More than 15 speakers, including:

Gary Caulfield, CEO, Xlam NZ Ltd & Pty

Connal Townsend, Chief Executive, Property Council New Zealand

Peter Harris, Chairman, Facilities Management Association of New Zealand

Dr. Chris Hartshorn, Chief Technology Officer, Callaghan Innovation

Ian McCormick, General Manager - Building Control, Auckland City Council

Neil Horsfield, General Manager – Building Structures, Auckland City Council

2016 CONFERENCE

More than 100 delegates:

- Auckland Council
- Aurecon New Zealand
- Beca
- Christchurch City Council
- Fletcher Building
- Hawkins Construction
- Laing O’Rourke
- Leighs Construction
- Lendlease
- Naylor Love Construction
- New Zealand Consulting Engineers
- Thompson Construction and Engineering
- Turner Construction
- Warren and Mahoney
- Watpac Construction and many more

Cross Laminated Timber

Lean & Efficient Construction

Pre-Fabricated Modular Mechanical & Electrical Installation

Earthquake Proofing Pre-Fab Homes

Spearheading Innovation in New Zealand’s Pre-Fab and Modular Industry

Sustainable Buildings

Pre-Fabricated Vendor Selection, Procurement & Quality Control

Compliance with NZ’s Building Codes and City Council Consents

Overcoming Manpower Shortages

Drones & Offsite Construction

Large Scale Module Transportation

Next Generation Design and Planning
The 2nd Annual New Zealand Modular Construction and Pre-Fabrication Forum will be the event that addresses the challenges within the construction industry in the area of modularization and prefabrication. Discover the latest application and trends that are proven to advance the construction industry and at the same time network with industry stakeholders to collaborate and share new ideas.

Themed “Innovation. Sustainability. Efficiency. Quality”, the 2nd edition of the forum will focus on the specific techniques and technologies that will enhance the quality and productivity of implementation of modular and prefabricated construction methodology in New Zealand.

**THE FORUM AT A GLANCE**

**DAY 1: WEDNESDAY, 4 OCTOBER 2017**

- Earthquake proofing pre-fabricated homes in seismic zones and weather proofing for cyclones and floods
- Gaining consent from New Zealand Building Code and adhering to City Council Building Compliance and Consents
- Sessions on using timber and steel for modular construction and pre-fabrication units
- Panel discussion: Spearheading innovation and transformation in the construction industry in New Zealand

**DAY 2: THURSDAY, 5 OCTOBER 2017**

- Next-generation design and planning: Digital game changers with 5D Building Information Modelling, Augmented Reality (AR) and Virtual Reality (VR)
- A modular case study approach by Beca
- Discover how electrical and mechanical systems are installed to pre-fab modules
- Residential services and utilities – Bathroom pods

**POST-FORUM WORKSHOP & SITE TOUR: FRIDAY, 6 OCTOBER 2017**

- **Site Tour:** Modularization building in Auckland CBD
- **Workshop:** Lean construction approach: Increasing productivity by integrating prefabrication

All delegates are also invited to join us at our Champagne Networking Session. Enjoy a perfect glass of champagne, build exclusive networks and exchange powerful insights with delegates.
Welcome to the 2nd Annual New Zealand Modular Construction and Pre-Fabrication Forum

INNOVATION. SUSTAINABILITY. EFFICIENCY. QUALITY

4 – 6 OCTOBER 2017 | SKYCITY AUCKLAND CONVENTION CENTRE

PAST PARTICIPATING COMPANIES

In less than two years, our conferences on Modular Construction and Pre-Fabrication have brought together hundreds of delegates from the industry all over Australia and New Zealand to discuss the opportunities and challenges of pre-fabrication in the Australasia region and how we can work together to transform the industry.

