

10th – 11th May 2005, Intercontinental Prague, Czech Republic

Key speakers include



Vratislav Kulhanek Chairman of the Supervisory Board Skoda Auto and President Association of Czech Republic Automotive Industry (AIA)



Stefan Tostmann Head of Unit, DG Energy and Transport **European Commission**



Istvan Lepsenyi Managing Director Knorr-Bremse and President Association of the Hungarian Automotive Industry (AHAI)



Are Knoph Managing Director Volvo Czech Republic



Jan Vlasak Managing Director Arvin Exhaust Czech Republic



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Endorsed by:







Driving supply chains

CEE's only dedicated auto logistics event

- In-depth regional symposia: identify opportunities and challenges in the Czech Republic, Solvakia, Poland and Hungary
- Hear direct from the region's market leaders: Volkswagen, Skoda, Toyota,
 Volvo, Fiat, Ford, Visteon, Delphi, Arvin Exhaust and Cooper Automotive
- Strategies for cutting logistics costs
- Network with all major manufacturers and suppliers under one roof



Maximising value from the global supply chain

Organised by:



Auto Logistics & SCM World CEE 2005

CEE's only dedicated auto logistics event

Get the most out of your logistics and supply chain

Dear automotive industry partner

"I am delighted that AIA can give its endorsement to Auto Logistics & Supply Chain Management World Central and Eastern Europe, the only strategic conference dedicated to these important issues in our region.

I very much hope you will be able to join us in Prague in May to participate in what I am sure will be a valuable and enjoyable event. It will provide an excellent opportunity for us all to discuss and develop strategies to ensure the Central and Eastern European automotive industry remains competitive in the years ahead. I look forward to meeting you."



Vratislav Kulhanek Chairman of the Supervisory Board, Skoda Auto and President, Association of Czech Republic Automotive

Industry (AIA)

Cut costs, improve your supply chain

Never before have logistics and supply chain management issues been so important to the automotive industry in Central and Eastern Europe. Plants across the region are coming under increasing pressure, particularly from competition in China and the Far East. *Auto Logistics & SCM World CEE* is the only strategic event dedicated to helping you debate and develop strategies that can cut costs, increase efficiency and make a real difference to your business.

Identify challenges and discover opportunities

Hear from the experts as they discuss the issues and topics at the top of your agenda. Join us to analyse the automotive logistics sector in CEE's key nations including the Czech Republic, Poland, Slovakia, Hungary and Turkey. Identify the challenges and the opportunities to ensure your business maximises profit, efficiency and competitiveness.



Book your place NOW by calling +44 (0) 20 7242 2324, fax the registration form at the back of this brochure to fax: +44 (0) 20 7242 1508 or register online at: www.terrapinn.com/2005/auto_cee Benefit from the experience of our speakers:

- Vratislav Kulhanek, Chairman of the Supervisory Board, Skoda Auto
- Stefan Tostmann, Head of Division, DG Energy and Transport, European Commission
- Jorn Reimers, President, Volkswagen Poland
- Wolfgang Rohroff, Head of Purchasing, Volkswagen Slovakia
- Are Knoph, Managing Director, Volvo Czech Republic
- Bas Kasteel, Director of Parts Logistics, Toyota
- Recai Isiktas, Logistics Department Manager, Ford Turkey
- Adam Misiak, European Logistics Manager, Delphi

Speed networking – this is the revolutionary, exciting, guick and non-pressurised way to

SPEED meet fellow conference delegates and industry peers in one 50-minute session. These brief meetings are the starting point for conversation and networking throughout the conference. This is where long-lasting and profitable business relationships begin.

- Meet...move on...meet...move on...meet!
- Exchange business cards with fellow conference delegates and industry peers
- The best 50 minute networking session you've ever experienced

Fully interactive panel sessions – we offer four "talk show" style sessions where you can ask the questions you want answers for! You will not get a better chance than this to question the leading players in the CEE auto logistics industry directly. Consider it an unfair advantage.

Contact – we introduce you to 'Contact' – a system to enable you to set up meetings before the event. Better than most other online systems you can search the attendees then email them directly without ever seeing their

email address. We facilitate first contact and you take it from there.

It is more than just on-line networking though. Important forms and conference tips can be downloaded and, after the event you can download the white papers and presentations from our world-class speakers.

