

Register by
1st July 2016 and
save USD400

3rd Annual
Retirement
Living & Senior Care
SOUTHEAST ASIA 2016

27 September 2016 | Pre-Conference Workshop
28-29 September 2016 | Main Conference
Kuala Lumpur, Malaysia

**Investment and Operational Strategy
for the leaders of Senior Living &
Aged Care markets in Southeast Asia!**

150+

Attendees from international and regional developers, operators, investment partners, governments, architects, consultants, as well as other service and technology providers

30+

International and Southeast Asia speakers

20+

Hours of networking

5+

Exhibitors

3

Days of knowledge sharing

SPEAKERS FOR 2016 INCLUDE:

Ray Glickman CEO, Amana Living & Former CEO, City of Fremantle, Australia		Daniel Teo Chairman & MD, Hong How Group, Director, Tong Eng Group, Singapore		Chang Liu MD for Singapore, Mainland China & Hong Kong, ACCESS Health International, Singapore		Ruth Welling Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems, Australia		John Collyns Executive Director, Retirement Village Association, New Zealand	
Fabian Bigar Director, NKEA Healthcare & NKRA Low Income Household PEMANDU, Malaysia		Julie Jackson Operations Director, AVEO China Limited, China/Australia		Peter Hennessy Director, Jeta Gardens Group, Australia		Edy Tuhirman President Director & CEO, Generali, Indonesia		Tan Sri Datin Paduka Siti Sa'diah Sheikh Bakir Independent Non-Executive Director, KPJ Group, Malaysia	
Jun Sasaki Managing Director, Yushoukai Medical Corporation., Japan		Dr Tan Hwee Pink Academic Director, SMU-TCS iCity Lab, Singapore		Yazmin Azman Head of Strategy & Sustainability, Malaysia Healthcare Travel Council, Malaysia		Patrick Tsang General Manager - Planning & Development, Hong Kong Housing Society, Hong Kong		Karen Lee CEO, Home Nursing Foundation, Singapore	
Ankur Gupta Joint MD, Ashiana Housing Ltd, India		Sean Stephens Managing Partner, Essential Economics Pty Ltd, Australia		Colin Ng Chief Investment Officer, Goldis Berhad Malaysia & Executive Director, GTower, Malaysia		Dr Hernando Delizo Managing Director, Wellness Place, Philippines		Peter Brown Director, Care Resort Chiang Mai, Thailand	

WHAT IS NEW THIS YEAR?

- Insights from Institutional Fund and Real Estate Investors
- Operational-focused sessions on Home Care, Collaborations and Staffing
- Ideas to build an Age-Friendly Community and City
- Workshop for local entrants on operational best practices

Organized & Produced By: Silver Sponsor:



Workshop Sponsors:



Supporting Association:



Media Partners:

- institutionalassetmanager
- propertyfundsworld
- wealthadviser
- privateequitywire

CONFERENCE ADVISORY BOARD

Ruth Welling
Founding Director,
 Optimum-Eden
 Malaysia &
 Optimum Aged
 Care Systems,
 Australia



Roy Ling
Managing Director,
 RL Capital
 Management,
 Singapore



Peter Hennessy
Director, Jeta
 Gardens Group,
 Australia



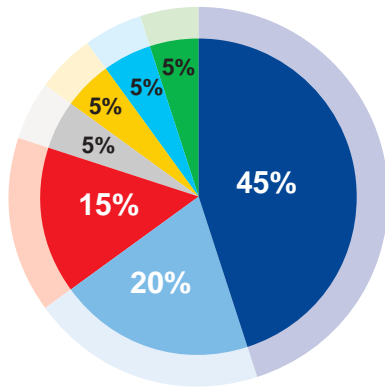
Herman Kwik
Founding & CEO,
 RUKUN Senior
 Living, Indonesia



