

# ACI's 12th Conference on STROKE CENTERS OF EXCELLENCE

Furthering the Quality and Accessibility of Stroke Care

November 14-15, 2018 • Denver, CO



## EXCLUSIVE SITE VISIT

UCHEALTH UNIVERSITY OF COLORADO HOSPITAL • NOVEMBER 13TH, 2018

### KEY TOPICS

- Incorporating current stroke care guidelines into existing systems
- Methods for effective engagement with pre-hospital staff
- Resource allocation and reimbursement maximization
- Cutting-edge telestroke applications
- Benefits and capabilities of a mobile stroke unit
- Improving effectiveness of stroke data reporting and utilization
- Incorporating thrombolytic procedures to improve success rates
- Strategies for more effective community engagement
- Adopting measures to improve post stroke success

### SPONSORSHIP OPPORTUNITIES

With leading companies and organizations from the Stroke Center industry attending and speaking at our event, we have the perfect opportunity to provide outstanding exposure to a high-level, professional audience. There are varying sponsorship packages available, including sponsorship of a cocktail reception on the first evening of the event and sponsorship of a networking lunch.

**Tim Rowley-Evans**, Manager of Sponsorship Sales  
+44 203 141 0614 • [trowleyevans@acieu.net](mailto:trowleyevans@acieu.net)

### SPONSORS INCLUDE



### MEDIA PARTNERS INCLUDE



## CONFERENCE SPEAKERS

**Christy Casper**

Program Manager – Neurocritical Care  
**CENTURA HEALTH**

**Wendy Smith**, Enterprise Stroke System Manager  
**CLEVELAND CLINIC**

**Stein Bronsky**, Chief Medical Director  
**COLORADO SPRINGS FIRE DEPARTMENT / EL PASO COUNTY AMR**

**Stacey Lang**, Senior Vice President  
**CORAZON**

**Cathie Abrahamsen**, Chief Standards And Program Development Officer  
**DNV GL HEALTHCARE**

**Terri Richardson**, Internist, Vice Chair of Colorado Black Health Collaborative  
**KAISER PERMANENTE**

**Jenevra Foley**, Operations Director – Comprehensive Stroke Center  
**MICHIGAN MEDICINE AND METRO HEALTH**

**Ihsan Azzam**, Chief Medical Officer  
**NEVADA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Kathy Morrison**, Stroke Program Manager  
**PENN STATE HERSHEY MEDICAL CENTER**

**David Ermak**, Director of Neurohospitalist Services  
**PENN STATE HERSHEY STROKE CENTER**

**Sue Richardson**, MS, NRP, EMS Institute Manager  
**PENROSE-ST. FRANCIS HEALTH SERVICES**

**William Jones**, Director of Mobile Stroke Treatment Unit  
**UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS**

**David Case**, Neuro-Interventional Radiology and Neurocritical Care  
**UNIVERSITY OF COLORADO DEPARTMENT OF NEUROSURGERY**

**Georgann Adams**, Stroke Program Coordinator  
**INDIANA UNIVERSITY HEALTH - METHODIST HOSPITAL**

**Tony Nunn**, Telehealth Program Manager  
**UNIVERSITY OF KANSAS MEDICAL CENTER**

**Amy Edmunds**, Founder And CEO  
**YOUNGSTROKE**

## INTRODUCTION

ACI is excited to announce our 12th National Stroke Centers of Excellence conference November 14-15, 2018. A dedicated forum to learn and network with representatives from organizations nationwide that are prepared to deliver superior service to a growing population.

Our event will be an exploration of techniques to better equip stroke centers with the latest strategies and advancements in medical technology through real case studies, research findings and organizational models from renowned stroke and neurology programs. The top neuroscience centers in the country will showcase their successes and share strategies in achieving excellence in patient care as well as the business of stroke care.

This two-day, case-study-based industry event will focus on implementing comprehensive stroke programs and services to maximize competitive advantage, meet increased demand and exceed patient satisfaction. The goal of this event is to bring industry leaders together, highlight the best practice achievements, and discuss the current issues and developments in stroke care and the neurology community.

## WHO SHOULD ATTEND

Administrative and clinical leaders representing Community Hospitals, Academic Medical Centers, Acute-Trauma Centers, Health Systems, Rehabilitation Hospitals & Long-Term Care Facilities.

