

SAP® Conference for Utilities 2012

for Europe, the Middle East & Africa

April 17–19, 2012
Madrid
Spain



The Best-Run Businesses Run SAP™

in cooperation with



WELCOME

The Future of Utilities Is Human, Predictable, Simple, Accessible, Visible, and Fast

We look forward to welcoming you to Madrid at this event to discuss how the speed of change in our industry is enabling both innovation and transformation. Being able to adapt to changing market conditions, pressures, and challenges is key to survival in this increasingly competitive environment.

At this event you will hear from organizations that are adapting, transforming their operations, and delivering innovation to their market and customers. You will also learn from industry thought leaders and best-in-class enterprises who will provide the latest updates, guidance, and techniques to help ensure your organization succeeds in the challenging years ahead.

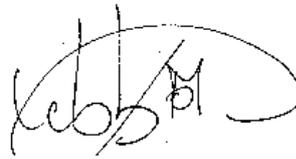
Discover how SAP® solutions help utility and energy companies to achieve maximum operational efficiency throughout the enterprise. Discuss the issues important to you with SAP solution management and SAP customers at the best networking forum in the region. Explore new perspectives and find out how utilities are harnessing SAP solutions to manage the numerous pressures facing the industry today.

We are thrilled to offer this compelling agenda, which includes workshop sessions as well as case studies, interactive sessions, and keynote presentations that address a broad range of critical issues.

We look forward to seeing you in Madrid!



Dr. Stefan Engelhardt
Head of Industry VP
Business Unit Utilities
SAP



Dr. Maher Chebbo
Head of EMEA Utilities & Services Industries
ETP SmartGrids, Chairman "Demand and Metering" Group
SAP



PRECONFERENCE WORKSHOPS

TUESDAY, APRIL 17, 2012

These preconference workshops will each feature industry experts, presentations, and real-life scenarios covering years of experience with SAP solutions across several business situations. Each workshop provides 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.

The following workshop will take place between 9 am and 5 pm:

Workshop 1: SAP for Utilities Solution Portfolio Overview

Massimo Vegetti, Iberia Utilities Industry Principal, SAP
Hamendra Gupta, Business Architect, SAP
Juan Manuel Núñez, Senior Utilities Consultant, SAP
Dr. Walter G. Kienle, Chief Solution Expert EAM, SAP

The following workshops will take place between 9 am and 1 pm:

Workshop 2: SAP AMI Integration for Utilities Within Liberalized Energy Markets

Holger Schweinfurth, Industry Architect Utilities, SAP

Workshop 3: Mobility Solutions from SAP and the SAP EAM Work Order Mobile App

Miquel Carbó, Industry Director, SAP
Michael Weise, Managing Director, Movilitas Consulting AG

Workshop 4: Fuel Supply Chain Management for Utilities (Power Generation)

André Sorge, Solution Expert, SAP
Uwe Meyer, Solution Management, SAP

Workshop 5: Customer Relationship Management for Utilities

Peter Koop, Solution Adviser Expert, SAP

Workshop 6: How SAP HANA™ Can Boost Business Process Performance, and How to Make the Business Case

Axel Memminger, Senior Solution Owner, Industry Business Unit for Utilities, SAP
Stefan Siroky, Value Engineering Lead for Utilities DACH, SAP

The following workshops will take place between 2 pm and 6 pm:

Workshop 7: Applications for Gas Distribution System Operators and Transmission System Operators: Allocation Guideline – Controlling and Monitoring

Dr. Peter Rügge, CEO, CX4U AG

Workshop 8: Smart Energy Markets – Trends and Solutions for Market Communication and Customer Operations

Fritz Schwarzländer, Industry Advisor, SAP

Workshop 9: Accelerate Deployment by Using an End-to-End Template Solution for the Water Industry

Coen Kramer, Senior Manager SAP, Atos

Workshop 10: Quote 2 Procure – Integration of SAP Pricing and Costing for Utilities with Energy Portfolio Management

Klaus Vogelgesang, Solution Owner, SAP
Thomas Ziehl, Solution Owner, SAP

Workshop 11: Better and Faster Decision Making Enabled by Event Processing and In-Memory Computing Technologies

Andrei Grigoriev, Senior Manager, SAP
Axel Memminger, Senior Solution Owner, Industry Business Unit for Utilities, SAP