Julie Jackson
Operations Director,
 AVEO China
 Limited,
 China/Australia

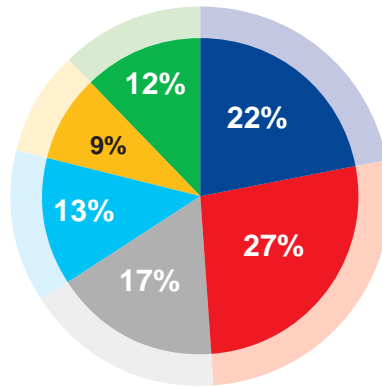


ATTENDEE BREAKDOWN



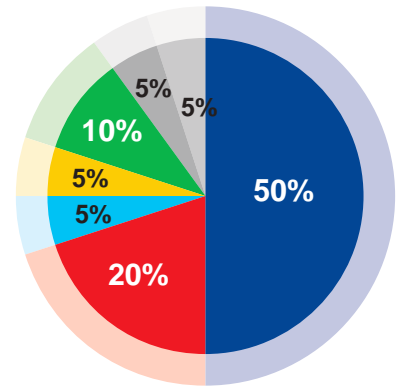
BY INDUSTRY

- Developer
- Operator
- Investor
- Consultants/Accountants/Law Firms
- NGO/Academic
- Architects
- Government



BY JOB TITLE

- Chairman
- CEO/CFO/COO/CIO
- Head of Retirement Living/Aged Care
- General/Facility Manager
- Head of Investment
- Other



BY LOCATION

- Malaysia
- Thailand
- Indonesia
- Australia
- Other SEA
- Other Asia
- Other International

AGENDA AT A GLANCE

Pre-Conference Workshop (27 September 2016)	Conference Day 1 (28 September 2016)	Conference Day 2 (29 September 2016)
Practical insight into the structuring, operations and design of Retirement Living & Aged care facilities in Southeast Asia!	South East Asia Senior Living Industry – Review & Updates	Creating a Retirement Living & Working Culture in Southeast Asia
	Designing a Sustainable Market for Seniors & Investors	Capitalising on Retirement Tourism
	Networking Lunch	
	Delivering new partnership and financing models	Solving the staff and training dilemma
	Aging-In-Place Through Home Care Models	Local success stories

For speaking opportunities, please contact Evie at evie.lim@imapac.com or call +65 3109 0124

Pre-Conference Day Workshop (27 September 2016)

13:00	Registration & Light Refreshments	13:15	Welcome Remarks
13:15	World Trends in Senior Living Operations <ul style="list-style-type: none"> The future direction of the Seniors Living industry The essence of the product which motivates sales? How has the industry changed to cope with changing client needs? Susan Malone, Managing Director, Independent Management Group (IMG) <ul style="list-style-type: none"> Choosing from the spectrum of care. What does this mean for developers? 		
13:45	World trends in Senior Housing Architecture Design <ul style="list-style-type: none"> Explore the difference of mature and emerging markets Integration Design in Senior Housing Project Designing 'with care' Designing for different target markets Patrick Ong, Architect & Partner, ThomsonAdsett <ul style="list-style-type: none"> Designing community centres and resident units. Explore the Effect of regulation differences Case studies of 'state of the art' products. 		
14:15	Delivering service with standards and economy in mind <ul style="list-style-type: none"> Hospitality based services are the way of the future. What do residents of today and tomorrow expect? How can we keep our promise of high services standards but do it in an affordable manner? Susan Malone, Managing Director, Independent Management Group (IMG) <ul style="list-style-type: none"> Can technology be the answer? How much technology is too much? 		
14:45	Coffee break		
15:00	How to develop a successful and profitable project <ul style="list-style-type: none"> Starting with acquisition of land, follow the process through to residents moving in Use of the collaborative approach in Seniors Living developments Susan Malone, Managing Director, Independent Management Group (IMG) Patrick Ong, Architect & Partner, ThomsonAdsett <ul style="list-style-type: none"> Identify and understand the commercial opportunity 		
16:00	Applied learnings from the industry <ul style="list-style-type: none"> How can SE Asia benefit from past Industry experience? Being a market leader in a new environment presents a great opportunity – if you get it right Susan Malone, Managing Director, Independent Management Group (IMG) Patrick Ong, Architect & Partner, ThomsonAdsett <ul style="list-style-type: none"> How has the market changed & offered a world of new opportunities? 		
16:30	Discussion Tables <ol style="list-style-type: none"> Implications of the spectrum of care offering <ul style="list-style-type: none"> Should your product cater for all spectrums of care or should you limit it Susan Malone, Managing Director, Independent Management Group (IMG) <ul style="list-style-type: none"> What are the positives & negatives of each point of view? Integrated Communities. Tapping into resources and delivering real community living <ul style="list-style-type: none"> Why integrate with the wider community? Patrick Ong, Architect & Partner, ThomsonAdsett <ul style="list-style-type: none"> How could that make your product better and more saleable? 		
17:15	End of Pre-Conference Day		