- ACCIONA Infrastructure
- Advance Build
- Archaus
- Archiland Architecture
- Arrow International (NZ) Ltd
- Auckland Council
- Aurecon New Zealand Limited
- Beca Ltd
- Bluescope
- Boral
- BRANZ
- Christchurch City Council
- CSR Building Products
- Dominion Constructors
- Fletcher Building
- Griffiths & Associates Limited
- Hansgrohe
- Hawkins Construction
- Hickory Group
- Hindmarsh
- Keneco Property
- Kirk Roberts Consulting Engineers
- Laing O’Rourke
- Leighs Construction
- Lendlease
- Manor Group
- Matrix Homes Ltd
- McConnell Dowell Constructors Ltd
- Modulum Homes
- Mossop Construction + Interiors
- Naylor Love Construction
- New Zealand Consulting Engineers Limited
- OneSteel
- Pacific Build Supply Ltd
- Parkview Constructions
- Peddle Thorp
- Precinct Properties New Zealand
- PrefabNZ / Holmes Solutions
- Probuild
- Rawson Homes
- Rebbeck Dunn Watters
- Savills (NZ) Limited
- Swanbuild
- Schiavello
- Spanbild Projects
- Stonewood Homes
- Thompson Construction and Engineering
- Turner Construction
- Warren and Mahoney
- Watpac Construction
- Woollam Constructions
- Willis Bond & Co

and many more
Mechanical Support Systems Ltd opens its doors in 2007 under the management of its Founders & Directors, Hayden Froggatt & John Almond. MSS are manufacturers and suppliers of a wide range of cable containment products to the electrical and mechanical sectors of the New Zealand market. Significant portions of our extensive range of cable tray systems is manufactured in-house. We provide product knowledge and manufacturing efficiency as well as bespoke fabrication services. With an array of the latest technology available in-house, our work is executed to the highest standard, regulated by ISO9001, on time and on budget.

SPAX PACIFIC provide innovative screws and fasteners for any timber connection with screw lengths ranging from 15mm-800mm in length.

With support of local and European engineers we have made it possible to offer clients new and innovative solutions in the building of small to multistorey timber structures.

SPAX is the benchmark worldwide for safety, strength and efficiency. Consumers can be sure that the SPAX are produced exclusively in Germany. At the Ennepetal production site, approx. 450 employees ensure that approx. 50 million SPAX per day are manufactured and distributed around the world.

Two of New Zealand’s leading companies designing and manufacturing engineered timber solutions have joined forces.

McIntosh Timber Laminates, pioneers in Glulam for over 50 years and TimberBond Industries, operating for 20 years have merged and re-launched their businesses as TimberLab Solutions Ltd. A move that sees a combined Auckland workforce of 33 operating from their 3500 square metre plant in East Tamaki delivering Glulam and other engineered timber products throughout New Zealand and, significantly, to offshore markets.

As pioneers of Glulam production in New Zealand, TimberLab have also been at the forefront of production technology with extensive involvement in development of design and manufacturing codes for Glulam.

For the past 40 years we have specialised in the provision of complete design, manufacture, supply and installation supervision of packaged timber structures. From the plant in Auckland New Zealand, 65% of the production is for off shore international projects.
Main Forum Agenda
4 – 6 OCTOBER 2017 | SKYCITY AUCKLAND CONVENTION CENTRE

DAY ONE - 4 OCTOBER 2017

ADDRESSING CHALLENGES IN MODULARIZATION AND PRE-FABRICATION IN NEW ZEALAND AND OVERCOMING THE SETBACKS
Join us this morning to kick-start the forum by recognizing the long-term benefits of modular construction and discover how your organization can possibly explore the opportunity in overcoming these setbacks through thought-provoking sessions shared by the leading experts in the modular world.

09:00 Welcoming Speech by Conference Director

Examining Best Practices and Strategies in Large Scale Module Transportation: Overcoming Transportation Limits
09:05
- Limitations of transporting modular unit through long distance
- How to efficiently work within the complicated web of inter-national and inter-state transport regulations
- Cost effectiveness of transporting modular units

Pre-Fab Vendor Selection, Procurement, Material Sourcing & Quality Control
09:50
- A life-cycle of modular and prefab project from vendor selection to quality control
- Improve job-site efficiency through vendor selection that fits your project purposes
- Research and test on building materials available in the market before procuring them

10:35 Morning Refreshments & Networking

Gaining Consent from New Zealand Building Code and Overcoming City Council Compliance
11:45
- Understand types and requirements of getting a building consent for your project
- Compliance processes are easier for offsite construction when territorial authorities [TAs] are established
- When more work is done offsite, the lesser onsite building inspections is needed to be done