Showcase area – *Auto Logistics & SCM World CEE* showcase is the perfect environment for you to demonstrate new products, introduce new services or solutions and engage in "face to face" marketing with your target audience. This is the place where you can ensure your products and services are a resounding success in a fast developing market.

Day One Tuesday 10th May 2005

CEE's only dedicated auto logistics event

- 8.30 Registration
- 9.00 Chairman's opening remarks Jaromir Martinec Editor in Chief AutoExpert Czech Republic
- CEE AN OVERVIEW

9.10 Opening address: transportation policy trends – challenges and opportunities for the automotive supply chain

- One year on changes and trends post EU expansion
 Cross-Europe harmonisation of taxes and charges a
- realistic aim?
- The Marco Polo programme update and outlook
- Introducing Marco Polo II

Dr Stefan Tostmann

Head of Division for "Motorways of the sea and intermodality" Directorate General for Energy and Transport **European Commission**

9.40 Keynote address: automotive industries in the CEE – evolution and outlook

- How far has the CEE travelled since the fall of Communism?
- Explaining the explosion in CEE auto industry investment
- Benefits and problems what can the CEE offer now?
- What does the future hold for CEE automotive industries? Ryan Tutak

Analyst and leading authority on CEE auto industry and Associate Editor

- 10.10 Question and answer session with the two keynote speakers
- 10.30 Coffee break

EXTERNALITIES: REGULATIONS AND THE ENVIRONMENT

11.15 Panel discussion: dealing with capacity constraints on Europe's networks

- Will there be a 'capacity crunch' on European road and rail distribution networks?
- Maximising capacity on existing infrastructure networks.
- What are the real alternatives to road and rail and how much can they take?
- The importance of collaboration between users and logistics service providers.
- To what extent are CEE savings offset by logistical problems?

Svein Steimler

Executive Vice President

Robert Grozdanovski

Commercial Trucks Director

Volvo CEE

12.00 Case study: reverse logistics - a solution to the cost pressures in the automotive market?

- What are the driving forces behind the introduction of reverse logistics?
- Partner Relationship Management the benefits and the challenges
- The recovery of used components
- Is reverse logistics part of the future for the auto logistics sector?

Jan Vlasak

Managing Director Arvin Exhaust, Czech Republic

12.30 Networking lunch

2.00 INTERVIEW: Vratislav Kulhanek, Chairman of the Supervisory Board, Skoda Auto

Benefit from this unique opportunity to listen to an exclusive 40 minute interview with Vratislav Kulhanek. In a relaxed "talk show" style format, Ryan Tutak will raise the topical issues that are affecting the Czech Republic's biggest manufacturer. Gain a valuable insight into how Skoda plans to reduce costs through the exploration of new markets and products and the challenges that lie ahead.

2.40

Speed Networking



- Meet...move on...meet...move on...meet!
- Exchange business cards with fellow conference delegates and industry peers
- The best 50 minute networking session you've ever experienced

3.30 Coffee break

PARTNERSHIPS AND ALLIANCES

4.15 Panel session: the importance of partnerships in an emerging market

- What can a good partnership and effective collaboration add to your bottom line?
- Sharing initiatives and building a win-win relationship with your suppliers
- Strategies for sourcing suppliers that add value
- Measuring your real cost savings from the 'right' partnership

Moderator:

Istvan Lepsenyi

President **AHAI**

Panellists:

Wolfgang Rohroff Head of Purchasing Volkswagen Slovakia

Necmi Mungan

Logistics Project Manager

TOFAS

Barbara Myrczek Head of Logistics & Supply Chain Cooper Automotive Poland

Jeremy Davidson Deputy Managing Director NYK Logistics

5.00 Close of conference followed by cocktail reception



Cocktail reception – join us for a refreshing drink and make business contacts with fellow speakers and attendees in a social environment. A great opportunity to relax after a busy day at the conference.

CEE's only dedicated auto logistics event

8.30 Registration

8.50 Chairman's opening remarks Ryan Tutak Analyst and leading authority on CEE auto industry

and Associate Editor
Just-auto.com

GROWING YOUR AUTOMOTIVE BUSINESS

9.00 Opening address: maintaining a framework for continued growth

- Competitor awareness post-BER: the need now to think local and global
- Strategies to expand new and existing domestic markets
- What regulatory framework is best for the CEE?
- Overcoming Asia: how will global competition impact on Europe?

