
10:15	**Powering the Digital Energy Transformation** • Transformation in the oil and gas and utilities industries, driven by volatile energy prices and by renewable energy that is stranding many conventional assets • Information technology as a key enabler to drive efficiency • The role of digital transformation in inspiring new business models, shaping new business processes, and redefining how people will work in the future • The emergence of a digital energy network in which oil and gas and utility companies make the world run better with safe, sustainable, and affordable energy – powered by SAP solutions Peter Maier, SAP *Featuring Additional Industry Panelists*
10:45	**Morning Refreshment Break, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**
11:30	**Welcome from the Utilities Industry Chairman** James McClelland, SAP

11:45	**Creating Value for Utilities in the Digital Energy Network**
	• Inspiring and shaping a digital world that reinvents power generation, transmission, distribution, and retail
	• How leading utilities are re-evaluating their physical assets and customer relationships to:
	  • Reimagine business models to find new revenue and profit sources by offering innovative supply, load balancing, and smart home/business energy services
	  • Reimagine business processes and use digital technology to optimize business outcomes by converging information and operational technologies
	  • Reimagine the role and structure of the workforce to support future business by incorporating wearable technology, 3D printers, and geospatial technologies
	Henry Bailey, SAP

12:15	**SnoPUD's Platform for the Future** • Efforts and challenges in making the transition to the SAP HANA platform • Business benefits that we are realizing • Benefits of including cloud in our enterprise strategy Benjamin Beberness, Snohomish County PUD
13:00	**Lunch, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**

	Track 1: **Value of Platform**	Track 2: **Digital Customer Innovation**	Track 3: **Internet of Things (IoT)**	Track 4: **Shared Utilities and Oil and Gas Industry Track**
14:15	**SAP's Innovation Road Map for the Digital Utility** Stefan Engelhardt, SAP Dieter Koerber, SAP	**Reimagine the Digital Customer Experience to Engage Customers in the New Energy Market** Susana Zanders, SAP Juergen Kuhmann, SAP	**SAP's IoT Strategy for Utilities** Gero Bieser, SAP Holger Schweinfurth, SAP	**How Companies Can Benefit from Predictive Analytics in Their Business Suite** Robert McGrath, SAP

CONFERENCE DAY ONE
TUESDAY, 12 APRIL, 2016

15:00	Innovation Foundation with SAP HANA and Mobility Toward SAP S/4HANA Inge Opreel, Farys	Re-imagine New Business Models with Cloud Deployment Speaker to be Confirmed Shortly	Predictive Analytics Pipeline Management Based on HANA Speaker to be Confirmed Shortly	Effective Utilization of SAP Software to Maximize Return on Investment L.Rajan, Abraj Energy Services
15:45	**Afternoon Refreshment Break, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**			
16:15	Business Efficiency and Digital Transformation in ACEA Maro Poggi, ACEA	EDP's Digital Customer Journey Enabled by SAP CRM powered by SAP HANA Rui.Ferin Cunha, EDP Maria Emilia Guimarães, EDP	Experience the New Platform for Internet of Things Speaker to be Confirmed Shortly	SAP Cloud Secure Patricia Koch, SAP
17:00	**Leading in the Digital Economy with SAP S/4HANA** Speaker to be Confirmed Shortly	**Focusing on the Customer with SAP Multichannel Foundation for Utilities and Public Sector** Ralph Rombeck, GELSEN-WASSER Marcus Schramm, SAP	**Enabling Innovative IoT Scenarios Through IT/OT Integration and Convergence** Frank Ruland, SAP (Presentation will take place in joint Utilities and Oil and Gas industry track)	**Enabling Innovative IoT Scenarios Through IT/OT Integration and Convergence** Frank Ruland, SAP
17:45	**Close of Day One**			
18:30	**Depart for the Evening Event**			