Conference Day 1 (28 September 2016)

8:30	Registration	8:55	IMAPAC welcome remarks
9:00	Chairman's opening remarks Peter Hennessy, Director, Jeta Gardens Group		
SOUTHEAST ASIA SENIOR LIVING INDUSTRY - REVIEW & UPDATES			
9:10	Keynote Presentation	Lesson From Australia: Create a unique retirement living & integrated aged care system the ASEAN way <ul style="list-style-type: none"> How to overcome cultural challenges in building partnership model across Southeast Asia - from public, private to not-for-profit. Will Mergers and Acquisition trend becomes the next level of collaboration model? Explore the challenges and opportunities in nominated Hot Southeast Asia Retirement countries. Ray Glickman, CEO, Amana Living, Former CEO, City of Fremantle (Australia)	
9:40	Industry Presentation	How to design future proofed facilities that move from care to lifestyle models?	
10:05	Panel Discussion	Lifestyle vs care-based – finding the real trigger for Senior Living in Southeast Asia divergent market place <ul style="list-style-type: none"> How do the panels expect the rise of chronic diseases drive the aged care and retirement living market in Southeast Asia? How do operators balance these value drivers with the greater demand for lifestyle from a more affluent aging population? What examples of this being successfully implemented in local markets is the panel most excited about? Where does the panel see the future of mobile home care, assisted living, independent living and specialist lifestyle/care models in Southeast Asia? How big is the opportunity of the retirement tourism model to Southeast Asian operators? Panelists: John Chong, Executive Director, Total Investments (Malaysia) Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia) Sean Stephens, Managing Partner, Essential Economics Pty Ltd (Australia) Moderator: Herman Kwik, Founder & CEO, RUKUN Senior Living (Indonesia)	
10:45	Networking Tea Break		
DESIGNING A SUSTAINABLE MARKET FOR SENIORS & INVESTORS			
11:15	Panel: Silver- Hair Wisdom: Seniors Reveals their Wish list A group of seniors speak and share about their ideal retirement lifestyle, needs & spaces.		
11:40	Industry Presentation	How to design and operate practical, flexible facilities which can be sustained within a reasonable budget	

