INFORMATION PACK



Implementing district cooling projects to optimise energy-efficient systems

International conference: **16 - 17 April 2012** Interactive masterclass: **15 April 2012 The Four Seasons, Riyadh, Saudi Arabia**







Researched & developed by:



Sponsors

Following the phenomenal success of the 2011 edition and, in line with the evolving demand for district cooling in the Middle East market, **IQPC's District Cooling Summit returns to the Kingdom of Saudi Arabia**. Building on our previous District Cooling series, this pivotal event will bring together regional and international industry leaders to address best practice solutions to the unique challenges faced in the design, planning and execution of District Cooling projects in the region.

Benefits for sponsors of the 3rd Annual District Cooling Saudi Arabia Summit:

- Identify ongoing and upcoming District Cooling projects from the Middle East
- Listen to Government officials, developers, consultants and contractors speak about their ongoing and upcoming district cooling projects
- Build your companies brand in front senior decision-makers from the district cooling market
- Have one to one meeting with clients to understand their challenges, the opportunities and win new business

Only at the **3rd Annual District Cooling Saudi Arabia Summit** will the highestlevel decision makers be attending in one place at one time so ensure you do not miss out on this opportunity for your company, We have a range of business development/ marketing and sales solutions that will be tailored to specifically deliver on your business objectives. For more details, call **+971 4 364 2975** or email **sponsorship@iqpc.ae**

Hear what past delegates have said about IQPC's previous District Cooling summits:

- The conference provided a good up-to-date market review on district cooling and was an excellent networking opportunity. District Energy Market Sector Leader - Middle East, AECOM
- The 2nd Annual District Cooling Saudi Arabia Summit was attended by leading industry professionals and addressed solutions relevant to the KSA's utility and environmental problems. Deputy Head of Mechanical Department, Saudi Diyar
- I would like to thank IQPC for organising the event in Jeddah, it was a great opportunity to meet the top district cooling professionals in the Middle East and enhance my knowledge about new technologies, solutions and strategic proposals to overcome challenges that are currently facing the development of district cooling systems in Saudi Arabia. *Executive Director*, Allied Consultants



www.districtcoolingsaudi.com

T: +971 4 364 2975

Why district cooling Saudi Arabia now?

The district cooling market in the Middle East is projected to achieve an annual revenue of US \$2bn during 2013. Saudi Arabia is considered to be the strongest district cooling market in the region with over US \$100bn for awarded construction and infrastructure projects.

The Kingdom's rapidly expanding industrial base and population have increased the demands for water, power and cooling. In addition, the requirement to increase the availability of air-conditioning systems is rising whilst the power supply required accounts for almost 70% of the total growth in power demand.

The drive to optimise energy-efficient air conditioning has resulted in the need to implement district cooling systems over traditional methods. By 2013, the Middle East district cooling market is expected to have an additional capacity of 4.5 million tonnes of refrigeration, mainly contributed by Saudi Arabia and Qatar.



Market issues:

- > Reduce level of water consumption to reduce costs and impact on environment
- Regulate the electricity supply to power the DC system and harness waste heat source
- Prevent the risk of maintenance costs throughout the operational phase

Industry challenges:

- The industry is not yet regulated through legislation to enforce the implementation, contractual obligations, incentives and subsidiaries; which can lead to a lack of confidence to invest in the industry
- If the plant usage is over-estimated, there could be a longer payback period to recoup the capital costs and the resulting tariff could be a cause for concern for the end-user
- In certain areas of Saudi Arabia land is very expensive therefore space is limited to develop DC plants

Solutions:

- Reducing the risk for developers through Build Operate Transfer (BOT) contracts with DC providers
- Conduct thorough feasibility studies and value engineering methods to optimise the DC plant design
- Integrate DC plants with tri-generation and cogeneration systems to contribute to the production of energy and water

About IQPC:



IQPC provides business executives around the world with tailored practical conferences, large scale events, topical seminars and in-house training programmes, keeping them up-to-date with industry trends, technological developments and the regulatory landscape.

IQPC's large scale conferences are market leading "must attend" events for their respective industries.