12:30 Networking Luncheon & Exhibition Showcase

EXPLORING THE APPLICATION & TRENDS IN MODULAR CONSTRUCTION & PRE-FABRICATION

Achieving New Heights through Cross Laminated Timber (CLT)
13:45
- Limitations of transporting modular unit through long distance
- How to efficiently work within the complicated web of inter-national and inter-state transport regulations
- Cost effectiveness of transporting modular units

Why Steel In Modular Construction?
14:30
- A case study on steel structure in prefabrication
- The feasibility of using steel structure in modular construction
- Achieving LEED certification for steel built buildings

15:15 Afternoon Refreshments and Networking

A Deeper Dive Into Sustainable Building: Net Zero Building
15:30
- The importance of preserving natural environment from the massive booming construction industry
- Environmental benefits of green building
- How can we achieve sustainable building in the long run

Global Panel Discussion: Resilience and Sustainability in Relation to Natural Disaster: Challenges for Future Cities and Regions
16:30
- What is preventing modular and prefabricated construction methodology from being widely implemented in New Zealand?
- What would encourage greater innovation and adoption in material use or construction methodology?
- How can regulation be improved to encourage new and innovative methods of construction?
- How can communication and consultation be improved within the entire value chain?

17:15 Q&A Session & Closing Remark by Chairperson End of Day 1

Champagne Networking Evening
17:20
Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.

Call: +61 3 9909 7310 | Email: admissions@claridenglobal.com | Visit: http://www.claridenglobal.com
INDUSTRY STAKEHOLDERS’ COLLABORATION IN MODULARIZATION & PREFABRICATION DEVELOPMENT

“Coming together is a beginning. Keeping together is progress. Working together is success.” – Henry Ford

Collaboration is essential to the success of construction projects. Industry stakeholders are realizing that sharing of knowledge and information is one of the key elements of a successful contractual relationship. However it is often that there appears to be no clear guide on the process of collaboration between main contractor and subcontractor and it is making it difficult to achieve a common project goal within the bounds of cost, quality and time.

The second day of this forum will showcase the important components that should not be neglected when planning and constructing a modular construction and prefabrication project and how these targeted solutions will help you achieve your project goals.

### Main Forum Agenda

**4 – 6 OCTOBER 2017 | SKYCITY AUCKLAND CONVENTION CENTRE**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>09:00</td>
<td>Chairperson: Conference Introduction on Day 2 Highlights on Conference Day 2 Key Sessions</td>
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<tr>
<td>09:05</td>
<td>Exploring The Benefits of Early Contractor Involvement (ECI) for Offsite Modular</td>
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<tr>
<td></td>
<td>• Learn from actual case studies that have successfully adopted ECI in prefabrication construction</td>
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<td>• Understand the ECI process in modular construction context</td>
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<td>• Integrate BIM at the early design process stage during project</td>
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<tr>
<td>09:50</td>
<td>Next-generation Design and Planning: Digital Game Changers with 5D Building Information Modelling, Augmented Reality (AR) and Virtual Reality (VR)</td>
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<td></td>
<td>• Exploring 5D BIM and its advantages</td>
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<td></td>
<td>• Moving construction industry towards a position of significantly improved efficiencies</td>
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<td></td>
<td>• Involvement of BIM for better partnering and collaborative practices</td>
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<tr>
<td>10:35</td>
<td>Morning Refreshments &amp; Networking</td>
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<tr>
<td>11:00</td>
<td>Plug and Play M&amp;E: How M&amp;E can be done seamlessly for prefabricated modules</td>
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<td>• Showcase on mechanical and electrical for modular and prefabricated buildings</td>
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<td></td>
<td>• M&amp;E the core of a comfortable living</td>
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<tr>
<td>11:45</td>
<td>Residential Services and Utilities – Bathroom Pods</td>
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<td></td>
<td>• A virtual tour into the concept of modular bathroom pods</td>
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<td>• Solution to coordinate up dozen trades in a constricted space</td>
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<td></td>
<td>• How bathroom pods fit into different types of multi-unit residential application including social housing, retirement villages and apartment buildings</td>
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<td>12:30</td>
<td>Networking Luncheon &amp; Exhibition Showcase</td>
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<tr>
<td>13:45</td>
<td>Unleashing The Hidden Potential of Value Creation in Offsite Construction Project Delivery</td>
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<td></td>
<td>• How to optimize offsite strategy using lean thinking</td>
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<td></td>
<td>• Benefits of standardization spread across other projects</td>
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<td></td>
<td>• Learning curve and building on own experience</td>
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<td>14:30</td>
<td>Case Study from Beca</td>
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<td>• Showcasing successful modular building project by Beca</td>
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<td></td>
<td>• Modularization and prefabrication technique adopted by Beca</td>
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<tr>
<td>15:15</td>
<td>Afternoon Refreshments and Networking</td>
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<td>15:30</td>
<td>Digital Collaboration and Mobility: Application of Drones at Modular Site</td>
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<td></td>
<td>• Utilizing drones to survey job site and build maps</td>
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<td></td>
<td>• Enhancing work progress and monitoring job sites</td>
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<td></td>
<td>• Minimizing risk and mistakes for construction safety purposes</td>
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<tr>
<td>16:30</td>
<td>Panel Q&amp;A: This is an open panel discussion session where delegates are encouraged to pose any questions they would like to find out more about the industry. Interaction between panelists and the floor that will explore the presented topics in more details by addressing the methods, processes, and technologies that are helping to realize the potential advantages of modular design and construction.</td>
</tr>
<tr>
<td>17:15</td>
<td>Closing Remarks by Conference Chairman End of Day 2</td>
</tr>
</tbody>
</table>
Workshop: 09:00 - 12:30