12:05	<p>Panel Discussion</p> <p>How to overcome the financing issues for long gestation periods in a “quick return” Asian business culture?</p> <ul style="list-style-type: none"> • How can retirement living be more effectively positioned to Asian investors used to quicker returns and what role can the government play? • How attractive is quicker returns of the fat-middle of the markets compared to the longer gestation period of high-end market? • Is retirement living marketed well enough to institutional investors and how can it be compared favourably to other property portfolios? • How can operators create models that can be readily duplicated and scaled? • How have governments policies such as Pioneer Status incentives, Foreign Purchaser’s policies and Zoning Plans impacted investor appetite? <p>Panelists: Edy Tuhirman, President Director & CEO, Generali (Indonesia) Colin Ng, Chief Investment Officer, Goldis Berhad, Malaysia & Executive Director, GTower (Malaysia) Fabian Bigar, Director (NKEA Healthcare) & (NKRA Low income Household), Performance Management & Delivery Unit (PEMANDU) (M’sia) Sean Stephens, Managing Partner, Essential Economics Pty Ltd (Australia) Moderator: Benjamin Cass, President Director, Living Well Communities (Indonesia)</p>
12:30 Networking Lunch	
DELIVERING NEW PARTNERSHIP AND FINANCING MODELS	
1:30	<p>International Case Study</p> <p>How to apply “Sell & Guarantee Buy Back” Scheme to Southeast Asia</p> <ul style="list-style-type: none"> • The success and adoptability of New Zealand’s “Sell & Guarantee Buy Back” Scheme • How Southeast Asia can unlock the wealth of seniors tied up in their existing property assets • How to ensure seniors are protected whilst maintaining attractive returns for private operators <p>John Collyns, Executive Director, Retirement Villages Association (New Zealand)</p>
1:55	<p>Case Study</p> <p>How to create continuum care models through collaboration with Hospitals</p> <ul style="list-style-type: none"> • Exploring the different partnership and consortia models that provide full service aged care retirement living and home care offerings • How to adopt a new service model and combine clinic and wellness services that reach into the community beyond the retirement village • Creating a holistic approach which provides total patient experience • How to create a strong primary care system that relieves the long-term disease burden on your community <p>Mohd Farid Salim, CEO, KPJ Tawakkal Specialist Hospital (Malaysia)</p>
2:20	<p>Panel Discussion How to capitalize on the opportunity of partnering with insurance & healthcare operators</p> <ul style="list-style-type: none"> • Weighing up the different continuum care models - full service vs partnership vs consortia • How can projects best leverage the unique expertise, knowledge and market insight that each partner offers? • How different are the investment horizons of healthcare and insurance companies compared to real estate companies? • How can the sector create more sustainable and scalable partnership models in Southeast Asia? <p>Panelists: Dr Ejaz Ahmed, CEO, Noble Care Retirement Village (Malaysia) Peter Hennessy, Director, Jeta Gardens Group (Australia) Tan Sri Datin Paduka Siti Sa’diah Sheikh Bakir, Independent Non-Executive Director, KPJ Group (Malaysia) Moderator: Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia)</p>
3:00 Afternoon Tea Break	
AGING-IN-PLACE THROUGH HOME CARE MODELS	
3:40	<p>International Case Study</p> <p>Success Stories of YUSHOUKAI Group from developing professional Home Care System</p> <ul style="list-style-type: none"> • The Vertical Integration Strategy for Business Expansion • Investigate the long term benefits of creating a Home Care Channel <p>Jun Sasaki, Managing Director, Yushoukai Medical Corporation (Japan)</p>
4:05	<p>Local Case Study</p> <p>How can home care technologies and community initiatives help transform society’s attitude towards age in place initiatives?</p> <ul style="list-style-type: none"> • How are technologies such as: Internet-enabled home monitors, apps for mobile health, and telemedicine bringing aspects of advanced care into patients’ homes. • How can collaborating with existing public and private community initiatives embed and age in place culture in Asian communities? • How can technologists translate to move adoption for and aged care providers align • How to assemble and train a multi-disciplinary team comprising doctors, nurses, therapists, home help assistants and operations. <p>Dr. Tan Hwee Pink, Academic Director, SMU-TCS iCity Lab(Singapore)</p>
4:35	<p>Panel Discussion Improving the integrated approach to aging-in- place – from technology-centric to user-centric</p> <ul style="list-style-type: none"> • How can elderly monitoring systems (EMS) I lead to more targeted and personalised care provision and intervention for both the elderly and the caregiver. • How strengthening the integration of ambient intelligence systems and care provisioning can create a more holistic approach to aging in place? • How open architecture homecare systems minimize disruption to seniors and improve sustainable adoption through seamless interoperability? <p>Panelists: Patrick Tsang, General Manager - Planning & Development, Hong Kong Housing Society (Hong Kong) Karen Lee, CEO, Home Nursing Foundation (Singapore) Dr. Wei Siang Yu, Chairman, Borderless Healthcare Group (Singapore) Moderator: Chris Westacott, Managing Director, Golden Age Solutions (Australia) Pte Ltd</p>
5:15	<p>Chairman’s Closing Remarks Peter Hennessy, Director, Jeta Gardens Group</p>
5:30	<p>End of Conference Day 1</p>

Conference Day 2 (29 September 2016)

8:30 Registration

8:55 IMAPAC welcome remarks

9:00 **Chairman's opening remarks** [Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems \(Australia\)](#)

CREATING A RETIREMENT LIVING & WORKING CULTURE IN SOUTHEAST ASIA

9:10 **A City for all Ages** **Insights from Care to Lifestyle: A City for all Ages**

- Understanding seniors as assets to your community
- Leaving room in the design of your residences to allow senior residences with room for user-centric input
- How to tap into the experience, values and needs of seniors by creating a multi-generation eco-system.

Integrating senior citizens into society

- How do you fit senior citizens into a limited space?
- How do you put them in a place that they would like to live in?