AGENDA

WEDNESDAY, APRIL 18, 2012

8:00 am	Registration, Visit Exhibition Area, and Time for Networking			
8:45 am	Chairman's Opening Remarks			
9:00 am	Energy and Utilities of the Future: What Will Change by 2020? Vision of SAP Dr. Maher Chebbo, Head of EMEA Utilities & Services Industries ETP SmartGrids, Chairman "Demand and Metering" Group, SAP			
9:45 am	SAP for Utilities – The Innovation Platform for a Changing Industry Dr. Stefan Engelhardt, Head of Industry VP, Business Unit Utilities, SAP			
10:30 am	Refreshments			
	Focusing on the Customer	Asset-Centric Strategies	The Intelligent Grid	Business Transformation & Platform Strategy
11:15 am	The Operational Experiences of Utilizing SAP Software in an Independent Green Energy Organization in the UK Market Dave Dawson, Ecotricity	PAS 55: Delivering World-Class Asset Management with SAP EAM at EDF Energy West Burton CCGT Darren Ramshaw, EDF Energy	Land-Use Management (LUM) with SAP Real Estate Management Underpins Utility Billing in the City of Cape Town André Stelzner, City of Cape Town	The Approach for IT Landscape Planning for CREOS Gas Roles and its Regulated Gas Processes Pascal Hubert, CREOS Luxembourg Dr. Peter Rügge, CX4U AG
12:00 noon	Direct Marketing Made Easy at DONG Energy with SAP Document Presentment Torben Christiansen, DONG Energy Richard Matti, Open Text	Complex Event Processing to Drive Efficiency and Security of Power Plants Infrastructure and Assets Presenter to be confirmed	Smart Meter Rollout – One Block to the Design of Energy Systems Axel Lauterborn, RheinEnergie AG	Upgrade Is (R)Evolution Presenters to be confirmed
12:45 pm	Lunch Break			
2:00 pm	Delivering Rapid Customer-Centric Solutions: "Agile" with SAP Wiebe Verdonk, Essent IT BV Sathyanarayana Krishnamurthy, Infosys	Asset Configuration Management Using SAP EAM to Enable Efficient, Accurate, and Scalable Electronic Processing in a Safe and Compliant Manner Miquel Carbó, SAP	Smarter Metering at umetriq Frank Elstermann, umetriq Metering Services GmbH Stefan Pautz, Energy4U (Atos)	Implementation of World-Class IT Solutions as Enablers for Global Breakthrough Nikolay Solomon, Rosatom
2:45 pm	Refreshments			
3:15 pm	Question Time: Focusing on the Customer Peter Koop, SAP	Question Time: Asset-Centric Strategies Dr. Walter G. Kienle, SAP	Additional Interactive Sessions See Interactive Session page	Question Time: Business Transformation & Platform Strategy Stefan Siroky, SAP
4:15 pm	Accelerated Implementation of SAP for Utilities Solutions for a Natural Gas Network Company – Key Success Factors Glen Lancaster, CIO, Gas Madrid			
5:00 pm	SAP's Mobile Strategy Bernd Keller, Director Solution Management Utilities, SAP			
5:30 pm	Chairman's Closing Remarks and Close of Day One			
6:30 pm	Shuttle to Evening Event (to be announced shortly)			