CONFERENCE DAY TWO
WEDNESDAY, 13 APRIL, 2016

08:00	**Registration and Refreshments**
08:25	**Welcome Back from the Chairman** James McClelland, SAP
08:30	**Digital DSO: Leading the way Towards a Successful Transformation in the Energy Sector** • The evolving policy and regulatory context in order for changes to happen in the energy sector • Digitalisation as a key issue to transform and leverage network management and operation, mobility and field operation, and market facilitation • Full realization of smart grid benefits through a far-reaching transformation of systems, processes and organization João Torres, EDP Distribuição
09:00	**SA Power Networks – Adapting to a Transforming Energy Market** • The need for change and SAPN's future operating model • SAP software as an enabler to support the change • The SAP program to date – establishing the foundation • Major initiatives planned Chris Ford, SA Power Networks
09:30	**Digital Disruption in the Utilities Industry** • How a combination of factors has forced the utilities into the most disruptive decade the industry has ever experienced • How this disruption is forcing utilities to change decades-old business models through a digital transformation • Why data will become one of the most critical assets within a utility • What all this means for the role of the CIO, and what new approaches are needed for the 21st century Stuart Ravens, Principal Analyst, Ovum
10:00	**Morning Refreshment Break, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**

	Track 5: **Reimagining Business**	**Track 2 Continued:** **Digital Customer Innovation**	**Track 6:** **Digitalized Assets**	**Track 4 Continued:** **Joint Utilities and Oil and Gas Industry**
10:45	**Reshaping the Energy World with Innovative Energy Business Models and Technologies** Jeroen Scheer, Alliander	**Digital Strategy in Utilities** Joseph Hegarty, ESB	**Asset Management for the Digital Utility** Bernd Keller, SAP	**Agile Analytics – Accelerated Insights from a Low-Cost Scalable Platform** Richard Evans, BP
11:30	**Business Transformation in Response to Deregulation** Speaker to be Confirmed Shortly	**How to Improve Digital Customer Service** Speaker to be Confirmed Shortly	**Work Force Manager for Electricity Distribution Works** Serkan Yiğit, SEDAŞ	**SAP Portfolio and Project Management: The Nigeria LNG Implementation for Engineering and IT Capital Expenditure Projects Portfolio** Chinedum Udensi, Nigeria LNG
12:15	**Morning Refreshment Break, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**			
13:45	**Eskom Digital Strategy as an Enabler in the African Context** Sean Maritz, Eskom	**From Mainframe to a Whole New Game: Implementing SAP at PPC to Tackle Billing and Revenue Challenges** Aris Alexopoulos, PPC Aleka Stavrinou, PPC	**Pouring Predictability into Operations Through Improved Maintenance Scheduling** Wolfram Adler, RWE Miguel von Rotz, SAP	**Tata Power – Successful Adoption of Health and Safety Best Practices** Ashok Sethi, Tata Power

14:30	**Digital Transformation Panel** Panel Hosted by: Henry Bailey, SAP Panelists Include: Stuart Ravens, Ovum Jeroen Scheer Alliander Sean Maritz, Eskom	**Revenue Intelligence Using SAP HANA – RIHANA Project: Detection and Management of Fraud and Theft of Electricity, Water, and Gas in EPM Distribution Utilities** Carlos Mario Galeano Garcés, EPM	**Geoenabling the Enterprise – Implementation of SAP Geographical Enablement Framework at Loudoun Water** Craig Lees, Loundon Water	**SAP Asset Intelligence Network: Revolutionize Asset Management with Global Collaboration** Dean Fitt, SAP
15:15	**Afternoon Refreshment Break, SAP and Partner Demos and Microforums, and Browse Shared Exhibition**			
15:45	**State of the Energy Sector in a Post-COP21 World**			

15:45 **State of the Energy Sector in a Post-COP21 World**
- Challenges facing utility and oil and gas companies as the world adapts to volatile energy prices, plus a new climate change agenda and national commitments undertaken at COP in Paris
- Digitalization – the increasing use of information technology by utility and oil and gas companies to optimize efficiency and energy usage
- Decentralization – the move toward domestic power generation and the increasing use of new forms of energy storage
- Decarbonization – the need to reduce carbon emissions and the threat to existing assets
- Cybersecurity and resilience

Marie-José Nadeau, Chair, World Energy Council

16:15	**Closing Reflections and Thoughts for the Future** Henry Bailey, SAP Ken Evans, SAP
16:30	**Chairman's Closing Remarks and Close of Event**

CHOICE Revenue Intelligence helps utilities increase revenue by reducing their losses.

