



HEALTH FACILITIES DESIGN AND DEVELOPMENT EGYPT

PREPARING INNOVATIVE AND MODERN HEALTH FACILITIES FOR EGYPT'S FUTURE

INTERNATIONAL CONFERENCE: 8 - 9 DECEMBER 2015
INTERACTIVE WORKSHOP: 10 DECEMBER 2015
SONESTA HOTEL, TOWER & CASINO, CAIRO, EGYPT

Under the patronage of His
Excellency The Minister of Health:

Supporting partner:



HEAR FROM KEY SPEAKERS INCLUDING:

- ▶ Dr. Hassan El Kalla, Chairman, **Badr University**
- ▶ Dr. Ashraf Ismail, Managing Director - Middle East, **Joint Commission International**
- ▶ Sherif Mansour, Advisor to the Minister for Facility Management and Engineering Affairs, **Ministry of Finance**
- ▶ Dr. Moenes Abou El Atta, CEO, **Al Mashreq Hospital**
- ▶ Shaimaa Mohamed, Quality Director, **57537 Hospital**
- ▶ Dr. Ghada El Ganzouri, Board Member, **Ganzouri Specialised Hospital**
- ▶ Dr. Mahmoud Agha, Principal, **RBSD Architects**
- ▶ Eng. Sobhi Batterjee, CEO, **Saudi German Hospitals Group**
- ▶ Prof. Dr. Ahmed Sherif, Founding Partner, **Shafie-Sherif Consulting**
- ▶ Prof. Dr. Magda Metwally, Head of Committee for Design Guidelines, **Ministry of Housing**

TOP REASONS TO ATTEND:

- ▶ Learn how the Ministry of Health plans to develop its facilities in the coming years directly from senior representatives in order to drive future business with key government contacts
- ▶ Develop your understanding of how you can create world-class health facilities from case studies detailing Egypt's leading hospitals and make real progress towards achieving JCI accreditation
- ▶ Gain vital project information from some of Egypt's most exciting and ambitious upcoming healthcare projects in order to shape future business plans
- ▶ Meet with a unique gathering of senior hospital management, government officials, architects, consultants and engineers to network over three conference days to increase your visibility and generate future business

**DON'T MISS OUR INTERACTIVE JOINT COMMISSION
INTERNATIONAL LED WORKSHOP ON SAFE HEALTH DESIGN
WHERE YOU WILL HAVE A CHANCE TO LEARN HOW YOUR HOSPITAL
CAN IMPLEMENT A STRATEGY FOR SAFE HEALTH DESIGN AND
MOVE TOWARDS ACHIEVING JCI ACCREDITATION!**

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▶ **BACKGROUND:**

Hospital construction and renovation in Egypt is booming, with both the state and the private sector undertaking a large number of projects to develop Egypt's health facilities and care provision in order to meet the needs of a growing population with increasingly high expectations. With so many new projects entering the market, it is critical that these facilities are built to the highest standards using the latest and most innovative technology and expertise.

▶ **KEY THEMES OF THE CONFERENCE:**

The conference will seek to bring together the key decision makers and stakeholders involved in the design, construction and use of Egypt's health facilities, including government officials, public hospitals, private hospitals and hospital groups, design consultants, architects and contractors. The conference will seek to educate attendees on how they can create world-class facilities and address the following issues and challenges:

- ▶ Creating facilities which have low maintenance and low overhead costs in order to ensure sustainability in the sector
- ▶ Improving patient care and patient experience through better design and technologies in order to create a healing environment
- ▶ Managing the relationship between client, architect, consultant and contractor to ensure that projects are delivered on-time and on-budget
- ▶ Futureproofing hospital designs by accounting for future changes in technology and patient needs
- ▶ Funding new developments using PPPs and alternative financing mechanisms
- ▶ Involving staff considerations into the design of new facilities in order to promote safe and pleasant working environments
- ▶ Integrating design considerations such as power shortages and other realities of the Egyptian environment into the design of hospital facilities
- ▶ Looking at how new technologies can improve patient experience and decrease hospital costs

▶ **WHY NOW?**

In the past, Egypt's health facilities have seen little investment, leaving facilities outdated by modern standards and in many cases unfit for simple renovations and upgrades. Now with increased government investment, together with a booming private sector, both in Egypt and from investors in the Gulf, Egypt's health facilities are witnessing rapid expansion. Medical technology continues to be a driving factor in Egypt, and with Prime Minister Ibrahim Mehleb having said that new hospitals must be designed to high standards, it is vitally important to share knowledge about how to achieve this.