[Chang Liu, Managing Director for Singapore, Mainland China, and Hong Kong, ACCESS Health International](#)

9:40 **Industry Presentation** **Developing a Robust Business Model for Aged Care & Seniors Living Projects**

- Necessity of understanding the market
- Impact of culture on selecting the right business model in South East Asia
- Formulating winning strategies through blending Operations, Property & Finance elements
- Exploring funding options for seniors living projects in Asia

[Tony Bridge, Managing Director, Bridge Advisory Group \(Australia\)](#)

10:05 **Panel Discussion** **Creating a Retirement Living Culture in Southeast Asia – educate, connect and engage**

- How to educate that Retirement Living isn't the end of the elderly's independence?
- How to create successful Social Programs for Elderly for aging-in place,
- How can greater engagement on health and wellness impact operating models

Panelists:

[Daniel Teo, Chairman & MD, Hong How Group, Director, Tong Eng Group \(Singapore\)](#)

[Dr Belinda Wee, Director, St Bernadette Lifestyle Village, Good Shepard Loft \(Singapore\)](#)

[Dr Hernando Delizo, Managing Director, Wellness Place \(Philippines\)](#)

[Peter Brown, Director, Care Resort Chiang Mai \(Thailand\)](#)

Moderator: [Julie Jackson, Operations Director, AVEO China Limited \(China/Australia\)](#)

10:45 **Networking Tea Break**

CAPITALISING ON RETIREMENT TOURISM

11:15 **Industry Presentation**

Investigating Southeast Asia's retirement living hot spots as Retirement Tourism destinations

11:40 **Local Case Study**

The real meaning of "long-term stay" - examining the interface between tourism and aged care

- Understanding the community, its value drivers and its gaps
- Clearing up the confusion between tourism and aged-care
- Investigating the mismatch between the true meaning of long-term stay to your community vs the industry
- Instilling basic standards with in this community that can lead to effective legislation and regulation
- How can the Chang Mai model be applied to other markets

[Heather Smith, Head of Aged-Care Development, McKean Rehabilitation Center \(Thailand\)](#)

12:05 **Panel Discussion** **Medical vs retirement tourism - advancing the opportunity of attracting the West's lucrative high-end senior market to Southeast Asia**

- What can be learned from "grey zone" hotspots such as Hua Hin and Penang?
- What is the demographic of international retirement tourists heading to Southeast Asia
- How are operators marketing retirement tourist destinations to international residents?
- What is the gestation period and risk on return from the current crop of operating models?
- How easy it to integrate retirement tourism model into your existing operations?

Panelists:

[Benjamin Cass, President Director, Living Well Communities \(Indonesia\)](#)

[Kurt Meerveld, Owner, Koh Samui Retirement Village Co Ltd \(Thailand\)](#)

[Yazmin Azman, Head of Strategy and Sustainability, Malaysia Healthcare Travel Council \(MHTC\) \(Malaysia\)](#)

Moderator: [Peter Hennessy, Director, Jeta Gardens Group \(Australia\)](#)

12:45 **Networking Lunch**

SOLVING THE STAFF AND TRAINING DILEMMA

2:00 **Creating a Mutual Recognition Processes for Aged Care Professionals Across Southeast Asia**

- Understanding the benefits of recognizing industry standards across Southeast Asia.
- What should be the framework for credentialing and defining scope of clinical practice for aged care workers?
- Can the aged care model be integrated into the healthcare and nursing models?
- What lessons can be learned from the Australian, USA and European models?
- Should the industry take the lead through independent trade organizations rather than government led legislations?

[Julie Jackson, Operations Director, AVEO China Limited \(China/Australia\)](#)

2:25 **How to integrate international best practice on human resourcing and training into local operations**

- How have international operators adapted the job profile of aged care professionals for Southeast Asian operations?
- How have international operators worked with local partners to overcome the language and cultural barriers in staff training?
- Are we close to developing a standardisation of best practices for combining international and Southeast Asian human resourcing practices?
- If so how can this standardisation be modelled to help drive a mutual recognition program across the region?