*Primary Titles include:*

- Administrators & Directors of Stroke Services and Programs
- Directors of Neuro-Interventional Radiology
- Chief Administrators
- CEOs and COOs
- Vice Presidents and Directors of Neuroscience
- Medical Directors
- Vice Presidents and Directors of Patient Care Services
- VPs of Referral Development
- VPs of Clinical Services
- Directors of Acute Care Services/ICU

## CALL FOR PAPERS

If you would like to be considered as a speaker for the event with a 30-45 minute presentation, please submit an abstract for consideration.

**Garett Williams**, Senior Conference Producer  
+1 312 780 0700 • [gwilliams@acius.net](mailto:gwilliams@acius.net)

## REGISTRATION/INFORMATION

For further information or to register your attendance, please contact:

**Jayme Burns**, Operations  
+44 203 141 0640 • [jayme@acieu.net](mailto:jayme@acieu.net)

CONFERENCE DAY ONE • November 14, 2018

8:00 AM

REGISTRATION & COFFEE

9:00 AM

CHAIRPERSON'S OPENING REMARKS

9:15 AM

**CONFERENCE PRESENTATION: 2018 GUIDELINES FOR THE MANAGEMENT OF PATIENTS WITH ACUTE ISCHEMIC STROKE: IMPACT OF NEW STROKE GUIDELINES IN OUR FACILITY AND COMMUNITY**

- Identifying the key changes following the previous established guidelines
- Outlining logistical challenges in adopting new guidelines
- Communicating procedural changes and new task allocation with staff

**Georgann Adams**, Stroke Program Coordinator  
**INDIANA UNIVERSITY HEALTH - METHODIST HOSPITAL**

10:00 AM

**CONFERENCE PRESENTATION: EFFECTIVE INCORPORATION AND IMPLEMENTATION OF THROMBOLYTIC CAPABILITIES**

- Keeping up-to-date on endovascular research and guideline changes to determine its effectiveness
- Instituting a process to determine effectiveness and necessity of thrombectomy for a given stroke patient
- Monitoring post-thrombectomy patients and nursing procedures

**David Case**, Neuro-Interventional Radiology and Neurocritical Care  
**UNIVERSITY OF COLORADO DEPARTMENT OF NEUROSURGERY**

10:45 AM

**MORNING REFRESHMENTS**  
 Sponsored by Medtronic



11:15 AM

**CONFERENCE SESSION: EFFECTIVELY ENGAGING WITH PRE-HOSPITAL CARE PROVIDERS**

- Decreasing curb-to-needle times through process optimization
- Growing a collaborative relationship between care center and EMS
- Standardizing the Prehospital Stroke Scale and LVO Severity Scale to improve patient outcomes

**Sue Richardson**, MS, NRP, EMS Institute Manager  
**PENROSE-ST. FRANCIS HEALTH SERVICES**

**Stein Bronsky**, Chief Medical Director  
**COLORADO SPRINGS FIRE DEPARTMENT / EL PASO COUNTY AMR**

12:30 PM

LUNCH

1:30 PM

**PANEL DISCUSSION: PROPERLY ESTABLISHING REGIONAL SYSTEMS OF STROKE CARE**

- Understanding the specific stroke-related metrics in your region to establish an tailored stroke program
- Identifying disparities between local delivery of stroke care and delivery as carried out in other regions
- Applying insight on ways to improve your delivery of care through data collection, unified community education criteria and standardization of response

**Jenevra Foley**, Operations Director – Comprehensive Stroke Center  
**MICHIGAN MEDICINE AND METRO HEALTH**

**Christy Casper**, Program Manager – Neurocritical Care  
**CENTURA HEALTH**

**Wendy Smith**, Enterprise Stroke System Manager  
**CLEVELAND CLINIC**

2:30 PM

**CONFERENCE PRESENTATION: GROWTH AND RESOURCE ALLOCATION FOR STROKE PROGRAM**

- Developing a team of stroke care professionals and assigning leadership
- Tapping into potential provided by hospital administration staff
- Managing limited resources to their greatest potential

**Stacey Lang**, Senior Vice President  
**CORAZON**

3:15 PM

**AFTERNOON REFRESHMENTS**

3:45 PM

**CONFERENCE PRESENTATION: DETERMINING WHEN TO TRANSFER A STROKE PATIENT TO A MORE CAPABLE FACILITY**

- Setting destination protocols to eliminate unnecessary transfers and wait times
- Analyzing possible indicators of either ischemic or hemorrhagic stroke to determine best facility of care
- Accounting for factors such as transfer modality, patient stability and baseline imaging findings

