



**Improving Healthcare**  
International Convention  
advance integration • improve quality  
empower people • enable technology

improvement foundation

if



# Improving Healthcare International Convention

## Sponsorship and Exhibition Prospectus

16-18 November 2015  
Pullman & Mercure Melbourne Albert Park

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# Improving Healthcare International Convention

The Improvement Foundation (IF) is proud to invite you to be part of our inaugural **Improving Healthcare** International Convention as a sponsor and/or exhibitor. This premier event will be held in Melbourne from 16-18 November 2015 at the Pullman & Mecure Albert Park, consisting of one day of master classes and workshops, and two days of plenary presentations and concurrent sessions.

The **Improving Healthcare** International Convention, hosted by IF, aims to be Australia's largest healthcare quality improvement event. IF is a leading provider of quality improvement programs in the Australian healthcare sector. The core objective of IF, an Australian not-for-profit organisation, is to provide expertise in the development and delivery of quality improvement techniques, such as the Collaborative methodology, a methodology that can deliver small and large system change within health systems. IF supports this improvement work through specialist change management advice and leading edge information technology infrastructure, which enable robust measurement of improvement efforts. IF is one of the few organisations that have a proven track record and expertise in working across many sectors in addition to primary healthcare.

With the healthcare environment ever changing and increasing demand, there is now more than ever, an increased need to improve integration and unite all aspects of primary and secondary healthcare to bring about systematic improvements. Improvements, innovations and practical solutions will be showcased at the Convention from international and national experts, innovators and leaders that have been carefully selected by a reputable and diverse team of advisors involved in the Convention Advisory and Program Review Committees.

Delegates will learn about the latest innovative solutions based on the following four key themes:

- Advance Integration
- Improve Quality
- Empower People
- Enable Technology

This event will enable you to re-think service delivery to meet the challenges of providing the highest quality healthcare in today's changing health system.

## Sponsorship Enquiries

To discuss your involvement in this Convention, please contact:

Sarah Wrzeszcynski  
National Program Director  
Improvement Foundation  
PO Box 3645, Rundle Mall SA 5000

Tel: +61 8 8422 7466  
Mob: 0404 040 732  
Fax: +61 8 8231 6690  
Email: [sarah.wrz@improve.org.au](mailto:sarah.wrz@improve.org.au)

## Enhance your Brand at the Convention

The **Improving Healthcare** International Convention offers your organisation the opportunity to enhance and promote your brand in front of more than 500 expected healthcare professionals. Sponsorship packages have been carefully designed to provide your organisation with the opportunity to:

- Promote and showcase your products and services to healthcare decision makers
- Build relationships with key people in the healthcare sector
- Generate brand awareness by having your logo promoted through this Convention
- Generate sales leads through conversations with delegates
- Engage with high profile international and national speakers

## Connect with potential partners and commercial allies

The Convention will connect you with over 500 delegates that represent the following sectors:

- Primary Healthcare Networks (formerly Medicare Locals)
- Local Hospital Networks
- Public and Private Hospitals
- Allied Health
- Specialist Health Organisations
- General Practices
- Commonwealth, State and Territory Health Departments
- Aboriginal and Torres Strait Islander Health Organisations
- International Healthcare Organisations

## Network with various delegates

This Convention gives you a unique opportunity to network with delegates from primary and secondary care. Delegates at the Convention will include the following healthcare professionals:

- Front-line staff
- Quality professionals
- Safety professionals
- Policy makers
- Practice Managers and Practice Nurses
- Physicians
- Medical and health profession students
- Indigenous health workers
- Physicians assistants
- Researchers
- Patients and patient advocates
- Specialists
- Allied Health Professionals
- General Practitioners
- Health Administrators
- Nurses

## Official Convention Organisers

Arinex has been appointed as the Improvement Foundation's Professional Conference Manager for the 2015 **Improving Healthcare** International Convention. Arinex have over 50 years experience in organising large scale events. They will endeavor to deliver the best outcomes for the Convention sponsors.

# International Keynote Speakers

## Dr John Øvretveit

**Director of Research, Karolinska Institute Academic Medical Centre, Stockholm, Sweden**



Dr John Ovretveit is the Director of Research at the Karolinska Institute Academic Medical Centre in Sweden, and Professor of Health Implementation Improvement and Evaluation. John's work is based on the belief that organisation and management can bring out the best as well as the worst in people, and that the right implementation and organisation design is critical for effective healthcare. Much of his work uses different social sciences to explain and predict events and processes in health care and clinical practice. He was awarded the 2014 Avedis Donabedian International Quality Award for his work on quality economics.