CHOICE offers a winning combination of Revenue Intelligence analytics software for theft detection and collection improvement, running on SAP HANA and integrated with SAP for Utilities solutions, SAP BusinessObjects business intelligence solutions, and fraud management applications. This powerful software platform, together with business expertise and an extensive knowledge base, are the foundation of the CHOICE Revenue Assurance Intelligence Center. Revenue Intelligence is unique in many aspects, covering the full course of electricity (plus water and gas) theft and combating fraud activities on conventional and smart meters. Starting with detection of theft and fraud patterns using state-of-the-art artificial intelligence algorithms and self-learning technology, it helps select inspections targets with a higher probability of theft and higher value and manages the inspection processes to optimize utility recovery.

CHOICE Revenue Intelligence employs sophisticated algorithms and accurately predicts the fraud probability and the associated financial return for each customer. Leading utilities confirm we provide the only proven commercial solution for once-a-month conventional meter readings. Revenue Intelligence serves 30+ million utility customers in various countries. It has helped utilities such as Light, with 4 million consumers in Rio de Janeiro using SAP for Utilities solutions to improve revenue, with reported benefits above US$40 million per year. Metering (now Utility Week) International's Latin American Conference has granted Light the 2010 Excellence Award for this project.

Revenue Intelligence Centers have managed more than 2 million field inspections, recovering 300+ GWh/year, reducing CO_2 emissions by more than 350 thousand tons per year in many geographies, and helping utilities recover more than US$1 billion. This benefits shareholders, the society, and the environment by helping increase earnings before interest, taxes, depreciation, and amortization (EBITDA), lower tariffs, and reduce CO_2 emissions.

Revenue Intelligence was the first application in the utilities arena to be certified as powered by the SAP HANA platform, exploring this high-speed in-memory database technology to maximize benefits of its artificial intelligence algorithms.

Collaboration between SAP and CHOICE also includes a co-innovation agreement and joint projects with large corporations in many geographies to reduce nontechnical losses. CHOICE's cloud solution benefits utilities with fast deployment, going live as little as 2 months. Commercialized as software as a service (SaaS), it provides short-term payback and high benefit-to-cost ratio.

Established in 1993, CHOICE is headquartered in Luxembourg with offices in Rio de Janeiro, Madrid, Istanbul, Warsaw, and Medellin.

For more information, please visit: www.choiceholding.com

Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology, and outsourcing services. The Group reported 2014 global revenues of €10.573 billion. Together with its clients, Capgemini creates and delivers business, technology, and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience, and draws on Rightshore, its worldwide delivery model.

Capgemini's Global Utilities Sector serves the top utilities worldwide and draws on a network of more than 12,000 dedicated sector consultants.

For more information, please visit: www.capgemini.com/utilities .

ClickSoftware

As provider of a solution extension for field service management for SAP, ClickSoftware answers the fundamental question of job fulfillment for field service organizations: "Who does what, for whom, with what, where, and when?" Recognized by industry analysts as a leading provider of mobile workforce management and service optimization solutions for field and in-house resources, our solutions provide organizations with end-to-end visibility and control of the entire service management chain.

In today's competitive environment, it's not just about getting the job done. Managing the task while delivering excellent customer service is at the forefront of all suppliers' goals. ClickSoftware's sophisticated appointment planning and customer communications functionality helps to ensure that the right engineers get to the right appointments on time and that customers are kept informed – minimizing costs and maximizing customer satisfaction.

Our many years of experience in the utilities sector, our strong customer relationships, and our partnership with SAP enable us to deliver exactly the right solution for each customer.

Based on results from our global utilities customers, benefits typically include:

Increased workforce productivity
- 50% more maintenance visits
- 95% reduction in backlog

Customer service improvements
- 30% improvement in response times
- 20% improvement in emergency response times

Overall cost reductions
- 22% reduction in overtime
- 24% reduction in travel time

For more information, please visit: www.clicksoftware.com

PREMIUM SPONSORS

NATUVION

NATUVION combines many years of experience in SAP projects with profound understanding of and process skills in the utilities sector. Our actions focus on trusting and creative working methods. We are convinced that cooperation is the inspiration for professional and technically innovative IT consulting. As NATUVION, we create future-oriented, cost-effective, yet technologically leading solutions together with our customers.

We have long-term experience with the SAP Business Suite applications and with consolidation and harmonization.

Our consulting services comprise the entire SAP Business Suite, with additional core competency in SAP for Utilities solutions. Here we offer tailor-made solutions in the areas of meter to cash, business intelligence (including the SAP Business Warehouse application and SAP BusinessObjects BI solutions), and consolidation and harmonization.