AGENDA

THURSDAY, APRIL 19, 2012

8:15 am	Registration, Visit Exhibition Area, and Time for Networking			
8:50 am	Welcome Back			
9:00 am	From Applicant to Customer: How to Transform a Company Gerhard Neubauer, CEO and CFO, Enerjisa			
9:45 am	How to Anticipate the Future Smart and Efficient Energy: A Practical Experience Jerry O' Sullivan, Managing Director, ESB Networks Ltd.			
10:30 am	Refreshments			
	Focusing on the Customer	Asset-Centric Strategies	The Intelligent Grid	Analytics and Performance Management
11:15 am	Implementing Efficient Customer Service at DEWA Hatem Mohamed AlShafei, DEWA	Streamlining Workforce and Mobile Asset Management at EnBW Regional AG with Devices Running SAP Solutions Reinhard Grees, EnBW Regional Bernard Schletz, SAP	Software for Electromobility – How SAP Can Support the Value Chain Jörg Ferchow, SAP Andreas Schulze, SAP	Innovating the Utilities Business with SAP In-Memory Computing – GDF SUEZ's Strategy to Leverage In-Memory Technology for Business Optimization Axel Memminger, SAP Presenter to be confirmed, GDF Suez
12:00 noon	Accelerating Customer Experience Management at EDF Energy Kay Doherty, EDF Energy Craig Oliver, Basis Technologies	Asset Management Optimization Strategies with Analytics Pan Minghui, Liaoning Electric Power Company, State Grid Corporation of China	Experiences in Software Architecture for Smart Grids at EnBW Dr. Jan Wörner, EnBW SIS GmbH	Advanced Analytics and Outage Management Lyla Garzouzi, Hydro One
12:45 pm	Lunch Break			
2:15 pm	Implementing Customer Care and Billing in the Competitive UK Market Chris Johnson, RWE npower	Managing Capital-Intensive Projects Using SAP Solutions at Eskom Pieter Underhay, Eskom	Question Time: The Intelligent Grid Holger Schweinfurth, SAP	Question Time: Analytics and Performance Management Axel Memminger, SAP
3:00 pm	Ensuring Perfect Energy – Redefining the Energy World with IT Dr. Jeroen Scheer, Manager Taskforce EnergyTransition IT, Alliander NV			
3:45 pm	Chairman's Closing Remarks and Close of Conference			
4:00 pm	Farewell			



For comprehensive details relating to this event, please visit:
www.tacook.com/utilities

INTERACTIVE SESSIONS

Round Table Discussions & Interactive Exchanges (April 18, 3:15 pm–4:15 pm)

Roundtable Discussion: Driving Your Organization from Strategy to Execution:
Portfolio and Project Management: The Challenge, the Solution, the Value
Len Harms, Vesta Partners

Roundtable Discussion: Mobile Workforce Management @ Utilities – Different Requirements Require Different Solutions:
What Fits Your Business?
Florian Ganz, Atos – E4U

Interactive Exchange: Will Utilities Evolve from Energy Suppliers to Energy Service Companies?
Gero Bieser, SAP

Interactive Exchange: Rapid Deployment Solutions for Utilities
Mateu Munar, SAP

Question Times (April 18–19)

Each track has its own unique question time. This is your opportunity to submit your questions to the panel of experts within each topic area and get vital feedback on the challenges you face. For specific question time scheduling, please check the agenda pages. For more information on the question time sessions, please visit the conference Web site at www.tacook.com/utilities. To submit questions in advance, please e-mail l.jersova@tacook.com.



SHOWCASE CENTER

APRIL 18–19, 2012

During the two-day conference, visit the Showcase Center to hear about the latest innovations from SAP and SAP partners.

Highlights include:

Smart Metering – End-to-End integration using Meter Data Unification and Synchronization - (MDUS)

Facilitated by Itron

Linear Asset Management (LAM)

Facilitated by SAP

Geo-Enterprise Asset Management

Facilitated by SAP

Sybase® Unwired Platform Mobile Asset Management Demonstration

Facilitated by Logica

Fraud Management Using SAP HANA

Facilitated by Choice Technologies

eMeter EnergyIP MDUS Bundle

Facilitated by eMeter

Understanding SAP HANA

Facilitated by SAP

Customer Relationship Management with SAP Solutions

Facilitated by SAP

SAP AMI Integration for Utilities Within Liberalized Energy Markets

Facilitated by SAP

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



Premium Sponsors



Atos

Atos is an international information technology services company with annual 2010 pro forma revenues of €8.6 billion and 74,000 employees in 42 countries. Serving a global client base, it delivers high-tech transactional services, consulting and technology services, systems integration, and managed services. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting and Technology Services, Atos Worldline, and Atos Worldgrid.

Atos Worldgrid is an Atos business unit delivering sophisticated integration projects and real-time Smart Energy solutions to energy and utilities companies across the power, water, oil, and gas value chains. With 1,500 engineers and over 30 years' experience, Atos Worldgrid operates in more than 15 countries. In particular, it has equipped 70 nuclear power units in France, the UK, Russia, and China with its Supervision and Command & Control software and delivered the world's largest smart metering system.