Translations of some of his 300 peer reviewed scientific papers and books have been made into nine languages. Six books have won publications awards, including twice winner of the European Health Management Association Award and the Baxter health publication of the year prize for "Action Evaluation" (2002) and "Health Service Quality" (1992). He is currently an editorial board member of eight scientific health journals, a board member of the Joint Commission Resources/International, and advisor to a number of research funding councils and reviewer for the USA Patient-Centred Outcomes Research Institute (PCORI).

## Neil Jordan

**General Manager, Worldwide Health at Microsoft, Seattle, US**



Neil Jordan is the General Manager of Health for Microsoft Worldwide Public Sector. In this role, Jordan acts as Chief Strategist for the organisation's Health industry initiatives worldwide, including defining and articulating the Microsoft vision for the future of Healthcare, and how Microsoft products, technologies and partner solutions will make it a reality.

Blending a deep background in healthcare-focused technology, Jordan leads Microsoft's collaboration with an ecosystem of partners around the world to provide solutions that meet the specific needs of customers working to deliver better health outcomes for more people. Since the establishment of the global team, he has driven consistent growth of this multi-billion dollar business.

Before assuming his current role, Jordan was the head of Healthcare at Microsoft UK where he was responsible for managing strategic operations and senior customer and partner relationships. He led the NHS National Program for IT, the largest ever civil IT procurement and the largest application delivery in Microsoft's history, including managing close engagement with the UK government.

Jordan joined Microsoft in 2000 as a Telecommunications Solutions Sales Manager where he was responsible for market entry into the areas of mobility, hosting and web services solutions in the UK. Prior to joining Microsoft, Jordan worked at IBM Software Group UK for eight years where he was the EMEA Strategic Alliances Manager, leading contract development for the IBM and Lotus software channel organisation.

## Dr Marjorie Godfrey

### Co-Director, The Dartmouth Institute Microsystem Academy, New Hampshire, US



Dr Marjorie Godfrey is a national and international leader of designing and implementing improvement strategies targeting the place where patients, families and care teams meet-the clinical microsystem. She leads as Institute for Healthcare Improvement faculty, Improvement Advisor with the Cystic Fibrosis Foundation, USA, Cystic Fibrosis Canada and has collaborated extensively with the Veteran's Administration Health System to improve front line care through adaptation of clinical microsystem applied theory. In addition, she is currently serving on three national expert panel appointments including the McColl University/Robert Wood Johnson Foundation, American Association of Colleges of Nursing and The National Institutes of Health, National Cancer Institute.

Marjorie has worked with health systems in the United States, Sweden, Canada, Norway, France, Kosovo, Tunisia, Chile, Ireland and the UK. She collaborates with senior leaders in Qulturum, The Jönköping Academy, and Jönköping County in Jönköping, Sweden, to support innovation and transformation of their health care system using clinical microsystem processes and frameworks. Marjorie has an appointment as an affiliated researcher at Jönköping University in the Jönköping Academy and co-leads the International Clinical Microsystem Network based in Sweden. She is co-author of the best selling textbooks, *Quality by Design*, 2007 and *Value By Design* 2011(Jossey-Bass) and the lead author and architect of the Clinical Microsystems "A Path to Healthcare Excellence" series and the Clinical Microsystem website, [www.clinicalmicrosystem.org](http://www.clinicalmicrosystem.org).

## Paul Grundy

### Director, IBM Global Healthcare Transformation, New York, US



Paul Grundy, known as the "godfather" of the patient centered medical home movement, is IBM Corporation's Global Director of healthcare transformation. In this role, he develops and executes strategies that support IBM's transformation initiatives in the healthcare industry. He is also an adjunct professor at the University of Utah Department of Family and Preventive Medicine. Paul won the NCQA national quality award for 2012 and the American College of Occupational Environmental Medicine 2013 Sappington Memorial Award.