WHO YOU WILL MEET AT THE EVENT:

- ▶ Hospital Owners/Senior Management
- ▶ Government Officials
- ▶ Design Consultants
- ▶ Architects
- ▶ Engineers and Engineering Consultants
- ▶ Contractors
- ▶ Technology and Solution Providers

WHAT ATTENDEES OF IQPC'S OTHER HEALTH FACILITIES EVENTS HAVE HAD TO SAY:

"I thoroughly enjoyed the conference and was excited by the breadth and variety of projects that were presented. It was an excellent opportunity to network in a creative environment"

**Cheryl Shields, Nurse Planner
- Commissioning, Scalabrini**

"Very full and interesting event presenting a great opportunity to catch up on what else is being achieved in the healthcare design industry"

**Robert Martin, Director,
Health Projects International**



IQPC provides business executives around the world with tailored practical conferences, large-scale events, topical seminars and training programmes, keeping them up-to-date with industry trends, technological developments and the regulatory landscape. IQPC conferences are market leading "must-attend" events for their respective industries. IQPC produces more than 1,700 events annually around the world, and continues to grow. Founded in 1973, IQPC now has offices in major cities across six continents including: Bengaluru, Berlin, Doha, Dubai, Johannesburg, London, New York, Riyadh, Singapore, Sydney, Tampa, and Toronto. IQPC leverages a global research base of best practices to produce an unrivalled portfolio of conferences. www.iqpc.ae

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CONFERENCE DAY ONE

TUESDAY, 8 DECEMBER 2015

08:30 **REGISTRATION AND WELCOME REFRESHMENTS**

09:00 **CHAIRMAN'S WELCOME REMARKS**

09:10 **OVERVIEW OF GOVERNMENT PROJECTS FOR THE DEVELOPMENT OF HEALTHCARE INFRASTRUCTURE 2015 – 2018**

The Ministry of Health is currently embarking on major projects for the development of its health facilities. These plans will include the construction of several major new hospitals, together with the much-needed renovation of existing facilities. This session will provide an overview of this process with the goal of outlining what the future of the Ministry of Health's facilities will be like.

Session reserved for a government VIP

09:40 **IMPROVING QUALITY IN EGYPTIAN HEALTHCARE PROVISION**

Quality is increasingly on the agenda for Egyptian healthcare providers, as private hospitals seek to distinguish themselves from their competition by offering higher levels of quality in their healthcare. This session, led by the head of the Egyptian society for quality in healthcare (Esqua), will guide attendees through how that process of differentiation through quality might be achieved in Egypt.

Dr. Hassan El Kalla, Chairman, **Badr University**

10:10 **CASE STUDY: THE DEVELOPMENT OF THE NEW SAUDI GERMAN HOSPITAL IN CAIRO**

Having recently developed a 300 bed multispecialty hospital in Cairo, the CEO of Saudi German Hospitals will outline the design and development of this new facility, highlighting innovative design concepts used in the design and construction of this new hospital.

Eng. Sobhi Batterjee, CEO, **Saudi German Hospitals Group**

10:40 **COFFEE AND NETWORKING BREAK**

11:25 **PANEL DISCUSSION: STAKEHOLDER MANAGEMENT: HOW BEST TO LIAISE BETWEEN CLIENTS, DESIGNERS, CONTRACTORS AND END USERS**

Hospital projects can involve complex negotiations between parties over several phases which can last a very long time. It is therefore essential that all parties understand one another's needs and expectations throughout the process. In this session, we will feature a discussion between members of each actor in order to try and establish best practices for stakeholder management. The session will consider:

- ▶ Contract considerations for maximum satisfaction between all parties
- ▶ How to ensure good stakeholder management over the course of an entire project
- ▶ How each party can best consider the needs of other parties in the design and build process to manage expectations and set realistic targets

12:10 **CASE STUDY: THE DEVELOPMENT OF MODERN HOSPITALS IN EGYPT**

Dr. Mahmoud Agha has been involved in the design and development of almost all of Egypt's top hospitals, having worked on As Salam International Hospital in 1979, Dar Al Fouad Hospital in 1995, the new Dar Al Fouad Hospital in 2008 and most recently on Ministry of Health Prototype Hospitals in 2010. This session will cover some of the most important takeaway lessons from these projects, including managing the balance of socio-economic factors and the implementation of international standards, designing for future considerations and the relationship between the client and architect during the design phase.