For more information, please visit: atos.net

Basis Technologies



Business Data Exceptions is SAP-certified as powered by the SAP NetWeaver® technology platform. This unique solution enables customer service agents to view and resolve customer exceptions from a single dashboard. The powerful analysis performed by Business Data Exceptions identifies potential data issues across SAP ERP, SAP CRM, and other SAP software systems whether they are in transactions, IDocs, BDocs, or even SAP workflow messages; Business Data Exceptions will find them in real time and present them to business users to proactively resolve ensuring that your business processes are not delayed or disrupted. Discuss with our experts how to free up trapped cash, improve customer retention, and improve agent productivity by over 25%.

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

Choice



Choice was established in 1993. Our vision is enabling the evolution to the new generation of smart utilities.

Choice's technology foundation is computational intelligence and data analytics techniques to serve the electricity distribution sector by offering groundbreaking applications for revenue assurance, recovery of nontechnical losses, collection enhancement, and Advanced Metering Infrastructure (AMI) road map optimization.

Choice offers a winning combination of technology excellence and technical and business expertise. Our client Light (a utility with 4 million consumers in Rio de Janeiro) together with Choice won Metering International's Latin American Excellence Awards for 2010 – Revenue Protection category for its revenue intelligence technology. This technology has helped Light to improve revenue, with reported benefits above US\$40 million per year.

Choice is a leader in revenue assurance applications, combining strong expertise and state-of-the-art intelligence technology.

For more information, please visit: www.choice.com.br/eng

Premium Sponsors



cx4u

Starting out as an energy-related consultancy in 2001, CX4U Consulting has performed specialized gas-related management consulting services since 2006 in the role of providing expertise on gas for SAP Solutions. In addition, since 2007, CX4U Solutions has developed software solutions for relevant market participants, supporting processes in their roles as distribution system operators, transport system operators, and suppliers.

CX4U Solutions' gas-specific software applications fully integrate into the platform supported by SAP for Utilities solutions. More than 40 gas network operators, domestically and internationally, successfully use coregas products today. For further information call CX4U at +49 441 779 359 0 or send your e-mail to sales@cx4u.com.

For more information, please visit: www.cx4u.com



eMeter

eMeter provides essential software that enables electric, gas, and water utilities to realize the full benefits of smart grid. Leading utilities worldwide depend on eMeter Smart Grid Management software to reduce operational costs, improve customer service, and drive energy efficiency. With the most large-scale deployments in the industry and strategic partnerships with Accenture, IBM, Logica, and Siemens, eMeter has built a reputation for unparalleled expertise that ensures customer success.

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

eMeter and SAP: www.emeter.com/products/integration-adapters/sap-integration/



IBM

At IBM, our priority is to help utility companies transform energy, environmental, and sustainability issues into opportunities that positively impact the world. IBM helps companies to provide electric power, gas, and water more efficiently and responsibly by transforming utility networks and customer operations, and improving generation performance. IBM is one of the largest providers of information technology and business-to-business solutions. Along with its many partners, IBM supplies clients with a complete range of innovative IT products ranging from hardware, software, and services to complex application solutions, outsourcing projects, and financing.

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

Premium Sponsors



Iliade Consulting

Founded in 2004 by three experts in SAP software, Iliade Consulting is an IT services company specialized in solutions from SAP for the utilities sector (ISU). Our company has been involved in several ISU/CRM implementations in Europe (France, Switzerland, Belgium, Luxembourg, Germany) and has gained a strong experience in the deregulated utility market mechanism and its impact on the IT infrastructure.

Based on this experience, Iliade Consulting has now developed a wide set of customized products in ISU/CRM that bring a significant added value to our clients (error-handling cockpit, advance billing simulation, the EDIEL messages transformation tool for the Belgium market, and so forth). In addition to ISU, our expertise also covers domains such as business intelligence (the SAP NetWeaver Business Warehouse component), finance, customer relationship management (SAP CRM), service management, contract accounts receivable and payable, the SAP Business Workflow tool, and SAP NetWeaver Process Integration technology through the SAP NetWeaver platform.