**David Ermak**, Director of Neurohospitalist Services  
**PENN STATE HERSHEY STROKE CENTER**

4:30 PM

**CONFERENCE PRESENTATION: QUALITY REPORTING OF STROKE DATA**

- Acknowledging problems with EHR's and interpreting information using different formats
- Finding a meaningful analysis for stroke data and applying data to the caregiver's benefit
- Addressing recently observed unfavorable trend changes

**Ihsan Azzam**, Chief Medical Officer  
**NEVADA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

5:15 PM

**CLOSE OF DAY ONE**

**CONFERENCE DAY TWO • November 15, 2018**

8:30 AM

**REGISTRATION & COFFEE**

9:00 AM

**CHAIRPERSON'S OPENING REMARKS**

9:05 AM

**CONFERENCE PRESENTATION: RISK-BASED ASSESSMENTS AND THIRD PARTY ACCREDITATION**

**Cathie Abrahamsen**, Chief Standards and Program Development  
**DNV GL HEALTHCARE**

9:50 AM

**CONFERENCE PRESENTATION: UTILIZING MOBILE STROKE CAPABILITIES**

- Outfitting vehicles with portable CT scanners to improve accuracy of treatment
- Offering blood testing and tPA administration services for faster care
- Integrating your mobile stroke team into local dispatch services

**William Jones**, Director of Mobile Stroke Treatment Unit  
**UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS**

10:35 AM

**MORNING REFRESHMENTS**

11:05 AM

**CONFERENCE PRESENTATION: RURAL STROKE OUTREACH POTENTIAL WITH TELEHEALTH**

- Reducing time to tPA administration by using telestroke platforms to assess and respond to rural stroke cases more effectively
- Acknowledging the overwhelming effect telestroke can have on a hospital's ability to efficiently deliver care to a wide, sparsely-populated area
- Avoiding unnecessary, debilitating transfers by accurately triaging a stroke case via video communication

**Tony Nunn**, Telehealth Program Manager  
**UNIVERSITY OF KANSAS MEDICAL CENTER**

11:50 AM

**CONFERENCE PRESENTATION: IMPROVING POST-STROKE SUCCESS**

- Leveraging pre-hospital personnel to provide Community Paramedicine follow-up visits
- Utilizing disposition trend data and clinic no-show data to drive process improvement
- Reducing readmission rates by implementing a structured transitional post-stroke program

**Kathy Morrison**, Stroke Program Manager  
**PENN STATE HERSHEY MEDICAL CENTER**

12:35 PM

**LUNCH**

1:35 PM

**CONFERENCE PRESENTATION: POWER SATURDAY: ENGAGING COMMUNITY TO SPOT A STROKE F.A.S.T.**

- Barbershops/salons are trusted cultural spaces and are ideal for meeting people where they are
- Engaging people in their space can enhance uptake as well as dissemination of information
- There is a bidirectional outcome in that lay volunteers can learn by educating others on health topics like stroke

**Terri Richardson**, Internist, Vice Chair of Colorado Black Health Collaborative  
**KAISER PERMANENTE**

2:20 PM

**CONFERENCE PRESENTATION: YOUNGSTROKE: CHANGING THE VIEW OF STROKE CARE**

- Examining the emerging young stroke population
- Describing stroke survivorship among young adults
- Enhancing population engagement through research and education

**Amy Edmunds**, Founder And CEO  
**YOUNGSTROKE**

3:05 PM

**CHAIRPERSON'S CLOSING REMARKS**

3:15 PM

**END OF CONFERENCE AND AFTERNOON REFRESHMENTS**

**SPEAKER BIOGRAPHIES**

**Georgann Adams**, Stroke Program Coordinator  
**INDIANA UNIVERSITY HEALTH - METHODIST HOSPITAL**

Georgann Adams an Advanced Practice Registered Nurse, Adult Clinical Nurse Specialist who has worked with Neuroscience patients for over 35 years. She is certified as a Stroke Certified Registered Nurse (SCRN), a Certified Neuroscience Registered Nurse, Critical Care Register Nurse, Knowledge (CCRN), and as a Certified Adult Clinical Nurse Specialist. She has served as the Stroke Program Coordinator at IU Health Methodist Hospital the first TJC Certified Comprehensive Stroke Center in Indiana and has achieved Target Stroke Elite Plus and Get With The Guidelines Gold Plus awards in 2017.