Dr. Mahmoud Agha, Principal, **RBSD Architects**

12:40 **SAFE HEALTH DESIGN: AN INVESTMENT IN QUALITY AND SAFETY**

Safe health design is a staple of JCI's principles for improving patient care. Led by JCI's managing director for the Middle East, this session will outline the reasons for implementing the theory in a hospital, proposing that investing in safe health design is something Egyptian hospitals should consider.

Dr. Ashraf Ismail, Managing Director – Middle East, **Joint Commission International**

13:10 **NETWORKING LUNCH**

14:10 **INCREASING HEALTHCARE EFFICIENCY BY USING THE LATEST INNOVATIONS IN TECHNOLOGY**

This session will address how hospitals can increase employee workflow and enhance the quality of their output through employing the latest technologies available to them. Led by the CEO of a leading Egyptian hospital, who has experience of also managing some of Egypt's other top institutions, the session will impart ideas about what technologies are available to achieve this goal.

Dr. Moenes Abou El Atta, CEO, **Al Mashreq Hospital**

14:40 **LOOKING AT NEW WAYS TO REDUCE MAINTENANCE COSTS DURING THE DESIGN PHASE**

Maintenance costs are one of the biggest considerations in designing a hospital. This session will address the issue of reducing these costs and how this might be achieved during the design phase by thinking ahead and anticipating these challenges later on in the facility's life.

Sherif Mansour, Advisor to the Minister for Facility Management and Engineering Affairs, **Ministry of Finance**

15:10 **USING THE LATEST HOSPITAL TELECOMMUNICATIONS TECHNOLOGY IN ORDER TO INCREASE EMPLOYEE EFFECTIVENESS**

This session will outline how Egyptian hospitals can increase the communications processes in hospitals in order to streamline employee workloads and ultimately increase both the effectiveness and efficiency of hospital operations.

Amr Ebeid, Deputy Medical Director, **Mabaret Al Asafra Hospital**

15:40 **CHAIRMAN'S CLOSING REMARKS AND END OF CONFERENCE DAY ONE**

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CONFERENCE DAY TWO

WEDNESDAY, 9 DECEMBER 2015

08:30 **REGISTRATION AND WELCOME REFRESHMENTS**

08:55 **CHAIRMAN'S WELCOME REMARKS AND SUMMARY OF CONCLUSIONS FROM DAY ONE**

09:00 **THE EXPERIENCE OF THE EGYPTIAN MINISTRY OF HEALTH IN PRIMARY HEALTH FACILITIES**

The Ministry's primary healthcare facilities collectively constitute around 5,000 unique facilities across Egypt. In targeting universal healthcare coverage as part of Egypt's sustainable development strategy 2030, the Ministry is embarking on a project to expand its primary health facilities. This session will provide an overview of this process.

Session reserved for a government VIP

09:30 **PANEL DISCUSSION: EGYPT'S NEW SOCIAL HEALTH INSURANCE LAW: HOW WILL IT AFFECT THE PUBLIC AND PRIVATE HEALTHCARE SECTORS?**

For several months, decision makers in Egypt have been working on a new law which would allow patients with limited access to state facilities to use private facilities whilst the state would fund their care. This session will debate the potential ramifications of this law on both public and private providers.

- ▶ Would public patients be an extra burden or benefit for leading private institutions?
- ▶ Will the law force underperforming hospitals to increase their performance?
- ▶ How will the law affect the average Egyptian?

10:45 **HOSPITAL DESIGN FOR CHANGING NEEDS: CASE STUDIES**

Hospitals must adapt to the changing needs of a population. In this session, one of Egypt's leading hospital design consultants will guide the audience through some of the principal lessons learned during the course of his career, using case studies to illustrate how best designers can plan for these eventualities.

Prof. Dr. Ahmed Sherif, Partner, **Shafie-Sherif Consulting**

11:30 **COFFEE AND NETWORKING BREAK**

11:45 **SHOWCASING THE IMPACT OF HEALTHCARE FACILITY DESIGN AND BUILDING ON PATIENT SAFETY AND SATISFACTION**

This session will address the core theory of the conference: how good hospital design benefits patient safety and satisfaction. Led by the quality director of one of Egypt's leading children's hospitals, the session will outline how hospital designers can improve their designs in order to promote patient wellbeing.

