



4-5 February 2009  
 Business Design Centre, London  
[www.legalitshow.com](http://www.legalitshow.com)

# LEGAL IT SHOW 2009

**New!**  
 Practitioner-Led  
 Conference



Over 35 speakers  
 from law firms:

- EVERSHEDES
- BAKER & MCKENZIE
- BARNETTS SOLICITORS
- TAYLOR VINTERS
- KENNEDYS
- SILLS & BETTERIDGE SOLICITORS
- THE CONTRACTS TEAM
- BREEZE PLUS
- BREEZE & WYLES
- LANDLORD-LAW
- LIGHTS ON CONSULTING
- PRINCEOMC
- LONDON BOROUGH OF SOUTHWARK
- ASB LAW
- DG.LEGAL
- WEIGHTMANS
- BRABNERS CHAFFE STREET
- LINKLATERS
- EMW LAW
- MINSTER LAW
- PEMBERTON GREENISH
- STEPHENS SCOWN SOLICITORS
- CMS CAMERON MCKENNA
- FLACK & CO
- LEGAL ONRAMP
- WEDLAKE BELL
- ADDLESHAW GODDARD
- SHEPHERD & WEDDERBURN
- BRODIES

## CONFERENCE AGENDA

### Outstanding Speaker Faculty From Law Firms From Sole Practitioners To Magic Circle



Ian Lauwerys  
*IT Director*  
 KENNEDYS



Tessa Shepperson  
*Founder & Editor*  
 LANDLORD-LAW



Conor O'Brien  
*Head of IT Services  
 Delivery & Operations*  
 EVERSHEDES



Stuart Whittle  
*Partner, Head of  
 Business Systems &  
 Services*  
 WEIGHTMANS



Steve Sumner  
*Director of IT*  
 TAYLOR VINTERS

**Out of the box  
 keynote speaker:**

**Disaster Recovery**

Gerald Ratner,  
*Co-Founder &  
 Partner*  
 GERALDONLINE



Paul Lippe  
*Founder*  
 LEGAL ONRAMP



James Mullan  
*Information Officer*  
 CMS CAMERON  
 MCKENNA

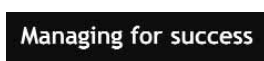
### HIGHLIGHTS OF NEW CONFERENCE AGENDA

- Case study-led conference delivered to legal IT practitioners by legal IT practitioners
- Unique streamed sessions aimed at small, mid-sized and large firms
- Learn how your peers are using technology to grow their business, deliver an improved service to clients and streamline efficiency
- Networking roundtable sessions for focused debate on key issues and the latest transformational technologies
- Special sessions on implementation and ensuring partner, manager and user buy-in
- Earn CPD points

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 per day



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## Agenda at a glance:

Wednesday 4 February 2009	
09:30	Legal IT Show opens
10:00	<b>KEYNOTE ADDRESS</b>
10:45	in exhibition area – open to all
10:45	Morning break and time to visit the exhibition
11:30	
11:30	Legal IT Show case study & discussion sessions in conference rooms Open to registered conference delegates only
13:00	Stream A: <b>Small Firms</b>   Stream B: <b>Mid-sized Firms</b>   Stream C: <b>Large Firms</b>
13:00	Lunch break and time to visit the exhibition
14:30	13:30 – 14:15 <b>KEYNOTE ADDRESS</b> in exhibition area, open to all
14:30	Legal IT Show case study & discussion sessions in conference rooms Open to registered conference delegates only
16:00	Stream A: <b>Small Firms</b>   Stream B: <b>Mid-sized Firms</b>   Stream C: <b>Large Firms</b>
16:00	Time to visit exhibition
17:00	Legal IT Show end of Day 1

Thursday 5 February 2009	
09:30	Legal IT Show opens
10:00	<b>KEYNOTE ADDRESS</b>
10:45	in exhibition area – open to all p5
10:45	Morning break and time to visit the exhibition
11:30	
11:30	Legal IT Show case study & discussion sessions in conference rooms Open to registered conference delegates only
13:00	Stream A: <b>Small Firms</b>   Stream B: <b>Mid-sized Firms</b>   Stream C: <b>Large Firms</b>
13:00	Lunch break and time to visit the exhibition
14:30	13:30 – 14:15 <b>KEYNOTE ADDRESS</b> in exhibition area, open to all p5
14:30	Legal IT Show case study & discussion sessions in conference rooms Open to registered conference delegates only
16:00	Stream A: <b>Small Firms</b>   Stream B: <b>Mid-sized Firms</b>   Stream C: <b>Large Firms</b>
16:00	Time to visit exhibition
16:30	End of Legal IT Show 2009