**Ihsan Azzam**, Chief Medical Officer  
**NEVADA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

Oversees Healthcare and public health surveillance, epidemiology and disease control activities. Advises state and local health authorities, healthcare providers and community-based organizations, and provides professional education, guidelines, clinical updates and recommendations to prevent, control and contain disease outbreaks. Dr. Azzam represents Nevada on state and national forums, advisory bodies, and academic institutions, and coordinates activities among state, local and federal agencies. He earned his medical degree in 1982 and completed OBGYN residency in 1986. He holds the Centers for Disease Control and Prevention (CDC) Graduate Certificate in Epidemiology, Biostatistics and Demography from the University of Seattle School of Public Health and Community Medicine, and the CDC Chronic Disease Epidemiology Certificate from Penn State College of Medicine. Dr. Azzam completed his MPH and Ph.D. at the University of Nevada, Reno. He is also a scholar of the Great Basin Public Health Leadership Institute and the recipient of several awards, including the 2011 National Sheppard Award for Excellence in Epidemiology.



**Stein Bronsky**, Chief Medical Director

**COLORADO SPRINGS FIRE DEPARTMENT / EL PASO COUNTY AMR**

Dr. Bronsky began his EMS journey as an EMT in 1991. He attended medical school at Vanderbilt University in Nashville, TN, followed by Emergency Medicine residency and EMS Fellowship at Virginia Commonwealth University in Richmond, VA. He has over twelve years of post-fellowship EMS medical direction experience, including medical direction for air and ground services. He is currently an Emergency Medicine physician at Penrose St. Francis in Colorado Springs, as well as the Chief Medical Director for the Colorado Springs, CO Fire Department (CSFD), the El Paso County, CO American Medical Response ambulance service, and the El Paso–Teller County 911 Authority.



**Amy Edmunds**, Founder and CEO

**YOUNGSTROKE**

Amy Edmunds globally champions young adults who experience stroke. As a cryptogenic stroke survivor since 2002, she was elected by international peers to the Board of Directors of the World Stroke Organization in 2014. Her post-stroke graduate research propelled the launch of YoungStroke and Young Stroke Media to raise awareness of unmet needs of young stroke survivors and their caregivers. In 2015, she hosted the first international conference to address this topic in conjunction with Mayo Clinic. She is a frequent speaker at stroke care venues including the World Stroke Congress and the International Stroke Conference. Her articles are found in *Stroke Connection*, a publication of the American Heart Association/ American Stroke Association. She also serves as a Senior Lecturer of Health Sciences and consults on numerous health projects.



**David Ermak**, Director of Neurohospitalist Services

**PENN STATE HERSHEY STROKE CENTER**

Dr. Ermak is an Assistant Professor of Neurology. He has been with Penn State Hershey Medical Center since 2010 when he first began his residency there. He completed a fellowship in Vascular Neurology and is Board Certified in Neurology and Vascular Neurology. Dr. Ermak was appointed as the Director of NeuroHospitalist Services in July 2018 and continues to serve as the Medical Informatics and Clinical Documentation Specialist for his department. He served as the Quality Officer for Neurology from 2016-2018, and has most recently been appointed as the Medical Director of Quality and Patient Safety for the entire hospital.



**Stacey Lang**, Senior Vice President

**CORAZON**

Stacey has over 20 years of progressive experience in the healthcare industry and brings great clinical and operational expertise to Corazon. An expert in the specialty services, Stacey provides a wealth of knowledge to the Corazon team and the clients we serve. Stacey's experience as Chief Operating Officer for a multi-hospital, multi-specialty, employed physician network brings invaluable experience in outpatient operations, physician/hospital relationships and contracting, and comprehensive ambulatory and surgery center development. As a senior executive for multi-hospital systems, Stacey was responsible for Service Line development in Neuroscience, Orthopedics, Women and Children's, Trauma and Burn, Behavioral Health, and General Surgery. This diverse skill set, in tandem with greater than 20 years of hands-on clinical experience in neurosciences, provides a unique combination of talents that benefit Corazon clients in need of assistance in distinct service line development. Stacey has a proven track record in the ground-up development of both Primary and Comprehensive Stroke Centers, spinal and intracranial surgery program start-ups, strategic planning for hospital and system neuroscience services, and detailed gap analyses that serve to determine the resources required for targeted program expansion. She has a unique combination of skills: a strong clinical background, operational expertise, physician practice leadership, program development experiences, strategic planning know-how, and proven success in mutually beneficial physician/hospital collaborations.