Ivan Hodac

Secretary-General

ACEA

9.30 Keynote address: automotive manufacturing growth in Turkey

- How has the automotive industry in Turkey handled regional competition?
- What strategies should be adopted to respond to economic downturns?
- Benefiting fully from local resources and labour
- How has the Turkish auto industry attracted so much
- Foreign Direct Investment? Senior representative from Automotive Manufacturers Association of Turkey

10.00 Coffee break

REGIONAL SYMPOSIA

Auto Logistics & SCM World is the region's biggest strategic automotive logistics event. The key component of *Auto Logistics* is the bringing together of senior executives from the major OEMs, National Sales Companies and T1, T2 suppliers together with the logistics service and product suppliers. In symposia dedicated to some of the region's most prominent countries the following topics will be discussed in a panel format:

- Challenges and opportunities facing the automotive logistics industry
- Business potential and expansion strategies
- Incentives, funding and government initiatives
- Financing infrastructure development

11.00 Panel session: Czech Republic and Slovakia

Moderator: Jaromir Martinec Editor in Chief AutoExpert Czech Republic

Panellists:

Wolfgang Rohroff Head of Purchasing Volkswagen Slovakia

Are Knoph Managing Director

Volvo Czech Republic Dr Karl Krause

VP Manufacturing Operations **Visteon**

Andrej Michalak Eastern Europe Logistics Manager Delphi

12.00 Panel session: Poland and Hungary

www.terrapinn.com/2005/auto_cee

Moderator

Istvan Lepsenyi President AHAI

Panellists:

Jorn Reimers President Volkswagen Poland

Dr Georg Richartz

Head of Purchasing and Logistics Volkswagen Poland

Barbara Myrczek

Head of Logistics & Supply Chain **Cooper Automotive Poland**

Adam Misiak European Logistics Manager Delphi

1.00 Networking lunch

"JUST IN TIME" LOGISTICS

2.30 Case study: effective logistics along the supply chain

- Meeting your customer demands the right time and the right quantity
- Arranging your supply chain accordingly
- Implementing effective logistics at Ford Otosan the "Milk Run System"
- Achieving synchronous material collection Cengiz Kabatepe

Assistant General Manager

Ford Otosan

3.00 Cost savings of using JIT suppliers

- The shift from supply push to demand pull manufacturing
 The importance of JIT and Lean manufacturing how much value do they bring?
- Knowing the criteria for successful choice of JIT suppliers
 Quality, reliability and communication the keys to success

Bas Kasteel

Director of Parts Logistics **Toyota**

3.30 Coffee break

CROSS-BORDER LOGISTICS AND CONTROL

4.15 Case study: the Ford Cologne to Turkey supply chain

- Planning and managing a successful trans-Europe supply chain
- Strategies for efficient intermodality and maintained visibility
- Aiming for a sustainable supply chain
- Quality, Cost and the Environment is there a common around?
- Implementing solutions within the supply chain Recai Isiktas

Logistics Department Manager Ford Turkey

- 4.45 Chairman's closing remarks
- 5.00 Close of conference

Pre-conference interactive workshop

Monday 9th May 2005 (separately bookable)

How can automotive companies secure maximum value from the global extended supply chain?

A one-day workshop hosted by PA Consulting

The global supply chains are becoming more complex and the demands placed upon them more challenging. The big issue facing automotive companies is how to secure maximum value from the global supply chains.

- 8.30 Registration and coffee
- 9.00 Chairman's opening remarks

9.15 Opening discussion: supply chain improvement – identifying the value drivers

In this session we will prioritise the key areas within the automotive supply chain that OEMs and parts suppliers should be focussing on within a context of securing significantly increased value.

10.00 Redesigning and sourcing the product for it's supply chain

Hear how to give greater consideration to the demands that often over-engineered and expensive product designs place on the global supply chains. Discover the scope for cost and supply improvement that exists in even the most mature products.

10.45 Coffee break

11.30 Managing variety

This session will consider the impact that product variety has on the supply chain and the use of value stream mapping to show this. VSM would encompass the main logistics elements, highlight key cost factors and provide a sound understanding of supplier production issues.

12.15 Producing more with less

One of the biggest complications affecting the global automotive supply chains is the need to produce more product with less facility. Real life case studies will demonstrate how effective planning and scheduling approaches can achieve drastic increases in throughput with lower inventories.