Shaimaa Mohamed, Quality Director, **57537 Hospital**

12:15 **BENEFITTING FROM QUALITY PRINCIPLES IN HOSPITAL DESIGN THROUGH COOPERATION WITH JOINT COMMISSION INTERNATIONAL**

The improvement of hospital quality is of the utmost concern for private hospitals in Egypt, and there is no more respected mark of quality than JCI accreditation. As a board member of a private hospital, as well as a board member of the chamber of health care providers, Dr. Ganzouri is well placed to offer perspectives on how Egyptian hospitals are benefitting from cooperation with JCI in increasing standards of quality.

Dr. Ghada El Ganzouri, Board Member, **Ganzouri Specialized Hospital**

12:45 **REVIEWING THE MOST FREQUENT SAFE HEALTH DESIGN ISSUES AND HOW TO OVERCOME THEM**

During her illustrious career in healthcare, Dr. Kathy Reno has seen every challenge which can be posed when trying to improve facility design and patient care. This session will address these issues in turn and then provide possible solutions and workarounds for these challenges as a precursor to the post-conference workshop.

Dr. Kathy Reno, Safe Health Design Managing Consultant, **Joint Commission International**

13:15 **HEALTH FACILITY DESIGN GUIDELINES FOR BETTER HEALTHCARE IN EGYPT**

Owing to the long time taken from implementing the first stages of designing a hospital and the project actually materialising, discrepancies can occur during this time between the originally intended purpose of the hospital and the eventual requirements of the client. This session will cover how to manage these discrepancies and create health facilities which remain entirely relevant throughout their lifecycles.

Prof. Dr. Magda Metwally, Head of Committee for Design Guidelines, National Housing and Building Research Centre, **Ministry of Housing**

13:45 **PROJECT CASE STUDY: ANDALUSIA HOSPITALS**

With a number of hospitals already in Egypt and with plans to expand their range of facilities even further, this session will offer up what lessons Andalusia group have learned in creating health facilities in Egypt, as well as offering a preview of upcoming projects.

Dr. Mohamed Ahmed Hamdy, Projects Manager, **Andalusia Group**

14:15 **CHAIRMAN'S CLOSING REMARKS, NETWORKING LUNCH AND CLOSE OF CONFERENCE DAY 2**

The published programme is correct at time of printing. However, given the seniority of our speakers and the nature of their roles, speakers may subsequently substitute or remove themselves from the programme. This is always regrettable, and we will always try to replace the speaker with a speaker with equivalent insight. For the most up-to-date programme, please visit the event website.

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INTERACTIVE WORKSHOP

THURSDAY, 10 DECEMBER 2015

IQPC's workshops are unique opportunities to spend valuable time with industry experts. These interactive sessions are extended to ensure that you get to the heart of the conference's most critical issues and uncover practical solutions you can apply in your own company. When designing our workshops, we create a balance between theory and practice in order to provide you with practical takeaways that can be adapted for your organisation. In addition, there is an opportunity for you to network with peers from similar organisations to build your network for future career opportunities and broaden your industry perspective and exposure.

WHAT ARE THE BENEFITS OF ATTENDING WORKSHOPS?

- ▶ Address your specific challenges through a series of theoretical and practical exercises, led by a recognised expert in the field
- ▶ Learn substantial information on a particular topic within a short period of time – the facilitator will already have sifted and selected the information presented from a wide variety of sources and the small group size will enable you to get your questions answered
- ▶ Gather with like-minded delegates to discuss your shared challenges, exchange ideas and solutions and benchmark your competitors or project partners

IMPLEMENTING A SAFE HEALTH DESIGN STRATEGY

This workshop day will take participants through the Joint Commission International principles of safe health design, with a view to helping leading Egyptian hospitals towards achieving JCI accreditation and designing and operating safer hospitals which are both more conducive to patient satisfaction and safety.

The workshop will give participants the opportunity to cover in great detail and with a high degree of interactivity the central tenets of how they can implement JCI's principles of safe health design in their hospitals.