### CASE STUDY & DISCUSSION SESSIONS

Open to registered conference delegates only

#### Day 1: Wednesday 4th February

Stream A: Small Firms

- 11:30 **Legal Aid: How To Best Use The Re-Launched LSC Online System To Assist With The Monitoring And Management Of Your LSC Contract**
- The impact of the LSC changes on their practice and the feasibility of continuing to provide legal aid services
  - What is useful and what is less useful about the proposed changes?
  - Experience (if any) of using LSC Online: the technical, process and training challenges
  - Monitoring and management of the LSC contracts
- Moderator:*  
**David Gilmore**  
Founder  
**DG.LEGAL**
- Panelists include:  
**William Flack**, Partner,  
**FLACK & CO**

- 12:15 **Case study:**  
If you are interested in delivering a case study in which you have used technology to grow your business, increase efficiency or improved your service to clients, then we would like to hear it.  
**Please contact Matthew Robinson**  
**Tel +44 (0)20 7017 5755 or**  
**e-mail: matthew.robinson@informa.com**

13:00

**Lunch break and time to visit the exhibition**

- 14:30 **E-Conveyancing: Update From The Latest Land Registry Pilot Programme**

(speaker to be confirmed)

- 15:15 **Case Study: [www.landlordlaw.co.uk](http://www.landlordlaw.co.uk) - Technology In A Complete Overhaul Of A Sole Practice: Changing A Business Model To Fill An Unmet Need**
- In 1999 sole practitioner Tessa Shepperson decided to specialise in landlord and tenants law, but realised she needed to obtain work from a wider geographical area. She therefore set up [www.landlordlaw.co.uk](http://www.landlordlaw.co.uk), a website providing information to landlords with the initial aim of broadening her client base. However, through the web-site she found that she had tapped into a previously unmet need for information among landlords and tenants and this gave her the idea to develop a subscription information service. Tessa will give a case study of her aims and objectives and how these changed over time, as well as describe how she set up the site, and turned it from a brochure site to a revenue generating part of her business.
- Background
  - Developing the site
  - How it works
  - Running the business
  - The future
- Tessa Shepperson**  
Founder & Editor,  
**LANDLORD-LAW**

16:00

**End of case study sessions and time to visit the exhibition**

## Stream B: Mid-sized Firms

### 11:30 **Breeze Plus's Quest For The Paperless Environment: Scanning Automation, & Complete Process Re-Engineering Of Remortgages**

Breeze Plus has been implementing automation into many of its processes with spectacular results. Here the speakers will describe how Breeze Plus used new scanning software and optical character recognition to automate title checks for remortgages, enabling the case load per fee earner to rise from 100 to 500, and costs to be cut significantly. The wider context of the challenges and implication of automation in mid sized law firms will also be explored.

**Brendan O'Brien**

*Partner, Notary Public*

**BREEZE PLUS**

**Murray Fraser**

*Head of Lender Services*

**BREEZE & WYLES**

### 12:15 **Case study**

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**Please contact Matthew Robinson**

**Tel +44 (0)20 7017 5755 or**

**e-mail: matthew.robinson@informa.com**

13:00

## Lunch break and time to visit the exhibition

### 14:30 **User Buy-In & Satisfaction: Creating Enthusiasm, Managing Process Change & Ensuring Effective Utilisation**

**Paul Cowen**

*IT Manager*

**SILLS & BETTERIDGE SOLICITORS**

**Michael Kinnear**

*IT Manager*

**PEMBERTON GREENISH**

**Dean Mostert**

*ICT Manager*

**STEPHENS SCOWN SOLICITORS**

### 15:15 **Marrying Technology And Business Strategy: Using MS Sharepoint For CRM As Part Of The Business Development Strategy**

The speaker will give a case study of the implementation of a CRM system using a Sharepoint portal in order to have a better understanding of client behaviour for business development. The rationale behind the project, how it fits into the firm's business strategy, challenges and results will be discussed.