IQPC produces more than 1,700 events annually around the world, and continues to grow. Founded in 1973, IQPC now has offices in major cities across six continents including: **Bengaluru, Berlin, Dubai, London, New York, Sao Paulo, Singapore, South Africa, Sydney, and Toronto.**

IQPC leverages a global research base of best practices to produce an unrivalled portfolio of conferences. www.iqpc.ae

T: +971 4 364 2975



Advisory board:





Hisham Hajaj

Project Principal

Stanley Consultants

Dr. Kim Choon Ng, Professor National University of Singapore and Visiting Professor KAUST





George Berbari Chief Executive Officer DC Pro Engineering

Tony Marshallsay Chief Mechanical Engineer Omrania



George Aboudfadel Executive Director Engineering Arabian Bemco

Exclusive speakers include:

- Engineer Sultan AL Khuraissi, Director of Buildings Department, Royal Commission for Jubail, Saudi Arabia
- Hesham AI-Ahmed, HVAC Outsourcing Project Leader and Utilities Staff Engineer, MSD - Utilities Department, Saudi Iron and Steel Company - Hadeed
- > Senior representative, Jabal Omar Development Company
- Nasser Al Aamry, Senior Manager of Privatisation Programmes, National Water Company
- Fahd Zaki, Chief Mechanical Engineer, Bechtel International, the Programme Prime Consultant & Managing Services Contractor of the Royal Commission in Jubail, KSA
- Samer Abu Saa, Operations Director, Saudi Tabreed
- > Nasser Khan, Head of Mechanical Section, Saudi Diyar
- > David Crowder, Head of MEP, Atkins

What is new?

Key projects to be discussed at 3rd Annual District Cooling Saudi Arabia Summit include:

- > Jubail Industrial City
- King Abdullah Financial District
- > Jabal Omar Development
- > Hadeed Industrial Plants

Technical topics to be addressed at the 3rd Annual District Cooling Saudi Arabia Summit include:

- > Advanced micro-channel heat and mass exchangers
- > Automatic meter reading
- Cogeneration with temperature cascaded heat recovery

Benefits of attending:

- Minimise project delays and costs of large-scale district cooling plants through effective project management
- Identify maintenance requirements and costs of district cooling plants throughout the plant service life
- > Understand the Kingdoms regulatory
- Recognise project economics and funding, optimise planning and design
- Examine best-practice maintenance management methods in order to monitor the operational phase to prevent break-downs and replacement costs
- > Examining Treated Sewage Effluent as a viable business model





www.districtcoolingsaudi.com

T: +971 4 364 2975

Pre-conference masterclass - Sunday, 15 April 2012 Effectively managing large-scale DC plant projects 10:00 - 16:00

This unique masterclass will provide you with the opportunity to minimise project delays and costs of large-scale DC plants through effective project management. You will hear the latest industry updates and methods from a leading international project management institute in a one-on-one interactive learning forum. Through technical case studies, group discussions and practical training exercises, you will learn how to apply best-practice management methods in order to resolve some of the key challenges.

This masterclass is aimed at: contractors, consultants and district cooling providers for the following positions:

- Heads of MEP/HVAC/District Cooling/Infrastructure
- Technical/Operations Directors
- Project Directors/Managers
- Procurement Directors/Managers

Masterclass agenda:

09:30 Registration and coffee

- **10:00** The planning stage: Examining the necessary criteria to evaluate the financial feasibility and risks involved
- 11:30 Networking break
- **12:00** The conceptual design stage: Discussing the technical and financial factors which affect the choice of system to use and an assessment of the characteristics of the 'district' and how it affects the DC plant configuration
- **12:45** The detailed design stage: Understanding the technical and financial factors which affect the models and brands to use

13:30 Lunch break

- **14:30** The testing, commissioning and implementing of commercial operation stages: Minimising breakdowns, operational and maintenance costs to optimise the full life-cycle of the project
- 15:30 Interactive Q&A session
- 16:00 Close

Workshop facilitator: Dr. Ahmed Alaa Eldin Mohamed President ASHRAE Falcon Chapter UAE