Paul is presently a Member of the National Academy of Science's Institute of Medicine and the IBM Industry Academy. He serves as a Director of the ACGME, the body responsible for accrediting graduate medical training programs. He is also a member of the national advisory board of the National Center for

Interprofessional Practice and Education at the Mayo Clinic Center for Connected Care and the Medical Education Futures Study. Paul is the President of the Patient-Centered Primary Care Collaborative, a coalition he led IBM in creating in early 2006. The collaborative is dedicated to advancing a new primary-care model, called the patient-centred medical home, as a means of fundamentally reforming healthcare delivery. Today, the collaborative represents employers of some 50 million people across the US; physician groups representing more than 330,000 medical doctors; leading consumer groups; and, the top seven US health-benefits companies.

Paul is a retired senior diplomat and was Medical Director for the International SOS and Adventist Health. He has received several work related awards which include three US Dept of State Superior Honor Awards, four Department of State Meritorious Service awards and the Defense Superior Service Award.

# Sponsorship Opportunities

## Platinum Sponsor – \$30,000 inc GST

### Exclusive Rights

As the Platinum Sponsor, your organisation will receive the following benefits:

#### Premium Promotion

- Sponsor logo will be placed in a premium position above all other sponsor logos on all sponsor related signage and materials situated onsite at the Convention
- Acknowledgement as the Platinum Sponsor at the official Opening, Welcome Reception and Dinner
- Sponsor logo placed in prominent position, above all other sponsor logos on Convention website and all holding slides at the Convention
- Recognition as the Platinum Sponsor on Convention printed and electronic marketing materials
- Delegate list supplied prior to the Convention
- One page advertisement in Convention Program (artwork supplied by sponsor)
- Two marketing collateral satchel inserts (sponsor to supply)

#### Speaking Opportunity

- Five minute address at the Convention Official Opening on Tuesday 16 November giving you the opportunity to promote your brand to over 500 delegates

#### Complimentary Tickets

- Two complimentary full delegate registrations, including official Welcome Reception and Gala Dinner
- VIP table of eight at the Gala Dinner

#### Exhibition Space

- One 3m x 6m (double size) trade exhibition booth, with four complimentary exhibitor registrations that includes attendance at the Welcome Reception

## Gold Sponsor – \$20,000 inc GST Exclusive Rights

As the Gold Sponsor, your organisation will be provided with the following:

### Brand Promotions

- Sponsor logo placed above all other logos (exception of Platinum) on all Convention sponsor related signage materials situated onsite at the Convention
- Acknowledgement as Gold Sponsor at the official Opening, Welcome Reception and Dinner
- Sponsor logo placed above all other logos (exception of Platinum) on the Convention website and all holding slides at Convention
- Recognition as the Gold Sponsor on Convention printed marketing material and electronic materials
- Delegate list supplied prior to the Convention
- One page advertisement in Convention Program (artwork supplied by sponsor)
- One marketing collateral satchel inserts (sponsor to supply)

### Complimentary Tickets

- Two complimentary full delegate registrations, including official Welcome Reception and Gala Dinner

### Exhibition Space

- One 3m x 3m premium trade exhibition booth, with two complimentary exhibitor registrations that includes attendance at the Welcome Reception

## Silver Sponsor - \$12,000 inc GST

As a Silver Sponsor, your organisation will be provided with the following:

### Brand Promotions

- Sponsor logo placed on all Convention sponsor related signage and materials situated onsite at the Convention
- Acknowledgement as Silver Sponsor at the official Opening
- Sponsor logo placed on Convention website and all holding slides at Convention
- Recognition as the Silver Sponsor on Convention printed marketing material and electronic materials
- Delegate list supplied prior to the Convention
- Half page advertisement in Convention Program (artwork supplied by sponsor)
- One marketing collateral satchel insert (sponsor to supply)

### Complimentary Tickets

- One complimentary full delegate registration, including official Welcome Reception and Gala Dinner

### Exhibition Space

- One 3m x 3m premium trade exhibition booths, with two complimentary exhibitor registrations that includes attendance at the Welcome Reception

## Bronze Sponsor - \$7,500 inc GST

As a Bronze Sponsor, your organisation will be provided with the following:

### Brand Promotions

- Sponsor logo placed on all Convention sponsor related signage and materials situated onsite at the Convention
- Sponsor logo placed on Convention website
- Recognition as the Bronze Sponsor on convention printed marketing material and electronic materials

### Complimentary Tickets

- One complimentary full delegate registration, including official Welcome Reception and Gala Dinner

### Exhibition Space

- One 3m x 3m premium trade exhibition booths, with two complimentary exhibitor registrations that includes attendance at the Welcome Reception

**SOLD**

## Gala Dinner Sponsor – \$10,000 inc GST

### Exclusive Rights

Personally welcome and network with delegates at your sponsored Gala Dinner. The Gala Dinner will be held on Tuesday 17 November at the brand new The Parks function centre on Albert Park. Overlooking Albert Park Lake with floor to ceiling windows, its your ideal opportunity to take advantage of this premier location to network and promote your brand with convention delegates in a prestigious setting.