**Steve Sumner**

*Director of IT,*

**TAYLOR VINTERS**

16:00

## End of case study sessions and time to visit the exhibition

## Stream C: Large Firms

### 11:30 **Case study Extranet: Involving Clients In A Secure & Compliant Environment**

*(speaker to be confirmed)*

### 12:15 **Compliance Best Practice: Navigating The Grey Areas**

**Harry Small**

*Partner*

**BAKER & MCKENZIE**

13:00

## Lunch break and time to visit the exhibition

### 14:30 **Exploiting Web 2.0 Technologies... Wikis, Blogs & Social Media: Experiences From The Cutting-Edge**

- Who is doing what and where? Enterprise 2.0 technologies: What has worked, what has not, uptake by fee earners and lessons learned
- Are firms using these technologies to the best of their potential? Where are the opportunities, what are the possibilities? How can clients be more involved? Would they want to be more involved?
- External social networking sites: Is there a place for these in the modern firm, and how can they be put to positive use?

Panellists include:

**Damien Behan**

*IT Director*

**BRODIES**

**James Mullin**

*Information Officer*

**CMS CAMERON MCKENNA**

### 15:15 **Maximising The Benefits Of Virtualisation - Working With Vendors To Create An Effective Solution**

Ian Lauwerys shares lessons learnt from Kennedys' two-year project to relocate its three London offices to a new headquarters building, including:

- How to virtualise 100% of your server, storage and desktop IT infrastructure on time and to budget, and you too can save time, money and the planet before breakfast!
- Choosing the right hardware and software vendors, getting and keeping them all on the same page.
- Dealing with the legal IT industry's virtualisation virgins; the willing, the confused and the downright resistant.
- How to move 300+ Partners, Lawyers and other staff over a weekend and have them all happy and working by 9:30 on Monday morning (and while you're at it, would you mind opening three new offices and planning for the biggest merger in the firm's history in the same month?)

**Ian Lauwerys**

*IT Director*

**KENNEDYS**

16:00

## End of case study sessions and time to visit the exhibition

## Day 2: Thursday 5th February

CASE STUDY & DISCUSSION SESSIONS

**Open to registered conference delegates only**

## Stream A: Small Firms

If you are interested in delivering a case study in which you have used technology to grow your business, increase efficiency or improved your service to clients, then we would like to hear it.

**Please contact Matthew Robinson**

**Tel +44 (0)20 7017 5755 or**

**e-mail: matthew.robinson@informa.com**

## Stream B: Mid-sized Firms

11:30 **Case Study. Responding To The Post-Clementi Business Environment; Using Service-Oriented Architecture And Enterprise 2.0 To Align Technology With An Aggressive Growth Strategy**

The Legal Services Act will change the business environment for the majority of UK law firms. Minster Law is responding with an aggressive growth strategy, aiming to grow the business 3 fold by 2010 and become a top 25 law firm, while revolutionising legal service provision in the RTA personal injury sector. This requires dramatic changes in its technology systems, use and delivery. The speaker brings his background as a senior technology solutions leader at Accenture applied to the law profession and will describe how Minster Law is dealing with these challenges.

- ITIL and PMP Certification: Is this necessary and what are the benefits?
- Service-oriented architecture: What does this mean and how does it differ from traditional law firm architecture?
- Open source and Enterprise 2.0: Using wikis and social engineering systems to enable employees to take control of content

**Neil Boddy**, Chief Information Officer

**MINSTER LAW**

**Richard Brownlee**, Head of Application Development

**MINSTER LAW**

12:15 **Case Study: Use Of Technology Improving Efficiency, Employee Morale And Customer Satisfaction At Legal & Democratic Services, London Borough Of Southwark**

- Identifying where the greatest cost savings can be made
- Changing business processes: what will give you the fastest results?
- Where does technology fit in all of this, and how do you decide what to invest in?
- Dealing with suppliers; do you need all they are offering, and how negotiable is the price?
- Changing behaviour and organisational culture: how do you motivate staff while compelling them to change?
- Measuring performance and success

**Paresh Chudasama**, Programme Director

**Legal & Democratic Services, LONDON BOROUGH OF SOUTHWARK, Consultant, XBIT SOLUTIONS**

**Brendon Beggs**, ICT Manager

**LONDON BOROUGH OF SOUTHWARK**

13:00

## Lunch break and time to visit the exhibition

14:30 **Case study**  
**BARNETTS SOLICITORS**

15:15 **Innovative Ways Of Using Existing Technology To Cut Costs And Streamline Business Processes**

- How do lawyers react to the concept of using technology to cut costs and streamline business processes?
- Will they assume that it's relevant only for back-office processes? An affirmative answer could evidence an assumption that there's no opportunity to streamline client-facing work and will likely mean the lawyers will, at best, be passive in the implementation
- To what extent do law firms, and lawyers, recognise that they even have business processes?
- Where is the financial incentive to invest in technology which streamlines processes in a business based on time-based billing?
- Will the so-called 'Generation X' have a different view on the use of technology in the practise of law?