AGENDA:

09:00 - 12:30:

Optimising facility design for safety

- ▶ JCI standards impact on the design of your facility
- ▶ Designing to avoid sentinel events
- ▶ Evidence-based design and JCI standards
- ▶ Designing for disasters

12:30 - 13:30

Lunch

13:30 - 15:00

The importance of clinical commissioning

- ▶ Testing the clinical environment for safety pre-occupancy
- ▶ Scenario simulation techniques
- ▶ Incident command oversight of opening activities



This workshop will be led by Dr. Kathy Reno, Safe Health Design Managing Consultant, Joint Commission International

Dr. Kathy Reno has over 40 years of experience in health care, with the majority of time spent in administrative roles such as Chief Operating Officer and Chief Nursing Officer. She also developed the Executive Nursing Leadership track for the Doctor of Nursing Practice degree for the University of Illinois College of Nursing. Dr. Reno now serves as a consultant for Joint Commission Resources and Joint Commission International on patient safety and safe facility design.

Healthcare facility design has been one of Dr. Reno's interests for her entire career. She has worked on numerous healthcare facility building projects, including renovation as well as new construction of hospitals, ambulatory clinics, and medical office buildings. She holds EDAC accreditation. She has consulted on facility design with organisations in the Middle East, Europe, China, South America, and Indonesia as well as the US. Dr. Reno has lectured on numerous topics both domestically and internationally including safe facility design, board relations, hospital finances, safety, and technology.



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SPONSORSHIP OPPORTUNITIES

IQPC has been hosting events developed for senior executives for more than 40 years. We serve businesses representing over 15 sectors at more than 1,700 conferences around the globe. Our client list includes corporations such as IBM, Cisco, Microsoft, Lockheed Martin, Boeing, Weatherford International, Halliburton, ABN AMRO, Deutsche Bank, GE, Siemens, BASF and Dow Chemicals, just to name a select few. Senior executives travel from around the world to our events looking to garner best practices and concrete solutions to assist them in improving their organisations. IQPC provides many different platforms for you to increase your market share, stay ahead of your competition, increase awareness to your target audience and position yourself as a key supplier to the healthcare industry.

YOUR PLATFORM - GETTING YOUR MESSAGE ACROSS:

Because we know that each sponsor has a different message, business development goal and branding objectives, each sponsorship package is tailored to your corporate strategies. Though most sponsorship offers multiple levels and types of exposure, there are a few main ways for you to highlight your corporate strengths:

1 THOUGHT LEADERSHIP

As a sponsor at Health Facilities Design and Development Egypt, your company will gain second-to-none exposure to senior-level decision makers at the point in time that they are seeking solutions, information and systems for improving their firm's strategies. For a select few sponsors, you can build your reputation as a market leader through subject-specific presentations, workshops and focus days. This highly selective sponsorship allows your firm to establish tremendous capability and expertise in your specialty as well as highlight successful work completed with your clients.

2 PREMIUM BRANDING

We bring together buyers and suppliers for collaboration, networking and knowledge sharing. Branding is often a major initiative for our clients who are seeking to get the message out about their offerings. Build your company's brand and visibility in front of senior decision-makers in order to get shortlisted. As a sponsor, your company branding will appear alongside the global leaders associated with best practices in this field. Our dedicated marketing team will help you achieve your promotional aims in the months leading up to the conference. IQPC leverages multiple marketing channels including online, direct mail, email, press releases, media partnerships and social media to publicise the event and increase awareness about your participation to our extensive database, as well as through our network of partners.

3 FEATURED NETWORKING EVENTS / FACE TIME

Networking and information sharing are two major aspects of our conferences and IQPC builds in many opportunities for sponsors to benefit from meeting industry leaders. Focused and high-level, our events will provide you with the perfect environment to initiate new business relationships, identify upcoming opportunities and achieve face-to-face contact that overcrowded tradeshows can not deliver. The exhibition area is designed to be the heart of the event - a place to network and share strategies with key decision makers. Sponsorship opportunities range from exhibition stands to sponsored lunches, cocktail receptions, gala dinners and a host of other branding opportunities.

Additionally IQPC offers a selection of sponsorship opportunities that enables our clients to increase their opportunity to develop new relationships during our events, including one-to-one meetings with clients to understand their challenges, requirements and opportunities.