T: +971 4 364 2975

08:45	Registration, coffee and networking Chairman's welcome and opening remarks George Berbari, CEO, DC Pro Engineering Table ice-breaker	12:10	 Identifying the stumbling blocks that need to be addressed in order to maximise efficiency Mohamed Zackariah, Chief Consultant, Protecooling Applying value engineering methods to optimise the DC plant design Reducing the risk of high usage fees for the end-user and protecting the ROI
00.00	Everyone will have 5 minutes to introduce themselves to each person on your table. The introduction should include sharing your name, job title, company and a short overview of a recent DC project you have been involved with.		 Incorporating thermal storage solutions to reduce capital and operational costs Arranging the plants in a compact format to reduce space required in addition to structural and architectural savings Considering the configuration and components of the pipe distribution network to optimise the system David Crowder, Head of MEP, Atkins
09:00	Market opportunities in the Middle East DC market	12:35	Lunch break sponsored by 🌍 TRANE
09:30	Examining current effective market and opportunities in the GCC DC market specifically in the Kingdom of Saudi Arabia Understanding the challenges faced in pursuing opportunities in the DC market Highlighting end-user related trends including mitigating and success factors umar Ramesh, Industry Manager, Frost & Sullivan's Environment and Building Technologies ractice in South Asia, Middle East & North Africa ubail Industrial City - Providing a centralised system to enable long-term DC resource planning Examining the cost-efficiency of a centralised DC system Overcoming common challenges associated with centralising discrete building air conditioning systems		 King Abdullah Financial District - Providing 100,000 tonnes of refrigeration to the largest DC plant of its kind in the Kingdom Managing the onsite logistics and the consortium stakeholders effectively to ensure the DC project is delivered on time and within budget, in order to serve the entire city Providing system reliability through emergency generators and DX backup cooling units Utilising Treated Sewage Effluent (TSE) to supply the cooling towers Samer Abu Saa, Operations Director, Saudi Tabreed
	Designing the DC plant to expand to accommodate future projects within Jubail Industrial City		Integrating DC with other utilities to contribute to achieving a zero carbon production – Part 1
t d	 Meeting the huge daily demand for water in the cooling plant by installing four-meter diameter pipes to transport seawater Fahd Zaki, Chief Mechanical Engineer, Bechtel International, and Programme Prime Consultant & Managing Services Contractor, Royal Commission in Jubail, KSA 	14:00	Treated Sewage Effluent - Alternative make up water for cooling towers Dr. Badr Ghawji, Managing Director, Ovenue
Case		14:30	Examining Treated Sewage Effluent as a viable business model
10:00	Examining the necessary criteria to evaluate the financial feasibility and risks involved in district		Nasser Al Aamry, Senior Manager of Privatisation Programmes, National Water Company
360 degree panel discussion	 cooling plant This interactive session will begin with a 15 minute introduction to the topic delivered by The Three Factors Company and will be followed by a 15 minute panel discussion in order to provide the delegation with an opportunity to hear from various district cooling project stakeholders. Key ideas to be discussed include: Examining conflicting stakeholders interests and the impact on project life cycle, cost, duration and work quality Comparing the advantages and risks of a sole project engineer for all project phases versus various engineers for different phases Identifying minimum (baseline) requirements and authorities regulations plus incentives/penalties scheme for deviations (plus and minus) Panelists include: Ghaleb Abusaa, CEO, The Three Factors Company Engineer Sultan Al Khuraissi, Director of Buildings Department, Royal Commission for Jubail, Saudi Arabia Samer Abu Saa, Operations Director, Saudi Tabreed Tony Marshallsay, Chief Mechanical Engineer, Omrania Nasser Khan, Head of Mechanical Section, Saudi Diyar 	eractive	 Delivering, installing, operating and managing temporary cooling for mega development projects Providing reliable, efficient and cost-effective temperature control rental equipment and temporary cooling accessories for district cooling applications to maintain seamless operations Improving productivity and maintaining a controlled environment through industrial air dehumidification solutions Achieving mobile water solutions through temporary desalination water equipment including mobile reverse osmosis membranes Senior Representative, X George Berbari, <i>Chief Executive Officer</i>, DC Pro Engineering Salah Nezar, <i>MEP Manager</i>, QPM
		<u> 2008</u>	The feasibility of producing and reusing water for district cooling (DC) plants through desalination, waste heat, treated groundwater and Treated Sewage Effluent (TSE) processes Panelists include: Abdullah Nuhait, Professor of Mechanical Engineering, King Saud University Dr. Kim Choon Ng, Professor, National University of Singapore and Visiting Professor, KAUST
10:30	Networking break and executive exchange Meet, network and exchange business cards in Infrastructure IQ's exclusive, lively networking session. In this revolutionary, quick-fire format, you can meet every single delegate and exchange best practice and strategies. Don't forget to bring along plenty of business cards!	Interactive panel ciscussion	Tony Marshallsay, Chief Mechanical Engineer, Omrania Mohamed Zackariah, Chief Consultant, Protecooling Nasser Al Aamry, Senior Manager of Privatisation Programmes, National Water Company
	Optimising the design of district cooling systems and developments to maximise energy efficiency	16:00	Chair's closing comments
11:00	 Generating high efficiency energy recovery utilising Advanced Microchannel Heat and Mass Exchangers Utilising microchannel technology to assist in energy recovery Incorporating absorption system utilisation for water heat recovery Integrating microchannel heat exchanger with absorption systems Dr. Ebrahim Elhajri, Professor, Petroleum Institute and Board of Governors, ASHRAE Falcon Chapter UAE 	16:05	Sponsored afternoon tea and shisha networking event Join us for an informal, interactive networking afternoon where you can spend time socialising with your industry peers whilst enjoying shisha and a game of backgammon within the comfort of the conference venue. If you would like more information about how to sponsor this networking event, please sponsorship@iqpc.ae
11:20	Exclusive presentation Senior representative, SIPOS	18:00	End of conference day one
11:50	 Analysing the district cooling industry - What is in it for Saudi Arabia? Contributing to sustainability targets and energy conservation in the Kingdom Considering the market growth and enormous potential for district cooling projects in Saudi Arabia 		