1.00 Lunch

2.30 Sourcing and partnerships

Despite the continued drive to outsource products and services to third parties and different geographies, the majority of relations between OEMs and the supply base still tend to be adversarial. This session will help you form stronger and more effective partnerships to enhance the efficiency and sustainability of your supply chain.

3.15 Coffee break

4.00 The migration challenge

The economic attraction of low cost economies are fundamentally changing and stressing the global supply chain. Using actual case studies from PA's OEM and supply base clients, this session will consider the challenges to be faced and key lessons learned in migrating production to low cost countries.

- 4.30 Concluding discussion and chairman's closing remarks
- 5.00 Close of workshop

About your workshop leaders

Martin Smith

Martin Smith has extensive experience of consulting in all disciplines. He is head of our Manufacturing Industries Practice and has considerable experience throughout the sector. He has consulted to manufacturing industry worldwide for more than 10 years.

Rainer Gross

Rainer has been a management consultant since 1999. Prior to joining PA, Rainer gained comprehensive experience in the automotive industry as a Head of Purchasing for a major Automotive OEM in Germany.

Tony Shale

Tony Shale has a background in low volume, high complexity product manufacture. He has been involved in supply chain strategy development, business evaluation and turnaround, outsourcing assignments, factory design and rationalisation.

Thomas Goettle

Thomas has over 12 years experience in manufacturing, both in line management and consulting and has worked in the automotive industry for ZF Friedrichshafen AG and Lear Corporation.

Tom Toth

Tom can demonstrate a substantial depth of understanding and track record in operating and client development in the manufacturing sector. His areas of specialism are business and process performance improvement.

Manfred Schwoch

Manfred Schwoch, is a Managing Consultant in the Manufacturing Industry Practice. He worked in the automotive sector with 5 years experience in advanced purchasing and 9 years in engineering.

Tony Lewins

Tony is a senior member of Decision Sciences Practice, PA's centre of excellence in operational research. He is also leading PA's multi-disciplinary group responsible for identifying and implementing solutions to complex business problems.



PA Consulting is a leading management, systems and technology consultancy with a unique commitment to the integration of these capabilities. Established almost 60 years ago, and operating worldwide from around 50 offices in some 20 countries, PA draws on the knowledge and experience of almost 2,700 employees, whose skills span the initial generation of ideas and insight all the way through to detailed implementation.

Auto Logistics & SCM World CEE 2005

The who's who of CEE auto logistics industry

Stefan Tostmann

Head of Division, DG Energy and Transport

European Commission Dr Tostmann has been at

the European Commission since 1993. From 1996-2001 he worked on the Pilot Actions for Combined Transport programme (PACT), providing start-up aid for innovative intermodal ventures. Currently he is Head of Unit for "Motorways of the Sea and Intermodality", part of the Directorate General for Energy and Transport, a position he has held since 2001. Stefan has a PhD in Law from the Free University of Berlin,



Vratislav Kulhane Chairman of the Supervisory Roard

Skoda Auto Fluent in four languages and

a graduate of the University of Economics, Prague and the European Business School, Mr Kulhanek has enjoyed a distinguished career. From 1992-1997 he was Director of Robert Bosch Ltd and then Board Chairman of Skoda until October 1st 2004 when he was appointed Chairman of the Supervisory Board at Skoda Auto, the highest position within the organisation. Since 1997 he has also held the position of President of AIA, the Association of the Czech Automotive Industry as well as the Czech Institute of Directors and the International Chamber of Commerce of the Czech Republic.

Adam Misiak

European Logistics Manager Delphi

Adam graduated with an MBA from the University of Lodz, Poland in 1994. Previously

Logistics Manager for the Eastern Europe region (2000-2004), Adam is currently based at Delphi's European HQ in Paris where he is responsible for coordinating logistics activities within the Delphi EMEA Region, including 68 manufacturing locations, several technical centres and external warehousing facilities.



Managing Director Volvo Czech Republic

Are Knoph

Are is the Managing Director of Volvo in the Czech Republic. He has a degree in economics

together with 25 years experience at Volvo. He has spent 14 years working abroad in Iran and Irag and more recently

in the CEE region where he has held senior management positions in the former Yugoslavia and now the Czech Republic.