For more information, please visit: www.natuvion.com

Utopia

Utopia is a global software, consulting, and services company specializing in enterprise data solutions that enable management and governance of critical master data for an enterprise. Our "build, fix, and sustain" approach, along with best-in-class software, empowers our customers to get their data right, and keep it right. Our solutions enable high-integrity analytics that help decision makers run their businesses with better and faster decisions. Utopia's technology and consulting solutions are born out of heavy R&D investment and industry experience, and we serve organizations with both SAP and legacy environments seamlessly. We operate globally and are proud of our talented team whose mission is to deliver best-in-class innovation and customer satisfaction.

For more information, please visit: www.utopiainc.com

Vesta Partners

Vesta Partners is a global professional services firm with deep domain expertise in asset management. We provide our customers with industry best practices in business process, brought to life through proven enterprise asset management (EAM) technology from SAP. In addition, Vesta supports third-party applications within SAP's EAM ecosystem to provide customers with specific solutions unique to their business environment.

Vesta's mission is to deliver the highest quality, most efficient maintenance process and technology consulting solutions to our clients. Our real-world experience and practical solutions deliver results that translate into real cost savings.

For more information, please visit www.vestapartners.com

STANDARD SPONSORS

Meridium

Meridium is a global leader in asset performance management (APM) software and services, helping asset-intensive industries reduce enterprise operating risk and improve asset reliability by predicting and preventing failures. Founded in 1993, Meridium pioneered the vision, software, and technology behind APM. Today, Meridium serves market-leading companies in more than 80 countries with more than 1,200 licensed sites around the globe. Headquartered in Roanoke, Virginia (USA), Meridium's global network operates from regional offices in the United States, EMEA, and APAC.

For more information, visit www.meridium.com

OpenText

Future business will be digital business, as digital becomes the new norm for business operations. Information is at the heart of this digital transformation. OpenText is an established leader in managing unstructured information in the context of business processes in an SAP software environment.

OpenText's integrated solutions for SAP enable utilities to realize the full value of digital data and the need for ongoing innovation in such key areas as customer experience, enterprise asset management, and IT/OT convergence. These solutions further enable business transformation by digitizing key utility processes that leverage SAP technology innovations such as the SAP HANA platform, as well as cloud and mobile offerings.

Simplify. Run Digital. SAP and OpenText

For more information, please visit: www.opentext.com/sap

OSIsoft

OSIsoft, a global leader in operational intelligence, delivers an open enterprise infrastructure to connect sensor-based data, operations, and people to enable real-time and actionable insights. As the maker of the PI System, OSIsoft empowers companies across a range of industries in activities such as exploration, extraction, production, generation, process and discrete manufacturing, distribution, and services to leverage streaming data to optimize and enrich their businesses.

For over 30 years, OSIsoft customers have embraced the PI System to deliver process, quality, energy, regulatory compliance, safety, security and asset health improvements across their operations. Founded in 1980, OSIsoft is a privately held company, headquartered in San Leandro, California, with offices around the world.

For more information, please visit www.osisoft.com

Peach Group

Founded in 2005 Peach Group has grown to become one of the premium players in the Utilities Market delivering services and solutions for SAP, Mobility and business consultancy. Geographically we have a strong focus on Europe. With a proven track record we are a senior partner for our customers in the utilities and have done various projects including Enterprise Asset Management, smart metering and mobility projects. Our consultants all have a strong business background to improve effectiveness by integrating business processes and ICT solutions.

For more information, please visit: www.peachgroup.nl/en/index.html

STANDARD SPONSORS

PROLOGA

For more than 15 years PROLOGA has helped customers in the utilities and waste management industry in planning, specifying, and implementing IT solutions. We use this expertise as an SAP partner. Our know-how in the different areas of the utilities industry is a strong advantage for our customers in the development of user-driven, high-performance solutions in a complex industry environment. Our customers benefit from our experience not only in their back-office processes but also in mobile environments.

For more information, please visit: www.prologa.com

Riva Modeling Systems

Riva Modeling Systems helps organizations align their asset management processes with their organizational objectives. Riva's comprehensive and integrated software solutions use a risk-based approach to support long-range infrastructure asset management and investment planning. By bringing together data from various source systems including GIS, work management, and financial systems, the Riva application provides organizations with complete and real-time information to assure plans are always current and up to date for up to 100 years. To learn how Riva can help you do the right thing to the right assets at the right time,

please visit: www.rivamodeling.com

SAP STARTUPS

App Orchid Inc.