Lean Value Stream Mapping for Productivity Improvement

Efficiency in manufacturing is key to gaining or maintaining competitive advantage. Delivering value from the customers view, with the least effort is key.

Value Stream Mapping is a simple and effective tool to engage the team and manage improvement in the delivery of value.

Participants will be taken through:
- Defining Value and Waste in production, educational session
- Understanding Value Stream Mapping (VSM) as a tool to engage teams to improve efficiency
- Team Simulation – Facilitated group application of pre-fabrication, Value Stream Mapping and waste reduction

Key Takeaways
- How to apply a VSM, Waste reduction using prefabrication to drive improvement in production

Schedule:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>09.00</td>
<td>Defining Waste, Value and Applying Value Stream Mapping</td>
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<tr>
<td>10.00</td>
<td>Group Simulation Activity 1</td>
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<tr>
<td>10.30</td>
<td>Refreshment</td>
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<tr>
<td>10.45</td>
<td>Create a VSM for Round 1</td>
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<tr>
<td>11.15</td>
<td>Pre-fabrication and Future state VSM design activity</td>
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<tr>
<td>12.05</td>
<td>Group Simulation Activity 2</td>
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<tr>
<td>12.25</td>
<td>Wrap up / Recap</td>
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<tr>
<td>12.30</td>
<td>Lunch</td>
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</tbody>
</table>

About Your Workshop Leader

Marc Parsons
Lean Construction Manager
Fletcher Construction Ltd.

Marc is a strategic leader driving organizational culture transformation through improved Lean and leadership capability.

Marc has an MBA from Waikato University (triple crown accredited), is an International Certified Lean Six Sigma Black-belt, and is a retired Major from the NZ Army who specialized in operational and tactical planning, manoeuvre tactics and organizational training.

Marc is currently responsible to the CE for implementing Lean Construction culture across Fletcher Construction, and building Lean methodologies as standard into project functions. He has trained over 400 staff on Lean, and has coached teams to save over 30,000 hours of production time.

Site Tour: 14:00 - 17:00

Modularization Building in Auckland CBD

Experience first-hand the power of modular construction and prefabrication! You will understand how pre-fabricated modular systems have been designed to ensure fit and smooth installations and grasp the pre-fabrication considerations as well as project management complications that arise from modular construction.

The project will also involve meticulous traffic and noise management and advanced Building Information Modeling. You will be able to witness the ability of modular construction to reduce costs, build time, site disturbances and waste to achieve sustainability through smarter and leaner designs.