Ryan is perhaps the world's leading authority on the CEE

automotive industry having spent 12 years researching the sector and having visited every major manufacturing site in the region. Currently Associate Editor of Just-Auto.com, he was for several years a correspondent for the Financial Times and Reuters. An award-winning journalist, his work has been translated into seventeen languages and published in a large number of leading publications including the Financial Times, Bloomberg, Prague Business Journal, Trend Slovakia and Wall Street Journal.

Jaromir Martinec Chief Editor

AutoExpert Czech Republic Jaromir graduated from the Czech University of Agriculture in 1996 and has been Chief

Editor and Director of Auto Expert Czech Republic since 2000. Previously he was Technical Editor within the publication. A keen motor racing enthusiast, Jaromir is mechanic in the Tatra rally team and has participated in four Paris-Dakar rallies.



Corporation as Vice President of Manufacturing Operations

for Europe and South America in May 2003 and is responsible for developing and implementing business strategies in those two continents. Visteon's operating responsibility for more than 40 European and South American plants is shared between four regional manufacturing directors, all reporting to him. Dr Krause has a wealth of experience in the automotive sector having previously held positions at TRW Automotive, ITT Automotive and Brose.

Cengiz Kabatepe

Assistant General Manager Ford Otosan After taking a degree in Mechanical Engineering from

Yildiz Technical University and then an MBA from Istanbul University,

Cengiz has thirty years experience at Ford Otosan in Turkey. He has risen from Application Engineer and Central Planning Manager to his current position of Assistant General Manager with responsibility for material planning and logistics, based at the Kocaeli plant.



automotive sector since 2000 and after spells as Financial

and Logistics Manager he has quickly progressed to Managing Director and Site Manager for Arvin Exhaust, a joint venture between ArvinMeritor Inc and Karsit sro. Already with an MA in economics from the Military University of Vyskov, Jan is currently studying for a PhD in economics.



Managing Director **Knorr-Bremse Brake**

and economic engineering, Istvan has been Managing Director of Knorr-Bremse Brake Systems Ltd since 1995 and President of the European Executive Committee of Knorr-Bremse SfN since 2000. He is also President of the Association of the Hungarian Automotive Industry (AHAI) and of the Hungarian Manager Association.Previously, Istvan was Managing Director of Magyar Suzuki Rt, where he set-up the company and established supplier and sales networks, President of Autokonszern Rt and Technical Director at IKARUS. In June 2004 he was awarded the Officer's Cross Order of Merit

> Robert Grozdanovski **Commercial Trucks Director** Volvo CEE

of the Republic of Hungary.

Robert began his career in the automotive sector in July 1997, working in the global

chassis development team at Volvo Bus Corporation. In January 2000 he moved to the Volvo Truck Corporation to take up the role of Sales Engineer within the Eastern Europe region and in late 2001 took over as Market Manager for the Balkan and Hungary region. Since Spring 2004 Robert has been Commercial Trucks Director for the Central East Europe region within the Volvo Truck Corporation, a region that incorporates all the new EU member states.

Auto Logistics & SCM World CEE 2005

CEE's only dedicated auto logistics event

Your CEE marketing platform

Auto Logistics & SCM World CEE is more than just an event - it is an opportunity to take an important place in a multi-channel, targeted, 24/7 marketing campaign. The earlier you confirm your participation, the more marketing benefits and the greater ROI you will receive.

No other auto logistics event can give you one-to-one access to senior decision-makers from right across the automotive community. Don't settle for second best; receive real results by being part of the auto logistics industry's most comprehensive marketing campaign.

Function sponsorships still available

Auto Logistics & SCM World CEE has already sold out of the general sponsorship packages but you can still maximise your ROI from this prestigious event with a lunch or cocktail reception sponsorship.

- Would you like to see your company name synonymous with the auto logistics industry?
- Spend 1¹/₂ hours with twenty of your top prospects together?
- The chance to introduce your company to over 100 automotive leaders?

Yes?... you should be a lunch sponsor

- Would you like to have an exclusive and intimate forum within which to meet and entertain these people?
- See your company name synonymous with the auto logistics industry?
- Spend time with over 100 of the automotive leaders?

Yes?...you should be a cocktail reception sponsor

Call Joseph Ridley today before it's too late on Tel:+44 (0)20 7827 5978 or Email: joseph.ridley@terrapinn.com

Why should you exhibit?