[Chris Westacott, Director, Golden Age Solutions \(Australia\)](#)

2:55	International Case Study How developing culturally sensitive in-house training programs can bridge the skill gap Ankur Gupta, Joint MD, Ashiana Housing Ltd (India)
3:25	Afternoon Tea Break
LOCAL SUCCESS STORIES	
4:00	Case Study 1: Retirement Villages Trung Anh Bui, Founder & Director, Binh My Nursing Home
4:25	Case Study 2: Retirement Tourism
4:40	Case Study 3: Continuum Care Try Webowo, Founder & CEO, Insan Medika (Indonesia)
5:05	Chairman's Closing Remarks Ruth Welling, Founding Director, Optimum-Eden Malaysia & Optimum Aged Care Systems (Australia)
5:10	End of Conference

Praise for the past Retirement Living & Senior Care Southeast Asia



*Very good for industry
players who have interest
in this*

Ho Jwee Hong
General Manager
EcoWorld



*Better understanding of this
emerging need in the market.
This conference reaffirmed
my belief that there is great
potential for this service in
Malaysia.*

Cheow Siong Long
COO
Tasek Maju Realty



MARKETING & SALES OPPORTUNITIES AT**3rd Annual Retirement Living & Senior Care Southeast Asia 2016****BRANDING:**

Pre-Conference: Logo presence on printed brochure, internally generate content, e-brochure, E-mail blasts, conference website, partner websites, and more!

On-Site: Logo on conference back-drop, on-screen presentations, conference booklet, material distribution, logo presence on select material, and more!

Company mention before and after the conference.

THOUGHT LEADERSHIP:

- Conference chairmanship
- Speaking opportunity
- Moderating a panel
- Facilitating a Q&A session
- Presenting a client case study...and more!

NETWORKING & LEAD GENERATION

- Exhibition opportunity
- Cocktail sponsorship
- Lunch sponsorship
- Tea break sponsorship
- Extra delegate passes
- Exhibition passes Client passes
- Private one-one meetings, and more!

EDUCATING THE MARKET:

- Exhibition opportunity
- Technology showcase
- Material distribution during the event
- Conducting a workshop, and more!

WHO SHOULD SPONSOR?

World-class solution providers who need to position their products and services in front of decision makers from major operators, developers and investors involved in retirement living and senior care.

- Investment Banks
- Developers
- Valuers
- Accountants
- Law firms
- Urban Researchers
- Property managers
- White goods, electronics and telecommunications
- Architecture and landscape
- Construction
- Property Fund Managers
- Medical Equipment and Medical Devices
- Pharma

For your sponsorship and exhibition opportunities, please contact:

**Blessing Dizon**

Business Development Manager

+65 3109 0157

blessing.dizon@imapac.com



No other retirement living & senior care event can get you one-to-one access to senior decision-makers from both the international and regional operators, developers and investors driving Southeast Asia's market.

Make sure you get access to Southeast Asia's growing retirement living & senior care market and don't miss out on returning real ROI by being part of the sector's most comprehensive marketing campaign. To showcase your latest innovations and expertise in architectural design, project finance and structuring for aged care, do not miss this EXCEPTIONAL OPPORTUNITY to display them before the Southeast Asia's top retirement living and senior care executives.

REGISTRATION FORM

GENERAL PACKAGES & OFFER DEADLINES	LIMITED SUPER (By 10 June)	LIMITED SPECIAL (By 01 July)	EARLY BIRD (By 19 Aug)	STANDARD PRICE
3 Day Pass (Main Conference + Workshop) 27-29 September 2016	USD 2,995	USD 3,195	USD 3,395	USD 3,595
2 Day Pass (Main Conference) 28-29 September 2016	USD 2,195	USD 2,395	USD 2,595	USD 2,795
Pre-Conference Workshop 27 September 2016	USD 1,695	USD 1,795	USD 1,895	USD 1,995

- The registration fee includes refreshments, lunch and full conference documentation.
 - The conference fee does not include hotel accommodation.
 - Special discounts and eligibility** (Only one discount scheme is applicable):
 - ACADEMIC DISCOUNT** Academics, NGOs, government & non-profit representatives enjoy up to 40% off the usual conference pricing.
 - INNERCIRCLE** Speaker referrals & professionals working in the same organization as our speakers are entitled to a 15% discount.
 - PRICE FREEZE** Clients of our sponsors & exhibitors can avail the first-tier price throughout the campaign, even after the deadline has passed!
 - GROUP PACKAGES** Save 10% for 3 delegates & 20% for 5 delegates.
- To confirm your eligibility for special discount, please contact Andrew at andrew.darwitan@imapac.com for more details.