www.districtcoolingsaudi.com

T: +971 4 364 2975

Conference day two, Tuesday 17 April 2012

08:30 Registration, coffee and networking	13:10 Lunch break Integrating DC with other utilities to contribute to achieving a zero carbon production – Part 2		
09:10 Chairman's welcome and opening remarks George Berbari, CEO, DC Pro Engineering			
 Developing cost-effective financing models and tariffs to achieve an acceptable ROI 09:15 DC case studies from the Middle East Discussing lessons learnt from DC projects in Saudi Arabia, Qatar, and UAE: Jabal Omar, Saadiyat, Capital Gate, and Lusail Identifying how GFC has shaped BOTs/PPPs for district cooling projects in the MENA region Monitoring opportunities for district cooling projects Comparing examples of common legal issues encountered in district cooling projects 	 Hadeed Industrial Plants - Optimising energy efficiency through co-generation systems Operating a combined cycle mode to utilise waste heat generated from power equipment (via absorptio chillers and desiccant dehumidifiers) to produce electricity Maximising overall system efficiency to reduce the high energy costs associated with an industrial plant Incorporating multiple technologies to improved power reliability Correctly sizing the overall plant capacity to improve environmental quality while including provision for future expansion Hesham Al-Ahmed, HVAC Outsourcing Project Leader and Utilities Staff Engineer, MSD - Utilities Department, Saudi Iron and Steel Company - Hadeed 		
 Tim Burbury, Partner, KING & SPALDING 99:45 Jabal Omar Development district cooling project - Examining the associated technical, commercial, legal and financial issues Panelists include: Tim Burbury, Partner, KING & SPALDING Senior representative, Jabal Omar Development Company Panelists will include senior stakeholders from the client, project parties and senior technical and financial advisors to the Jabal Omar project 	 14:45 Exploring macro impact of supplying 50% of HVAC needs of Saudi Arabia via traditional DC or via trigeneration as compared to business as usual on power grid and fossil fuel consumption Reviewing the 10-year projection for traditional HVAC systems in the Kingdom Examining the 10-year macro impact if 50% of HVAC systems in the Kingdom are provided by district cooling plants Considering the 10-year macro impact if 50% of HVAC system growth in Saudi Arabia are supplied with tri-generation and district cooling George Berbari, Chief Executive Officer, DC Pro Engineering 15:10 Cogeneration with temperature-cascaded heat recovery for the production of cooling, desalination 		
 10:45 Evaluating the applications of sea water cooling in the Gulf > Examining sea water cooling concepts > Determining the impact of sea water in relation to thermal performance > Identifying the cost implications of utilising sea water Engineer Ahmed Abdelghani, Chairman and Owner, Allied Consultants 	 and dehumidification: An integrated approach with entropy minimisation Efficacy of cogeneration in improving the overall energy utilisation Utilising entropy generation minimisation as a tool to evaluate system integration Minimising kw/ton in cooling with waste heat activated cycles Dr. Kim Choon Ng, Professor, National University of Singapore and Visiting Professor, KAUST 		
 11:10 Networking break 11:40 Exclusive presentation Senior representative, Kamstrup 12:10 Exclusive presentation Senior representative, HYDROMETER 12:40 Incorporating automatic meter reading to reduce the risk of high usage fees for the end-user 	 15:45 Accurately assessing the environmental impact of the DC plant to reduce hazards and save costs > Discussing the guidelines used to define the Environmental Impact Assessment (EIA) > Determining whether the proposed project is situated in a hazard or non-hazard area to calculate the effect of input and output factors > Examining the extent of the direct and indirect impact on the surrounding environment > Presenting a range of solutions to reduce the risk of direct and indirect impacts Panelists include: Ali Al-Najim, Deputy Chairman, Saudi Green Building Council Tony Marshallsay, Chief Mechanical Engineer, Omrania Salah Nezar, MEP Manager, QPM 		
 Providing increased performance in data collection and security of data flow Improving customer service and reducing operational costs through constant access to real-time data and meter readings Generating a steady cash flow through utility bills which are based on actual consumption Ensuring visible meter readings are available for the end-user at their location Monitoring demand and consumption in order to promote the service as a reliable partner within energy supply and energy billing services Panelists include: George Berbari, Chief Executive Officer, DC Pro Engineering Tony Marshallsay, Chief Mechanical Engineer, Omrania Senior representative, HYDEROMETER Senior representative, KAMESTUP 	16:15 Chair's closing comments 16:20 End of conference		