- Create profile and sales with CEE's leading automotive organisations
- Showcase new products and services to a targeted audience of decision-makers
- Get direct and exclusive access to CEE's automotive leaders
- Knowledge, relationships and business in one place, at one time
- Unique opportunity to gain market and competitor intelligence

There is no doubt that you should be there so book your stand today by calling Joseph Ridley on Tel: +44 (0)20 7827 5978

Auto Logistics & SCM World CEE delivers! Call Joseph Ridley today on Tel: +44 20 7827 5978 or Email: joseph.ridley@terrapinn.com



Karl Krause Visteon

Associations



Media Partners



Venue



Prague is the fascinating and beautiful capital of the Czech Republic, the Golden City of 100 spires and towers. The InterContinental Prague hotel, is superbly located in the historical centre and within walking distance of all the city sights.

InterContinental Prague Námestí Curieových 43 / 5, Prague 1, Czech Republic Tel: +420 2 96 63 11 11, Fax: +420 2 24 81 12 16 E-mail: prague@interconti.com

Registration form



Fax: +44 (0) 20 7242 2320

Online: www.terrapinn.com/2005/auto_cee

Email: alison.rawlings@terrapinn.com

5 easy ways to register

Phone: +44 (0) 20 7242 2324

Post: Terrapinn Ltd, Wren House, 43 Hatton Garden London, EC1N 8EL, UK

10th – 11th May 2005 Intercontinental Prague, Czech Republic

res, please register me for:				
Package	Dates	Price before 15 th February 2005	Price after 15 th February 2005	Register before
2 day conference	10th – 11th May 2005	£1045 Save £150	£1195	15th February
Pre-conference workshop	9th May 2005	£545 Save £50	£595	2005
2 day conference + workshop	9th – 11th May 2005	£1495 Save £395	£1695 Save £195	and save 10%

*The registration fee includes lunch, refreshments and full conference documentation. The fee does not include hotel accommodation. Payment terms are 7 days. VAT is charged at the local rate. Delegates may be refused admission if payment is not received prior to the conference.

Corporat	Corporate groups. Yes, I want to send the team and save even more.						
Delegates	Package	Group Price	Benefits to corporate groups:				
□ 3	2 day conference + workshop	£4576.50 Save £508.50	 Reserved seats in conference VIP registration pack Priority registration for corporate 				
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□ 10	2 day conference + workshop	£12712.50 Save £4237.50	bookings				

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Α	Attendee details					
	Mr/Mrs/Ms	Full name	Job tittle	Telephone	Email	
1						
2						
3						
4						
5						

For groups of more than 5 please attach a separate sheet with details of all attendees. Alternatively call +44(0) 7827 4164.

Company details		
Company name:		
Postcode:Country:		
Fax:		

Method of payment

Payment is required BEFORE the conference date. The conference registration pack will be sent to you once payment has been received. Bank Transfer Crossed cheque payable to Terrapinn Ltd Dinners Club Visa American Express Mastercard (Access) Card number:.... Card holders signature:... Expiry date:... Bank Transfers: Account name: Terrapinn Limited, Sort code: 30-94-31, Bank Account Number:

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Venue and hotel accommodation

Venue: InterContinental Prague Námestí Curieových 43 / 5 Prague 1Czech Republic Tel: +420 2 96 63 111, Fax: +420 2 24 81 12 16 E-mail: prague@interconti.com

Hotel accommodation: The conference fee does not include accomodation. Terrapinn has obtained specially discounted rates for all attendees. A hotel booking form will be sent to all registered attendees. Alternatively, call InterContinental Prague on Tel: +420 2 96 63 11 11, stating that you are a delegate at Auto Logistics & SCM World CEE 2005. Please book your accomodation early to avoid disappointment.

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the Terrapinn group; or reputable third parties.

Cancellation

Should you be unable to attend, a substitute delegate is welcome at no extra charge. A charge of 50% of the registration fee, plus £100 (+ VAT) administrative charge will be made for cancellations received in writing at least 4 weeks prior to the conference. Alternatively, you may choose a credit note for the full value of the registration price, which may be put towards another Terrapinn event. The company regrets that no cancellations will be accepted within four weeks of the conference start date. Prepayments will not be refunded and invoiced sums will be payable in full, except in cases where it has been possible to mitigate loss. Course documentation will, however, be sent to the delegate. Terrapinn reserves the right to alter the programme without notice.