As the Gala Dinner Sponsor, your organisation will be provided with exclusive naming rights to the Gala Dinner as well as the following:

### Brand Promotions

- Named as the Gala Dinner Sponsor in the Convention Program
- Flexibility to promote your organisation at the Gala Dinner (at your expense)\*
- One page advertisement in the Convention Program (artwork supplied by sponsor)
- Sponsor logo placed on Convention website and all holding slides at Convention
- Recognition as the Gala Dinner Sponsor on convention printed marketing material
- Sponsor logo and promotional blurb printed on Gala Dinner menu\*
- Two promotional banners placed in prominent positions at the Gala Dinner venue (supplied by the sponsor)
- Acknowledgement as the Gala Dinner Sponsor at the official Convention Opening

### Speaking Opportunity

- Opportunity to deliver welcome speech at the Gala Dinner

### Complimentary Tickets

- VIP table of eight at the Gala Dinner
- Two complimentary full delegate registrations, including official Welcome Reception

**SOLD**

## Welcome Reception Sponsor - \$14,000 inc GST Exclusive Rights

As the Welcome Reception Sponsor, your organisation will be provided with exclusive sponsorship rights to the Welcome Reception as well as the following:

### Brand Promotions

- Named as the Welcome Reception Sponsor in the Convention Program
- One half page advertisement in the Convention Program (artwork supplied by sponsor)
- Sponsor logo placed on Convention website and all holding slides at Convention
- Recognition as the Welcome Reception Sponsor on all Convention printed marketing material and electronic materials
- Two promotional banners placed in prominent positions at the Welcome Reception venue (supplied by the sponsor)
- Acknowledgement as the Welcome Reception Sponsor at the official Convention Opening

### Speaking Opportunity

- Opportunity to deliver a welcome speech at the Welcome Reception

### Complimentary Tickets

- One complimentary full delegate registration, including official Welcome Reception and Gala Dinner

## Program Stream Sponsor - \$10,000 per stream inc GST

The Convention will feature four streams with an international keynote speaker hosting the stream. Opportunities exist to sponsor one of the four Convention Program streams

- Advance Integration
- Improve Quality
- Empower People
- Enable Technology

As a Program Stream Sponsor, your organisation will be promoted at approximately eight presentations across the two days, including a keynote address. As part of this sponsorship package, you will receive:

### Brand Promotions

- Recognition as a Program Sponsor for the particular stream on all Convention printed marketing material and electronic materials
- Sponsor logo placed on Convention website and on holding slides for all sessions relevant to the particular stream
- One sponsor promotional banner placed outside the relevant program venue room (supplied by the sponsor)

### Speaking Opportunity

- Opportunity to conduct up to a 45 minute presentation within the sponsored stream\*

### Complimentary Tickets

- Two complimentary full delegate registrations, including official Welcome Reception and Gala Dinner

## Technology Sponsorships

Packages ideal for technology related organisations. Do you have a software product that you would like to promote or are you a technology related company? You can align your brand with the technology services that will be provided for all Convention delegates. Choose from the Recharge Lounge that will provide delegates with facilities to charge up their devices or the Convention mobile app, providing online access to the Program and Speakers. More information in these sponsorship packages below:

### Recharge Lounge Sponsor– \$6000 inc GST Exclusive Rights



As the Recharge Lounge Sponsor, your organisation will be provided with the following:

#### Brand Promotions

- Sponsor branding on recharge station
- Computer terminal homepages to feature sponsor logo
- Provision to place marketing collateral within the recharge lounge area
- Sponsor logo placed on Convention website
- Recognition as a Recharge Lounge Sponsor on all Convention printed marketing material and electronic materials

#### Complimentary Tickets

- One complimentary full delegate registration, including official Welcome Reception and Gala Dinner

#### Exhibition Space

- Your choice of a desk near the recharge lounge or a one 3m x 3m premium trade exhibition booth with two complimentary exhibitor registrations that includes attendance at the Welcome Reception

## Conference App Sponsor - \$8,000 inc GST Exclusive Rights

As the Conference App Sponsor, your organisation will be provided with the following:

### Brand Promotions

- Sponsor logo included on app home page
- Recognition as a Conference App Sponsor on Convention printed marketing material and electronic materials
- Sponsor logo placed on Convention website
- Provision for the sponsor to provide content for a dedicated page within the app, including hyperlink to sponsor website
- Sponsor logo included in a dedicated half page ad for the Convention mobile app within the Convention Program.