**Kathy Morrison**, Stroke Program Manager

**PENN STATE HERSHEY MEDICAL CENTER**

Kathy J. Morrison is the Stroke Program Manager for Penn State Hershey Medical Center, a Joint Commission Comprehensive Stroke Center. She has 40 years' experience in various nursing roles, with the most recent 18 years' being stroke care nursing and program management. She is the author of 2 books related to stroke care nursing: *Fast Facts for Stroke Care Nursing*, now in its second edition, and the *Stroke Certification Study Guide for Nurses*. She is founder of the Stroke Coordinators of PA, and she serves on several American Heart Association committees and the Joint Commission Technical Advisory Panel for Comprehensive Stroke Measures. Kathy is a certified Neuroscience Nurse, a certified Stroke Nurse, and a Fellow of the American Heart Association.



**Sue Richardson**, MS, NRP, EMS Institute Manager

**PENROSE-ST. FRANCIS HEALTH SERVICES**

Sue began her 17 year career as a firefighter/paramedic with the Colorado Springs Fire Department. In 2014, she became the Manager of the Penrose-St. Francis EMS Institute/Paramedic Academy. The PSF EMS Institute provides medical direction, monthly continuing education, primary EMS education and continuous quality improvement to over 42 EMS and fire agencies in Southern Colorado. Sue has received the Medal of Distinguished Service and Award of Recognition. She has spoken on Managing Stress in EMS, Building a Successful Peer Support Program, and Building a Regional System of Care for Time Sensitive Emergencies. Sue serves on the Centura EMS Council, ESA Medical Control Committee, and El Paso County Region IV EMS Committee.



**Terri Richardson**, Internist, Vice Chair of Colorado Black Health Collaborative

**KAISER PERMANENTE**

Dr. Richardson has over 31 years of experience as a clinician, health educator, mentor and volunteer in the health arena. In addition to her clinical work at Kaiser Permanente, she is an active member of the African American Business Resource Group. She has served on several of volunteer boards and volunteers with a number of organizations, including the American Heart Association. She has written several articles addressing health disparities and other topics related to the Black community. She currently is the Vice Chair of the Colorado Black Health Collaborative (CBHC) and one of the leads for CBHC's Barbershop/Salon Health Outreach Program. More information and a program toolkit may be found on the website, [www.Coloradoblackhealth.org](http://www.Coloradoblackhealth.org).



**Wendy Smith**, Enterprise Stroke System Manager

**CLEVELAND CLINIC**

Wendy Smith is the Enterprise Stroke Systems Manager for the Neurological Institute at the Cleveland Clinic. Wendy's career has spanned 20 years in a progression of clinical and administrative roles. She began her career as a Registered Clinical Exercise Physiologist, then obtained her nursing degree and advanced through Neurosciences. Wendy joined the Clinic as the Enterprise Stroke Systems Manager in 2012, where she coordinates stroke care across the 15 Cleveland Clinic hospitals, including 2 International Primary Stroke Centers. Wendy earned her nursing degree from Columbus State Community College and her Master's Degree in Exercise Physiology from The Ohio State University and an MBA in Health Care Administration from Northcentral University. She is the Vice Chair of the American Stroke Association's Nursing and Rehabilitation Council and a Fellow of the American Heart Association.



**VENUE INFORMATION**

**Doubletree by Hilton Denver**

**3203 Quebec St, Denver, CO 80207**

**+1 303 321 333**

DoubleTree by Hilton Denver is conveniently located in the heart of Stapleton, between downtown and Denver International Airport, with easy access to all of the city's attractions. Their full-service hotel offers 561 spacious guest rooms and suites, complimentary WiFi, and ample parking that is always included with your stay. Onsite, you'll find a large indoor pool for four-season fun, an outdoor hot tub, a sauna and fitness center, Sports Bar, and a restaurant.



Launching Mid-June, the innovative redesign of their main floor will be sure to wow with three new food and beverage offerings. Their new lobby will be anchored by a modern and vibrant bar inspired by the beauty of Colorado. Highlights also include a new Made Market inspired by the vintage coffee house and casual family store with a modern twist. Saving the best for last, their restaurant will showcase the culinary excellence of their chef, with inspired local cuisine and a unique environment.

The hotel's 32,000 square feet of flexible meeting space includes 20 breakout rooms featuring award-winning catering and top-of-the-line audio/visual offerings. Whether it's a conference for 10 or an awards event for 1,000, DoubleTree by Hilton Denver executes a flawless event, leaving no detail behind.