Panellists include:

**Charles Drayson**, Director

**THE CONTRACTS TEAM**

**Lee Killner**, IT Manager

**EMW LAW**

16:00

## End of case study sessions and time to visit the exhibition

## Stream C: Large Firms

11:30 **Outsourcing IT For Law Firms: Defining A Sourcing Policy And Ensuring Seamless Integration With Suppliers And In-House Teams**

- Captive sourcing vs. 3rd Party outsourcing, partisan or bi-partisan approach?
- Offshore vs. Onshore sourcing models, which offer the best values?
- Outsourcing, how do you manage suppliers successfully in the new operating model?

Moderator: **Ian Prince**, Partner, **PRINCEOMC**

Panellists include:

**Conor O'Brien**, Head of IT Service Delivery & Operations  
**EVERSHEDS**

**Tom Staunton**, Infrastructure Manager

**CMS CAMERON MCKENNA**

12:15 **Case study**

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**Please contact Matthew Robinson**

**Tel +44 (0)20 7017 5755 or**

**e-mail: matthew.robinson@informa.com**

13:00

## Lunch break and time to visit the exhibition

14:30 **Creating Enthusiasm For IT Within The Partners & Management Team**

Moderator:

**Peter Owen**, Director

**LIGHTS ON CONSULTING**

Panellists include

**Peter Blackwell**, Head of IT  
**ASB LAW**

**Stuart Whittle**, Partner, Head of Business Systems & Services,  
**WEIGHTMANS**

**Allan Green**, Director of IT  
**BRABNERS CHAFFE STREET**

**Linda Webster**, Head of IT  
**WEDLAKE BELL**

15:15 **State Of The Art Knowledge Management: Working With Fee Earners To Add Real Value**

Panellists include:

**Ian Rodwell**, Head of Client Know-how Services  
**LINKLATERS**

**Pamela Stewart**, Knowledge Services Manager  
**SHEPHERD & WEDDERBURN**

**Mark Gould**, Head of Knowledge Management  
**ADDLESHAW GODDARD**

16:00

## End of case study sessions and time to visit the exhibition

## Show Features Open To All On The Exhibition Floor

### Keynote Address

10:00 Thursday 5th February 2009

Open to all at speakers' corner on the exhibition floor

#### An innovative take on disaster recovery

**Gerald Ratner, Founder, GERALDONLINE**



Gerald Ratner took over the family jewellery chain in the mid '80s, becoming one of Britain's best known business men. He transformed it from 130 stores with sales of £13m to a public company with 2,500 stores and sales of over £1.2bn. By 1990 Ratner's was the world's largest jewellery retailer with profits in excess of £120m. Following a high profile gaffe in which he described some of the products sold in the stores as "total crap", he was forced to sell the business. In 2003 he launched a new venture, geraldonline.com. The specialist diamond retailer sells jewellery, watches and hallmarked gold and silver. The online business is already the largest of its kind in Britain. After clawing his way back to the top, Gerald talks with typical candour and a great of dry humour about the rollercoaster journey and the valuable lessons learned.

### Keynote Address

13:30 Thursday 5th February 2009

Open to all at speakers' corner on the exhibition floor

#### Welcome to the Future: What Happens When Law Gets 'Normal'?

- With rapid changes in the way people interact and communicate in business and society at large, law firms still lag the IT revolution. Paul will give his view on the future of how information and communication technology is used, and the enormous disruptive changes this will have on the organisation and the law firm of the future
- What is 'normal'?
- Rethinking legal services: What are legal services for, and how well do law firms perform their role in their current incarnation?
- Enterprise 2.0 software in the organisation: What will the new law firm look like?
- Legal OnRamp: Improving legal quality and efficiency through collaboration, automation and process re-engineering



**Paul Lippe, Founder, LEGAL ONRAMP**

Along with Mark Chandler from Cisco and a number of other GCs and law firm Chairmen, Paul Lippe is the founder and CEO of the Legal OnRamp. Paul spent a decade as a General Counsel, primarily at Synopsys, a very sophisticated software company, and then three years running Stanford SKOLAR, a web-service from Stanford Medical School.