www.districtcoolingsaudi.com

T: +971 4 364 2975



International conference: 16 - 17 April 2012 15 April 2012

The Four Seasons, Riyadh, Saudi Arabia

Previous District Cooling Summit attendees include:



Business Development

Design Head/Director/

Manufacturing/General

Marketing Director/Manager

Sales/Forecasting Director

Project Director/Manager

□ Network Manager

General Manager

Operations Head/Director/

Director/Manager

Manager

Manager



- Service Head/Director/ Manager
- CEO/MD/VP/Exec Dir/Chief Exec
- Country Representative/ Division/Region/Exec/Dir/Mg
- Electrical Engineer
- □ Infrastructure Manager
- Mechanical Engineer
- Planning/Strategy Director/ Manager
- Technical Director/Manager



- District Cooling Plant Owners
- District Cooling Plant Operator
- > EPC Contractors
- MEP Contractors
- Construction Consultants
- Maintenance Contractors
- Design Consultants
- > Green Sustainability Consultants
- > Facility Management Companies

- > Wastewater Utility Companies
- Desalination Utility Companies
- Power Utility Companies
- Regional Regulatory Authorities
- > Electricity and Water Authorities
- > Electricity, Water and Co-Generation Authorities
- Project Development Companies
- > Building and Construction Companies
- Power and Energy Management Companies
- Project Management Companies Water Reuse and Conservation Companies

Key job titles include:

- Chief Executive Officers
- Chief Operations Officers
- > Directors and Heads of Environment/Water/MEP/District Cooling/HVAC/
- > Infrastructure & Planning/Procurement and Contracts/Utilities/ Mechanical Engineering/Operations/Maintenance and Sustainability

Media partners:

Technical Directors

FROST & SULLIVAN

Strategic partner:

AGAZINE

Construction Gulf Construction 1.com







	الدولي الثالث التبريد
COOLING	المناطق الملكة العربية السعودية

International conference: 16 - 17 April 2012 Interactive masterclass: 15 April 2012

The Four Seasons, Riyadh, Saudi Arabia

Event Code: 16939.006

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.

Please photocopy for multiple bookings.