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

Infosys



Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering, and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

As a next-generation consulting and IT services company, Infosys helps clients generate real value from business transformation engagements through a unique integration of business consulting and enterprise solutions delivery. Our award-winning Infosys Labs and its breakthrough intellectual property can be leveraged as a co-creation engine to accelerate innovation across the enterprise. Continued leadership around the global delivery model enables Infosys to drive extraordinary efficiencies and operate portions of clients' business to free up resources for strategic transformation or innovation projects.

For more information, please visit www.infosys.com/utilities

Itron



Itron is the leading provider of energy and water resource management solutions for nearly 8,000 utilities around the world. We offer end-to-end solutions that include electricity, gas, water, and heat measurement and control technology; communications systems; software; and professional services. With nearly 10,000 employees doing business in more than 130 countries, Itron empowers utilities to responsibly and efficiently manage energy and water resources.

For more information, please visit www.itron.com



Logica

Logica is a business and technology service company, employing 41,000 people. It provides business consulting, systems integration, and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business, and technology. It is committed to long-term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG).

For more information, please visit www.logica.com

OpenText



Whether working in generation, transmission, metering, or retail, most utility organizations face a similar set of business challenges. To stay competitive, organizations must improve on customer service, demonstrate compliance with ever-increasing regulations, eliminate process inefficiencies, and optimize their asset lifecycle costs. Enterprise content management plays a key role in enabling organizations to meet these challenges and move their business forward in the knowledge that the decisions being made are timely, accurate, and compliant.

The SAP Extended Enterprise Content Management application by OpenText and the SAP Document Presentment application by OpenText (formerly StreamServe) extend the value of the SAP Business Suite applications by supporting structured processes in SAP software with contextual business content. These solutions support end-to-end business processes such as capital project management, enterprise asset lifecycle management, shutdown turn around, equipment failure analysis, smart metering (AMI), operation and maintenance, customer experience, and more.

OpenText, a leading provider of enterprise content management software, helps organizations manage and gain the true value of their business content.

For more information, please visit: <http://utilities.opentext.com>

Vesta Partners



Vesta Partners is a professional services firm with deep domain expertise in maintenance management. We provide complete EAM solutions for SAP customers that deliver significant financial and operational improvements. Our approach combines industry best practices with practical technology solutions that provide our asset-intensive customers with a competitive edge.

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

Standard Sponsors



ConVista Consulting

ConVista Consulting is a leading independent consultancy company in IT-enabled business processes. As a long-standing partner of SAP, ConVista consults worldwide with market leaders in the energy and insurance sectors as well as other industries.

ConVista offers services along several particular branch processes and issues, such as smart metering, billing, customer service, energy data, and portfolio management, supplemented by a variety of cross-industry solutions such as management of financials, incentives/commissions, and treasury. ConVista is represented by over 500 employees in 14 countries on 3 continents. The core of its success is the combination of process knowledge, understanding of technology, and methodology know-how.

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

Esri



Esri's geographic information system (GIS) software gives you the power to think and plan geographically. GIS is used in more than 350,000 organizations worldwide. It helps cities, governments, universities, and Fortune 500 companies save money, lives, and our environment. Whether transporting ethanol or studying landslides, these organizations use GIS to collect, manage, and analyze geographic information, which helps them see relationships, patterns, and trends. They can then solve problems and make better decisions because they are looking at their data in a way that is quickly understood and easily shared.

For more information, please visit: www.esri.com/industries/utilities-communication/index.html

Ivara EXP



Ivara EXP is an asset performance management solution for utilities that is certified to be powered by SAP NetWeaver. EXP provides proactive mobile equipment condition inspections with remote access to SAP location hierarchy and work backlog along with the ability to create notifications or work orders in SAP software while in the field. EXP consolidates and analyzes all equipment health data and provides a dashboard to centrally monitor asset health. Together, EXP and the SAP Enterprise Asset Management solution mitigate risk, increase reliability and availability, help ensure compliance with regulations and guidelines, and reduce operational costs. Customers include SCE, PG&E, Exelon, First Energy, and Iberdrola. Ivara is an SAP partner.

For more information, please visit www.ivara.com

Landis+Gyr



Landis+Gyr is the leading global provider of integrated energy management products tailored to energy company needs and unique in its ability to deliver true end-to-end advanced metering solutions. Today, the company offers the broadest portfolio of products and services in the electricity metering industry and is paving the way for the next generation of smart grid. With annualized sales of more than US\$1.5 billion, Landis+Gyr operates in 30 countries across five continents and employs 5,000 people with the sole mission of helping the world manage energy better.