YOUR DETAILS

Name _____
 Job Title _____ Organizational _____
 Address _____
 Postcode _____ Country _____
 Tel _____ Fax _____
 Email _____
 Your primary business _____
 Authorising Manager _____ Authorising manager signature _____
 By signing and returning this form, you are accepting our terms and conditions.

PAYMENT DETAILS

I want to pay Credit Card Non-credit card and add US\$100 booking fee

Payment is due immediately upon receipt of this registration form if you pay by credit card or 3 working days after your receipt of payment notification. Non-credit card payment will incur an additional US\$100

Offline credit card payment:

Visa MasterCard American Express

Name on Card _____ Card Number _____
 Expiry Date _____ CVC Code _____ Signature _____

- Bank transfer: Payment by bank transfer must quote delegate name and conference name. For bank details & swift code, it will be emailed to you as part of the invoice.
- Cheque payment: Crossed cheque payable to IMAPAC Pte Ltd, and mail it in a sealed envelope to **IMAPAC Pte Ltd, 133 Cecil Street #05-02A Keck Seng Tower Singapore 069535**

EVENT VENUE



27-29 September 2016
Kuala Lumpur, Malaysia

4 Easy Ways to Register:

Online

The quickest & easiest way to register is online using a credit card. Visit: http://www.imapac.com/business_conference/rwsea2016/pricing/registration

Telephone

To register over the phone, please call us on **+65 3109 0156**

By Fax

Please fax your booking form to **+65 6722 0649**

Mail

By cheque made payable to:
IMAPAC PTE. LTD.

Send with this booking form to:
 IMAPAC PTE. LTD.
 133 Cecil Street
 #05-02A Keck Seng Tower
 Singapore 069535

Group Booking

Send your team & save more!

3 delegates **SAVE 10%**
 5 delegates **SAVE 20%**

Call **+65 3109 0156** or go online & register at: http://www.imapac.com/business_conference/rwsea2016/pricing

TERMS & CONDITIONS:

- Full payment is due upon registration if you pay by credit card, or 3 working days after receipt of invoice.
- Registration will not be confirmed until full payment has been received.
- Unpaid registration will be billed 50% of the registration fee if you do not attend the event. A copy of the conference documentation will be mailed to you.
- The registration fee includes refreshments, lunches, cocktails and full conference documentation. The conference fee does not include hotel accommodation.
- Staff at the event will request a credit card guarantee for delegates without proof of payment.

CANCELLATION & SUBSTITUTION POLICY:

- Cancellations must be received in writing. If the cancellation is received more than 14 days before the conference attendees will receive a full credit note to a future conference. Cancellations received 14 days or less (including the fourteenth day) prior to the conference will be liable for the full fee.
- A substitution from the same organisation can be made at any time in writing at no extra charge.
- In the event that IMAPAC cancels a conference, payments received at the cancellation date will be credited towards attendance at a future conference or in the event of postponement by IMAPAC, towards the rescheduled date.
- Credit notes remain valid for twelve months.

CHANGES TO CONFERENCE & AGENDA: IMAPAC reserves the right to postpone or cancel an event, to change the location or alter the advertised speakers for an event. IMAPAC is not responsible for any loss or damage as a result of substitution, alteration, postponement or cancellation of an event due to causes beyond its control including without limitation, acts of God, natural disasters, sabotage, accident, trade or industrial disputes, terrorism or hostilities.

In the event that a conference is cancelled, IMAPAC is not liable for any costs incurred by delegates in connection with their attendance. Control to alter the content and timing of the programme, venue or the identity of the speakers without any liability to the delegates. Changes to the agenda will be updated on our website as soon as possible.

DATA PROTECTION: The personal information shown and/or provided by you will be held in a database. It may be used to keep you up to date with developments in your industry. Sometimes your details may be obtained or made available to reputable third parties for marketing purposes. If you do not wish your details to be used for this purpose, please write to: data@imapac.com.