**REGISTRATION IS SIMPLE:**

If you would like to register for this event or wish to find out more information, you can contact **Dimitri Pavlyk** using any of the following methods:

- Phone:** +44 203 141 0627
- Email:** [dpavlyk@acieu.net](mailto:dpavlyk@acieu.net)
- Website:** <http://www.acius.net>
- Mail:** ACI Europe, 10 Gough Square, London, EC4A 3DE, UK

<b>DELEGATE PASS (Solution Providers &amp; Pharma Companies)</b>	<b>\$2,500.00*</b>
<b>DELEGATE PASS (Hospitals, Centers &amp; Clinics)</b>	<b>\$1,995.00*</b>
<b>DELEGATE PASS (Government, Academic, Non-Profit)</b>	<b>\$1,595.00*</b>
<b>DOCUMENTATION PACK ONLY</b>	<b>\$615.00</b>

\*excludes VAT

Delegate passes include all presentations plus pre-conference workshops, networking receptions, food and drink, any potential supplementary event such as a tour, and the documentation pack.

Documentation packs include all conference proceedings including PowerPoint presentations, program agenda, detailed attendee list, sponsor/exhibitor literature and collateral materials, any other premiums or information distributed at conference.

**Please Note:** Members and customers of all supporting organizations are entitled to a discount off their conference package.

For more information, please call Dimitri Pavlykat at +44 203 141 0627.

**DOCUMENTATION PACKAGE:**

You can purchase the papers for this conference at just \$615. Simply check the box on the booking form, sent it with payment and your copy will be on its way to you after the meeting.

This important manual will be a source of invaluable reference for the future.

**ACTIVE COMMUNICATONS INTERNATIONAL:**

**Active Communications International, Inc. (ACI)** is a leader in conference planning and production. With offices in Chicago, London, Pune, Portland, Poznań and Milwaukee, we produce world-class events focusing on areas of most relevance to our served industry sectors. We are dedicated to deliver high-quality, informative and value added strategic business conferences where audience members, speakers, and sponsors can transform their business, develop key industry contacts and walk away with new resources.

**Mission Statement:** ACI's mission is to unite key industry influencers and leaders to build strong relationships and enable our clients to achieve operational efficiencies, maintain competitive advantage in the marketplace, and increase their profitability.

**Quality:** ACI invites senior-level executives and key industry leaders to share their insights and real-life working experiences with our audience. Our unique conference format offers an intimate and time-efficient educational development platform where our attendees can meet one-on-one with the people that can assist them in achieving their goals.

**Research:** ACI offers cutting-edge conferences that are developed through extensive research and development with industry experts to bring you the latest trends, forecasts, and best practices.

**Experience:** Our team of experienced conference producers and managers know you and your business demands. ACI has the resources, knowledge, and experience to create the events you need to remain on the forefront of your industry.

**Garett Williams**, Senior Conference Producer, thanks contributing professionals for their insights, recommendations, and participation.

**TERMS AND CONDITIONS:**

**Payment:** Payment must be recieved within five business days of returning the signed contract. After receiving payment a VAT receipt will be issued. If you do not receive a letter outlining details two weeks prior to the event, please contact the Conference Coordinator at ACI Europe Ltd.

Discounts are available for multiple/group bookings. Please call Dimitri Pavlyk at +44 203 141 0627 for more information.

**Cancellations:** Substitutions are welcome up to 24 hours prior to the event. Cancellations must be received in writing no less than three weeks prior to the start of the conference; a full credit voucher towards a future ACI conference will be issued. Any cancellation received less than three weeks prior to the start of the event shall be deemed a breach of this contract by client, and accordingly, no credits will be given. Cancellations must be received in writing by mail or fax three weeks before the conference. Thereafter the full conference fee is payable. If for any reason ACI Europe Ltd decides to amend, cancel or postpone this conference, the conference fee will not be refunded. Furthermore, ACI Europe Ltd will not be responsible for covering airfare, hotel or other costs incurred by registrants. In the event that ACI Europe Ltd cancels or postpones the event, ACI Europe Ltd reserves the right to transfer booking to another conference to be held in the following twelve months, or to provide a credit of an equivalent amount to another conference within the following twelve months. The construction, validity and performance of this agreement shall be governed in all respects by the laws of England to the exclusive jurisdiction of whose courts the Parties hereby agree to submit.

**Accommodation:** The cost of accommodation is not included in the event fee. Preferential rates will be arranged with or near the event venue, and all confirmed delegates will be given details of how to book accommodation at this rate in due course.