Although he's been in California for 15 years and Colorado before that, Paul is originally a New Yorker, and graduated from Yale College and Harvard Law School.

### Roundtable Discussions In The Networking Zone

The roundtable sessions will take place in the networking zone on the exhibition floor and are open to all exhibition visitors. Each roundtable will have a topic and a discussion leader. Visitors who would like to sit at a roundtable will need to sign up on the day, and arrive in plenty of time. Spaces are strictly limited.

If you are interested in running a round table discussion, or would like to discuss a roundtable topic,

please contact: **Matthew Robinson**

Tel +44 (0)20 7017 5755 or e-mail [matthew.robinson@informa.com](mailto:matthew.robinson@informa.com)

#### Home Working Challenges – Has It Met Its Expectations? Peter Owen, Director, LIGHTS ON CONSULTING

#### Legal Services Act 2011: What Are The Business Implications For Small & Mid-Sized Firms?

Neil Boddy, Chief Information Officer, **MINSTER LAW**

Richard Brownlee, Applications Manager, **MINSTER LAW**

Other Roundtable topics include:

Motivation And Retention Of It Support Staff

Email Security & Internet Policy – How Tight Should Your Policy Be?

Money Laundering: Best Practice In Automating Identity Checks

Virtualised Environments

Case & Practice Management Systems

Unified Communications

Document Management & Workflow

Email Management & Security

Data Management & Storage

Please see the Legal IT Show website [www.legalitshow.com](http://www.legalitshow.com) for full details of roundtable sessions and leaders.

### Conference sponsorship opportunities

Raise your profile at the show by taking a conference sponsorship package. You can sponsor a session, a stream or a topic, or talk to us about the other opportunities available.

Please contact:

**Matthew Robinson**

Tel: +44 (0)20 7017 5755

e-mail: [matthew.robinson@informa.com](mailto:matthew.robinson@informa.com)

**Ian Law**

Tel: +44 (0) 20 7017 7297

e-mail: [ilaw@icbi.co.uk](mailto:ilaw@icbi.co.uk)

### What's new at the Legal IT Show 2009?

#### \*\* NEW FOR 2009\*\* The Legal IT Show Conference – Practitioner-led to maximise value for visitors

Law firms of all sizes and practice areas are faced with increasingly demanding clients, regulatory change and a volatile economy. Whilst there are many shared issues, the Legal IT Show recognises that a sole practitioner faces different challenges to the magic-circle. The Legal IT Show conference therefore has three streams addressing the strategic objectives of small, medium and large firms. The timings for the conference sessions are designed to allow plenty of 'floor-time' for the delegates. Visitors will hear from law firm IT Directors and Practising Lawyers on how they are using technology to respond to today's business challenges

#### \*\*NEW FOR 2009\*\* The Roundtable Zone

Our research consistently shows that visitors derive a great benefit from cases-studies and the ability to both network with and to share knowledge and experience with their peers. For 2009 we have introduced a series of roundtable discussions which will cover a variety of topics. These will be held on the exhibition floor in a dedicated zone. Each roundtable will be hosted by a recognised expert and will enable the participants to fully participate in the discussion. There is the possibility for exhibitors to sponsor a roundtable and to shape a topic. The Legal IT Show team welcome the opportunity to discuss this with you.

#### \*\*NEW FOR 2009\*\* The New Product Launch Pad

84% of our visitors to the 2008 show indicated that they were actively sourcing new products and solutions. For 2009 we are introducing a series of new product presentations. Exhibitors have the opportunity to showcase new products and services. These presentations will take place on the exhibition floor at Speaker's Corner.

#### \*\*NEW FOR 2009\*\* Legal Thought Leaders

The morning sessions of the show will be introduced by a thought leader, each being a recognised expert in Legal, Business, IT or Communications. These will take place on the exhibition floor at Speakers' corner and will whet your appetite for the sessions in the conference rooms.

# LEGAL IT SHOW 2009

Legal IT Show Conference - 4 - 5 February 2009

Legal IT Show Exhibition - 4 - 5 February 2009

## Register Now – Five Easy Ways!

1. Fax this form on +44 (0) 20 7017 7807
2. Post this form to: ICBI Legal IT Show 2009, 29 Bressenden Place, London, SW1E 5DR, UK
3. Telephone us on **+44 (0) 20 7017 7200**  
Email: [info@icbi.co.uk](mailto:info@icbi.co.uk) always quote **KN2204**
5. Via the website: [www.legalitshow.com](http://www.legalitshow.com)

### VENUE DETAILS

**Venue:**  
Business Design Centre  
52 Upper Street,  
Islington,  
London  
N1 0QH UK

[www.businessdesigncentre.co.uk](http://www.businessdesigncentre.co.uk)

Delegates are responsible for the arrangement of their own travel.