· Payment prior to conference is mandatory for attendance

enquiry@iqpc.ae or register@iqpc.ae

IQPC Dubai FZ LLC, PO Box 502397

(www) www.districtcoolingsaudi.com

5 WAYS TO REGISTER

· Discounts cannot be combined

· Discounts are not valid if payment is received after closing date

Solution providers, equipment manufacturers and technology suppliers:

	Early bird price		Standard price	
	Payment before 1 March 2012	Save up to	Payment after 1 March 2012 by credit card	Payment after 1 March 2012 by bank transfer
Conference days + masterclass	US \$3,599	US \$500	US \$3,999	US \$4,099
Conference only	US \$2,565	US \$385	US \$2,850	US \$2,950

PRIORITY BOOKING FORM

Government, developers, main contractors, main consultants and architects:

	Early bird price		Standard price	
	Payment before 1 March 2012	Save up to	Payment after 1 March 2012 by credit card	Payment after 1 March 2012 by bank transfer
Conference days + masterclass	US \$1,599	\$300	US \$1,799	US \$1,899
Conference only	US \$1,199	\$200	US \$1,299	US \$1,899

*Further discounts available for group bookings.

DELEGATE DETAILS:	PAYMENT METHODS		
Mr 🗌 Mrs 🗌 Ms 🛄 Dr 🛄 Other 📄 Company Name	By Credit Card:		
First Name:	Please debit my credit card: 🗌 Visa 🔲 Master card 🗌 American Express		
Surname:			
Email:			
Telephone:	Valid from: Expiry date: Issue number:		
Job Title:	Cardholder's name:Signature: Signature: Signature		
Department:	Card billing address (if different from Co.address)		
Organisation:			
Nature of business:	Country: Postcode:		
Address:			
Postcode:	IQPC Bank Details: Account name: INTL QUALITY & PROD CEN FZ LLC		
Country:	Account No.: 020-879714-100 Swift Code: BBME AEAD		
Telephone:	HSBC Bank Middle East Limited, Bur Dubai Branch, P.O. Box: 66, Dubai, UAE.		
Fax:	All Bank charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount. Please tick the appropriate box if you would like to pay by one of		
Name of Department Head:	these methods and our customer services team will contact you directly to finalise the		
Name of Training Manager:	payment.		
Name of Approving Manager:	PAYMENT TERMS		
Signature:	Payment is due upon receipt of invoice. Bookings received within 10 working days of the conference require		
Date:			

VENUE & ACCOMMODATION:

Four Seasons Hotel Riyadh at Kingdom Centre P.O. Box 2310000 Rivadh, KSA T: +966 1 211 5000 F: +966 1 211 5211 Web: www.fourseasons.com

Hotel accommodation and travel costs are not included in the registration fee. For assistance in your travel and accommodation requirements, please refer to details below:

Room Reservation

+971 4 363 1938

+971 4 364 2975

Special / corporate rate for room accommodation is available in the hotel. You may contact the hotel directly as per the details above quoting IQPC Middle East or the name of the conference.

Flight Reservation

Contact Bindu Babu at SNTTA Travel & Tours LLC Dubai. Email: iqpc@snttadubai.com Tel: +971 4 282 9000 Fax: +971 4 282 9988 www.sntta.com Please book early to avoid disappointment.

CONFERENCE DOCUMENTATION:

If you cannot make the dates you can still access all of the presentations delivered throughout the conference days for just US \$450, post event. Contact us on +971 4 364 2975 for further details.

GETTING VISA IN OMAN:

The Royal Oman Police is the authority for issuing visas. To get the latest and updated information on obtaining visa to Oman, please visit their website below: http://www.rop.gov.om/english/dg_passport_ visas.asp

TEAM DISCOUNTS:

Team discounts available on request. Call +971 4 364 2975 for more information.

DISCOUNTS:

All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any other discounts offered by IQPC (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

PAYMENT POLICY:

Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials.

Your registration will not be confirmed until payment is received and may be subject to cancellation.

If a booking is received 10 working days before the conference a credit card number will be required to confirm your place, likewise if full payment has not been received before the conference date.

CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:

· You may substitute delegates at any time by providing reasonable advance notice to IQPC.

 For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.

 In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation.

 In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.

· Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.

 IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency.

PROGRAMME CHANGES:

 Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible. YOUR DETAILS:

Please email our database manager at enquiry@iqpc.ae and inform him/her of any incorrect details which will be amended accordingly.