For more information, please visit: www.landisgyr.eu



Movilitas

Movilitas provides experienced consultants in the area of mobile enterprise application platforms (Sybase and Movilizer) and industry experts for SAP for Utilities solutions who will help you to find the best fit for mobilizing your business processes. Some of the biggest global companies already mobilized their processes with the help of Movilitas.

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

Syclo



Syclo is an SAP partner involved in mobile co-innovation for asset management and CRM field service. We offer SAP customers a proven way to extend their systems to a variety of mobile devices – improving productivity, cutting costs, and providing a 360-degree view of operations with timely, accurate data from the field. Syclo's SMART Mobile Suite of ready-to-deploy applications offers enterprises a quick and low-risk approach to mobilizing key business processes like work management, field service, approvals, inventory management, sales, and more. With tight integration with SAP systems, complete configurability, and enterprise-grade support, Syclo has the tools you need to enable your mobile enterprise.

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



HOW TO REGISTER

To register online for this event, please visit www.tacook.com/utilities

Contact for Inquiries

Luba Jersova
T: +44 (0) 121 200 3810
F: +44 (0) 121 212 1623
E: l.jersova@tacook.com

This event is organized by T.A. Cook Conferences in cooperation with SAP

The registration fee includes participation in the conference and/or workshop, lunch on all 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

Hotel Auditorium Madrid
Avda. de Aragon, 400
28022 Madrid
Spain
Tel: +34 91400 4400
Fax: +34 91400 4409

REGISTRATION FORM
SAP CONFERENCE FOR UTILITIES 2012
APRIL 17-19, 2012
MADRID, SPAIN

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Register online at
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I would like to register for the SAP Conference for Utilities 2012
April 17-19, 2012
Madrid, Spain
(Please complete clearly in block capitals)

Last Name	First Name
Company	Job Title
Industry Sector	Street
City, State	Zip Code, Postal Code
Country	Phone
Fax	E-mail
Workshop(s) (April 17). Please select:	
Date	Signature

I wish to attend the following:

Conference (April 18-19)

Workshop(s) (April 17). Please select:

All Day: W1

Morning: W2 W3 W4 W5 W6

Afternoon: W7 W8 W9 W10 W11

Payment Method

Credit Card

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Further Information

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

2. Would you like to receive further information from SAP partners or other affiliated companies and business partners of SAP including special offers, reports, and more along with information resulting from this inquiry?

Yes, by e-mail Yes, by telephone No

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

Yes, by e-mail Yes, by telephone No

You can register for the SAP Conference for Utilities 2012 online at www.tacook.com/utilities or by faxing this form to the number below.

Please copy the form, complete it, and send it to the following address (one form for each participant):

Registration and Contact Office

T.A. Cook Conferences.
4th Floor, McLaren Building
46 The Priory Queensway
Birmingham, B4 7LR, UK
T: +44 (0) 121 200 3810
F: +44 (0) 121 212 1623
E: info@tacook.com

Event Fees

Type	Early Bird Fee (Valid until February 24)	Standard Fee
Conference	€890*	€1090*
Full-Day Workshop	€525*	€590*
Half-Day Workshop	€325*	€350*

* plus 18% Spanish VAT

** Early Bird deadline is February 24, 2012

Registration Cancellation and Substitutions

All cancellations must be received in writing. Please fax your cancellation notice to +44 (0) 121 212 1623 or send an e-mail to info@tacook.com before the April 03, 2012, deadline. When canceling before April 03, 2012, you will be liable to pay an administration charge of €175. Cancellations received after April 03, 2012, as well as registrants not attending without canceling, will be liable for the full registration fee. 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.

Organizer's Changes

It may be necessary for reasons beyond the control of the organizer to alter the contents and the timing of the program or replace speakers. The organizer reserves the right to cancel the conference in the event of an insufficient number of registrants. In this case, registrants will be reimbursed for the registration fee only. Cancellation of travel reservations and hotel reservations is the exclusive responsibility of the registrant.

I agree to the above terms and conditions

(this must be ticked in order for the registration to be processed)