**10% DISCOUNT**  
**VIP Code: KN2204EMSPK**

Please do not cover VIP code CONFERENCE CODE: KN2204

#### 1st Delegate:

Name \_\_\_\_\_  
Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

*I would like to receive information on future events & services via email. By giving you my email address I am giving ONLY IIR companies the permission to contact me by email.*

Yes!! I would like to receive info on future events & services via fax

Signature \_\_\_\_\_

#### Hd of Dept: Name

Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

#### Booking Contact: Name

Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

#### Person who will attend if I have to cancel:

Name \_\_\_\_\_  
Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

#### 2nd Delegate:

Name \_\_\_\_\_  
Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

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Yes!! I would like to receive info on future events & services via fax

Signature \_\_\_\_\_

#### 3rd Delegate:

Name \_\_\_\_\_  
Job title \_\_\_\_\_ Department \_\_\_\_\_  
Direct Tel \_\_\_\_\_ Mobile Tel \_\_\_\_\_  
Email Address \_\_\_\_\_ Direct Fax \_\_\_\_\_

*I would like to receive information on future events & services via email. By giving you my email address I am giving ONLY IIR companies the permission to contact me by email.*

Yes!! I would like to receive info on future events & services via fax

Signature \_\_\_\_\_

### YOUR COMPANY DETAILS

Company Name: \_\_\_\_\_ Nature of Company's business: \_\_\_\_\_  
Address: \_\_\_\_\_ Postcode \_\_\_\_\_

### PLEASE SELECT YOUR PACKAGE

### DATES

### BOOKING FEE

<input type="checkbox"/> <b>2 Day Package: Conference Sessions Day 1 &amp; Day 2 + Free Exhibition Pass</b>	4 - 5 Feb 2009	<b>£198 + 17.5% VAT = £232.65</b>
<input type="checkbox"/> <b>1 Day Package - Day 1: Conference Session Day 1 + Free Exhibition Pass</b>	4 Feb 2009	<b>£99 + 17.5% VAT = £116.33</b>
<input type="checkbox"/> <b>1 Day Package - Day 2: Conference Session Day 2 + Free Exhibition Pass</b>	5 Feb 2009	<b>£99 + 17.5% VAT = £116.33</b>

All discounts are subject to approval. Discounts can not be combined. The discounts apply to the price at the date of registration. Discounts can only be claimed at the time of registration.

**Cancellations:** Should you be unable to attend, a substitute is always welcome at no extra charge. A full refund, less a service charge of 10%, is given for cancellations received in writing (letter or fax) four weeks prior to the conference. A 50% refund will be sent for cancellations received two weeks prior to the conference. Regrettably, no refunds can be made for cancellations received less than two weeks prior to the conference but a substitute delegate is always welcome.

**Data Protection** - The personal information shown on this form, and/or provided by you, will be held on a database and may be shared with other companies in the Informa Group in the UK and internationally. If you do not wish your details to be available to other companies in the Informa Group please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: [integrity@irfd.co.uk](mailto:integrity@irfd.co.uk). Occasionally your details may be obtained from, or made available to, external companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box

**Incorrect Mailing** - If you are receiving multiple mailings or you would like us to change any details or remove your name from our database, please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: [integrity@irfd.co.uk](mailto:integrity@irfd.co.uk) - quoting the reference number printed on the mailing label.



Additional Requirements. Please notify ICBI at least one month before the conference date if you have any additional requirements e.g. wheelchair access, large print etc.

### PAYMENT DETAILS

Please use this form as our request for payment. Fax and phone bookings should be made with a credit card number, or followed up by a posted registration form. Places are only guaranteed by full payment, which must be received before the conference.

I will pay by:  Cheque/bankers draft made payable to ICBI for £.....

Invoice to be sent to my company

Bank transfer: full details of bank transfer options will be given with your invoice on registration

Please debit my MASTERCARD  VISA  EUROCARD  AMERICAN EXPRESS

Card Number

CVW Number

Expiry Date..... with the sum of £.....

Signature.....