App Orchid Inc. is a Silicon Valley–based software developer specializing in the science of artificial intelligence and cognitive computing. We create apps that make the Internet of Everything think like a human brain. App Orchid applies artificial intelligence and natural language processing to extract and blend structured data from the Internet of Things and operational databases, with unstructured, free-flowing data from tribal knowledge and the Internet of Everything. We then use Big Data–based in-memory technology to perform deep learning to identify patterns, risks, and opportunities previously impossible with traditional analytical tools. App Orchid's apps make Big Data predictive analysis as simple as typing a question in Google.

For more information, please visit: www.apporchid.com

FogHorn

FogHorn is a leading developer of "edge intelligence" software for industrial and commercial IoT applications. FogHorn's software platform brings the power of machine learning and advanced analytics to the on-premise edge environment, enabling a new class of applications for advanced monitoring and diagnostics, asset performance optimization, operational intelligence, and predictive maintenance use cases. FogHorn's solutions are ideally suited for OEMs, systems integrators, and end customers in vertical markets such as manufacturing, power and water, oil and gas, mining, transportation, healthcare, and retail, as well as Smart Grid, Smart City, and Smart Car applications.

For more information, please visit: www.foghorn-systems.com

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for this event, please visit
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Contact for Inquiries
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The registration fee includes
participation in the conference and/or
workshop (if additional workshop
registration is selected), lunch on both
days, refreshments, an evening event
for conference attendees, and
documentation material for download.

Please note that costs for
accommodation and travel are not
included in the registration fee.

Event Venue
World Forum
Churchillplein 10
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This event is organized by:
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in cooperation with SAP

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INTERNATIONAL SAP CONFERENCE FOR UTILITIES
APRIL 11-13, 2016
THE HAGUE, THE NETHERLANDS

I would like to register for the International SAP Conference for Utilities
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I wish to attend the following:

☐ Conference Only

☐ Conference and Workshop

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Please select your choice of workshop/s:

Full Day Workshop:

☐ 1 ☐ 2 ☐ 3

Morning Half-Day Workshop (11 April A.M) Please select from one of the three workshops:

☐ 4 ☐ 5 ☐ 6

Afternoon Half-Day Workshop (11 April P.M) Please select from one of the three workshops:

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1. Would you like to receive further information from SAP including special offers, reports, event news, and more along with information resulting from this inquiry?

☐ Yes, by e-mail   ☐ Yes, by telephone   ☐ No

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3. In addition to information about this event, would you like to receive news from T.A. Cook Conferences?

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Type	Early Bird Fee	Standard Fee
Conference	€ 1090	€ 1350
Half Day Workshop	€ 375	€ 375
Full Day Workshop	€ 750	€ 750

All fees include 21% Dutch VAT
Early Bird Fee valid until February 12, 2016
NOTE: Payment should also be received by the deadline for the early bird discount to apply.

Terms and Conditions of Registration
Cancellations must be made in writing at least two weeks before the beginning of the event. In this case we will charge a processing fee of € 200. Cancellations received less than two weeks before the event will be liable for the full registration fee. This also applies to registrants who do not attend the event. If a participant cannot attend for whatever reason, it is of course possible to nominate a substitution. Substitutions must be received in writing, must be addressed to the registration office, and must include the names of both the original and the substitute registrants. Participation in an event is only possible if payment has already been received, or if it is submitted at the event in cash or with a collection-only cheque. Please note that non- attendance for any reason is subject to the cancellation terms laid out in point above.

Organizer's Changes
We reserve the right to cancel your registration or refuse access to the event. We reserve the right to make changes to the event program. In the unfortunate event that an event is cancelled, we are not liable for any costs incurred by delegates in connection with their attendance.

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By registering for this event, you grant T.A. Cook permission to keep you informed of future events and content within your field of interest. We will only send you relevant information (by email, post or telephone) and you can unsubscribe at any time. Your details will only be held on the T.A. Cook internal data base and will not be supplied to 3rd parties without your knowledge and permission. If you wish to unsubscribe immediately, please send an email to info@ tacook.com with "Unsubscribe" in the subject line. Privacy Policy

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☐ I agree to the above terms and conditions (this must be ticked in order for the registration to be processed)

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