### Complimentary Tickets

- One complimentary full delegate registration, including official Welcome Reception and Gala Dinner

## Additional Sponsorship Packages

Other sponsorship packages are available, including opportunities to sponsor:

- Morning Tea, Lunch and Afternoon Tea
- Lanyards
- Satchel Bags
- Branded marketing collateral for inclusion in delegate satchels

### Tailored to meet your needs

If none of the above sponsorship opportunities serve your needs, you can contact us to discuss a specific package tailored to your company's individual need. Talk to us about a package that meets your requirements.

## Exhibition Booths

**Standard booth 3m x 3m - \$4,500**

**Double booth 3m x 6m - \$8,000**

**Triple booth 3m x 9m \$11,500**

The Exhibition is an integral part of the Convention and provides a great opportunity for delegates to see your products and services firsthand. All meal breaks and the Welcome Reception will be held in the exhibition giving you plenty of time to engage. The exhibitor package includes:

- Two complimentary exhibitor registrations including, including official Welcome Reception
- Sponsor logo, organisation details and hyperlink on the Convention website
- Recognition as an Exhibitor in the Convention Program
- Custom booths, please contact us for further details

### Exhibition Activity – Passport Competition\*\*

To provide an additional incentive for delegates to visit each exhibition booth, all exhibitors will be listed in the passport exhibitor competition. During the Convention, delegates will receive a passport card and will be encouraged to visit all exhibitor booths to receive a stamp on their passport card. Once all stamps have been collected, delegates will go in the draw to win a competition prize. Sponsors are welcome to donate a prize for the competition.

*\*\*Minimum of 10 exhibitors required for the competition to proceed.*

*\* Subject to the Convention Organising Committee approval | All prices in AUD*

# Booking Form

IHC Booking Form  
 Improvement Foundation  
 PO Box 3645  
 RUNDLE MALL SA 5000, Australia

Tel: 1800 771 522  
 Fax: +61 8 8231 6690  
 Email: [ihic@improve.org.au](mailto:ihic@improve.org.au)  
 Web: [www.ihic.improve.org.au](http://www.ihic.improve.org.au)

**A. SPONSORSHIP PACKAGE(S) REQUESTED**

**COST A\$**

- 1. ....
- 2. ....

**B. EXHIBITION** (tick relevant box)

- A\$ 4,500 (incl. GST) 3m x 3m Space with shell scheme
- A\$ 8,000 (incl. GST) 3m x 6m Space with shell scheme
- A\$11,500 (incl. GST) 3m x 9m Space with shell scheme

<b>AMOUNT PAYABLE A &amp; B</b>	A\$
50% deposit payable 30 days from date of invoice <b>(Balance due: Tuesday 30 June 2015)</b> (incl. GST)	A\$

Organisation name (for marketing purposes): \_\_\_\_\_

Organisation name (for invoicing purposes): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Post code: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_

Main contact: \_\_\_\_\_ Position: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

***Yes I have read and agree to the Terms & Conditions on the following page.***

Authorised by: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please note your booking will not be processed unless all sections above are complete.

**PAYMENT DETAILS (please tick)**

We will pay via company cheque. NB: all cheques are payable to: **Arinex Pty Ltd** on behalf of the IHIC and must be forwarded to the Conference Managers at the above address.