"A positive experience of high value which provided great insight to the innovative use of technology in healthcare"

**Peter Te Moni, Project Manager,
Electronic Health Records,
Royal Dental Health Services**

"A great opportunity to meet other key contacts from the industry and hear about what is happening around the country"

**Stephen Willis, Director, Built
Environment, Mater Health
Services Brisbane**

"The conference had very informative presentation content, good networking opportunities and attending was a valuable experience"

**Ken Dyer, National Health
Sector Leader, DWP Suters**

**DO YOU HAVE
A PRODUCT OR
SERVICE THAT
OUR SENIOR
DECISION-
MAKERS AND
INFLUENCERS
NEED?**

The Health Facilities Design and Development Egypt conference offers you the perfect platform to showcase your solution to your target market and meet and network with senior-level decision makers who are leading the way in the industry

We specialise in providing business development, marketing and sales solutions that are tailored to specifically deliver on your business objectives. We pay patient attention to what our exhibition and sponsorship customers want, expect, need and value. Every sponsor wants to create customers, develop qualified sales leads, convert leads into sales and retain customers. Our tailored sponsorship packages help you to achieve these objectives.

If you would like more information on sponsorship and exhibition opportunities or to discuss which package will best help you achieve your objectives, please contact Rahul Khanna on +971 4 360 2800 or email sponsorship@iqpc.ae

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REGISTRATION

Event Code: 25895.001

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.

Please photocopy for multiple bookings.

3 WAYS TO REGISTER

CALL: +971 4 364 2975

EMAIL: register@iqpc.ae

WEB: www.healthfacilitiesegypt.com

CONFERENCE PRICES

Book and pay before 22 October 2015 and save up to US\$490

	EARLY BIRD PRICE	STANDARD PRICE
COMPANIES HEADQUARTERED IN EGYPT PRICING*	PAYMENT BEFORE 22 OCTOBER 2015	PAYMENT AFTER 22 OCTOBER 2015
CONFERENCE + 1 WORKSHOP	US\$2069 (SAVE US\$230)	US\$2299
CONFERENCE ONLY	US\$1529 (SAVE US\$170)	US\$1699
COMPANIES HEADQUARTERED OUTSIDE EGYPT PRICING		
CONFERENCE + 1 WORKSHOP	US\$3609 (SAVE US\$490)	US\$4099
CONFERENCE ONLY	US\$2549 (SAVE US\$350)	US\$2899

*Company must not be part or fully owned, merged, franchised or subsidiary to any company which is headquartered and registered outside of Egypt. Eligibility for this pricing is at the discretion of IQPC.

Prices are stated net of any applicable local taxes.

DELEGATE DETAILS

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Email: Telephone:

Job Title: Department:

Organisation: Nature of business:

Address:

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Approving Manager: Training Manager:

Name of person completing form if different from delegate:

Signature: Date:

I agree to IQPC's payment terms

If you have not received an acknowledgement before the conference, please call us to confirm your booking.

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Please debit my credit card: Visa Mastercard American Express

Card No:

Valid From: Expiry Date: Issue Number:

Card Holder's name: Signature:

Card billing address: (if different from Co.address)

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Hotel and travel costs are not included in the registration fee. For assistance in your travel and accommodation requirements, please refer to details below:

Room Reservations

Special / corporate rate for room accommodation is available in the hotel. You may contact the hotel directly as per the details above quoting IQPC Middle East or the name of the conference.

Flight Reservations

Contact Bindu Babu at SNTTA Travel & Tours LLC Dubai.

Email iqpc@snttadubai.com

Tel + 971 4 282 9000

Fax + 971 4 282 9988

Online www.sntta.com

Please book at the earliest for your convenience.

CONFERENCE DOCUMENTATION

If you cannot make the conference, you can still access all presentations delivered throughout the conference days for just US\$450, post event. Contact us on +971 4 364 2975 for further details.

IQPC'S STANDARD TERMS AND CONDITIONS

PAYMENT

- Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Payment prior to conference is mandatory for attendance.
- Your registration will not be confirmed until payment is received and may be subject to cancellation.
- If a booking is received 10 working days before the conference a credit card number will be required to confirm your place, likewise if full payment has not been received before the conference date.
- Any respective payment charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

DISCOUNTS

- All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- Any other discounts offered by IQPC (including team discounts) require payment at the time of registration.
- Discounts cannot be combined with any other offer.

CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY

- You may substitute delegates at any time by providing reasonable advance notice to IQPC.
- For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.
- In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation.
- In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.
- Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.
- IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.

PROGRAMME CHANGES

- Please note that speakers and topics were confirmed at the time of publishing; however, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

YOUR DETAILS

- Please email our database manager at enquiry@iqpc.ae to inform us of any incorrect details which will be amended accordingly.



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