We wish to pay via EFT:

Bank Account: Arinex Pty Limited  
 Bank: National Australia Bank. BSB: 082 001 Account No: 04 503 0393  
 Swift Code: (for international transfers) NATA AU 33

We wish to pay via credit card (tick card type)

MasterCard  VISA  AMERICAN EXPRESS Amount to debit: \$ \_\_\_\_\_

Card Number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Expiry Date \_\_\_\_\_ / \_\_\_\_\_ CCV# \_\_\_\_\_

Name on Card \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

**SPONSORSHIP BOOKING TERMS & CONDITIONS**

1. The Australian Goods and Services Tax (GST) at 10% is applicable to all goods and services offered by the Conference Managers and all prices in this document are inclusive of the GST. GST is calculated at the date of publication of this document. The Conference Managers reserve the right to vary the quoted prices in accordance with any movements in the legislated rate of the GST.
2. Sponsorship participation will be allocated only on receipt of a signed Booking Form. A letter of confirmation will be provided to confirm the booking, together with a tax invoice for the required 50% deposit. The deposit is payable 30 days from the date of the tax invoice. The balance is due and payable by **Tuesday 30 July 2015**. Applications received after **Tuesday 30 July 2015** must include full payment.
3. **All monies are payable in Australian dollars.** Cheques should be made payable to **Arinex Pty Ltd** on behalf of the **IFIC-CONFERENCE 2015** and must be drawn on an Australian bank.
4. All monies due and payable must be received (and cheques cleared) by the Conference Managers prior to the event. No company will be listed as a partner in any official Conference material until full payment and a booking form have been received by the Conference Managers.
5. **CANCELLATION POLICY:** In the event of cancellation, a service fee of 50% of total fees applies for cancellations prior to **Monday 4 May 2015**. No refunds will be made for cancellations after this date, and the full amount will be payable. After sponsorship has been confirmed and accepted, a reduction in sponsorship is considered a cancellation and will be governed by the above cancellation policy.
6. No Sponsor shall assign, sublet or apportion the whole or any part of their sponsorship package except upon prior written consent of the Conference Managers.
7. Sponsorship monies will facilitate towards the successful planning and promotion of the Convention in addition to subsidising the cost of management, communication, invited speakers, program and publications. Sponsorship monies are not expended on any entertainment incurred which is incidental to the activities of the Convention.
8. Privacy Statement – YES I consent to my details being shared with suppliers and contractors of the event to assist with my participation, being included in participant lists and for the information distribution in respect to other relevant events organised by **Arinex Pty Ltd**.  
NO, I do not consent [ ]

**EXHIBITION BOOKING TERMS & CONDITIONS**

1. The Australian Goods and Services Tax (GST) at 10% is applicable to all goods and services offered by the Conference Managers and all prices in this document are inclusive of the GST. GST is calculated at the date of publication of this document. The Conference Managers reserve the right to vary the quoted prices in accordance with any movements in the legislated rate of the GST.
2. Exhibition booths will be allocated only on receipt of signed Booking Forms. A letter of confirmation will be provided to confirm the booking, together with a tax invoice for the required 50% deposit. The deposit is payable 30 days from the date of the tax invoice. The balance is due and payable by **Tuesday 30 June 2015**. Applications received after **Tuesday 30 June 2015**, must include full payment.
3. All monies are payable in Australian dollars. Cheques should be made payable to **Arinex Pty Ltd** on behalf of the **IFIC-CONFERENCE 2015** and must be drawn on an Australian bank.
4. All monies due and payable must be received (and cheques cleared) by the Conference Managers prior to the event. No exhibitor will be allowed to begin move-in operations or be listed as an exhibitor in the on-site publications until full payment and a booking form have been received by the Conference Managers.
5. Public Liability insurance to a minimum of A\$10 million must be taken out by each exhibitor at their own expense. A copy of the company's public and product liability certificate must be submitted to the Conference Managers at the time of submitting their booking form or by no later than **Tuesday 30 June 2015**.
6. **CANCELLATION POLICY:** In the event of cancellation, a service fee of AUD\$1,000.00 applies to cancellations for each 6m<sup>2</sup> booth/space on or before **Monday 4 May 2015**. No refunds will be made for cancellations after this date, and the full amount will be payable. Reduction in space can result in relocation of trade display space at the discretion of the Conference Managers. Any booth/space not claimed and occupied before **09:00am on Tuesday 17 November 2015** will be reassigned without refund.
7. The Conference Managers reserve the right to rearrange the floor plan and / or relocate any display without notice. The Conference Managers will not discount or refund for any facilities not used or required.
8. No exhibitor shall assign, sublet or apportion the whole or any part of their booked space except upon prior written consent of the Conference Managers.
9. Privacy Statement – YES I consent to my details being shared with suppliers and contractors of the event to assist with my participation, being included in participant lists and for the information distribution in respect to other relevant events organised by **Arinex Pty Ltd**.  
NO, I do not consent [ ]