Our site tour to the Framecad Technical Park was a sold out last year! Don’t miss out the opportunity to explore how advanced technologies are being implemented into modular construction and network with other stakeholders across the value chain.
10 REASONS TO JOIN US IN OCTOBER:

1. Discover how modular construction and pre-fabrication can help to alleviate the housing crisis in New Zealand.

2. Address and overcome the current challenges in adopting modular construction and pre-fabrication method.

3. Keep up with developments in the use of technology to advance achievement of building goals and unlock the value of Building Information Modelling (BIM).

4. Uncover latest implementation in modular construction using different approaches and building materials.

5. Gain first-hand knowledge on how to optimize your end-to-end full project management cycle through advanced digital technologies.

6. Grasp the building code and laws that apply to modular construction and pre-fabrication to ensure your buildings adhere to standards and compliance.

7. Understand how to drive collaboration across the trades in the construction value chain.

8. Explore the opportunities of how off-site construction technology can help achieve goals on quality, safety, sustainability, project certainty and schedule.

9. Explore how modular construction methods are able to withstand earthquake in this seismic prone region.

10. Network with industry leaders and decision makers across the value chain in the pre-fabrication & modular construction professional network and transform your organization’s construction processes to better prepare for the future.
Who You Will Meet:

**Industries:**
- Construction
- Architecture
- Engineering / Civil Engineering
- Construction Project Management / Consulting
- Manufacturing / Fabricating
- Building Materials
- Real Estate / Property
- Transportation and Logistics Services Provider
- Building Services Provider
- Technology Solution Provider

In the Roles of:
- CEOs, General Managers and Managing Directors
- VPs, Heads, Directors and Managers of
  - Construction / Operations
  - Project Management / EPC
  - Fabrication
  - Property Development
  - Engineering
  - Design / Architecture
  - Infrastructure / Modular Building
  - On-site Delivery
  - Commercial / Procurement / Strategic Sourcing

**Seniority Level of Delegates**
- 70% of Participants will be Director Levels & Above
  - Board / C-Level / President / Director / MD – 20%
  - VP / Director / Gm – 50%
  - Manager – 20%
  - Head of Departments – 10%

**Our Past Delegate Testimonials**

“I was pleased to see that everyone is of the same opinion and understanding that we need to change the industry mindset to allow modular construction and pre-fab to help the building demands in NZ.”  
- Apex Wiring Solutions

“[The conference provided] open and candid evaluation of the current situation in NZ construction.”  
- CoveKinloch

“Seeing restorative design practices being applied to pre-fabrication with Abodo and ArchiBLOX, inspirational that some momentum is being gained in this area.”  
- Context Architects

“Very thought provoking & opened up the presentations well.”  
- Advance Build
Do you have technological solutions to help enhance construction productivity and transform the future of construction in New Zealand? Looking for the ideal platform to raise your profile and to increase your ROI?

Leverage our limited sponsorship packages to strength and confirm your market position through consistent and continual branding awareness and take advantage of the plethora of opportunities with high level decision makers.

Your partnership with us will enable you to gain:

• Unparalleled industry exposure
• Leads generation and set up of meetings with key decision makers
• Extraordinary brand visibility, increasing brand awareness and preference
• Long-term business partnerships with leading partners, customers and suppliers

Please contact Catherine at +65 6716 9996 or email catherine@claridenglobal.org to discuss potential exhibition and sponsorship opportunities or to customize your own package.

Benefits as Media Partner and Supporting Organization at 2nd Annual New Zealand Modular Construction and Pre-Fabrication Forum

• Enhance your corporate profile and visibility within your industry – Your company’s logo will be emblazoned on our brochures and distributed to professionals from the construction industry across New Zealand
• Affiliation with the internationally recognized commercial event organizer

Clariden Global events are widely known and trusted throughout Asia for giving best value to senior industry executives. We partner with selected media and supporting organizations, capable of delivering the highest caliber of expert knowledge and key industry insights to the target market.

If you meet the criteria mentioned above and would like to explore the opportunity to partner with us for 2nd Annual New Zealand Modular Construction and Pre-Fabrication Forum, please contact Karen Woods at +61 3 9909 7310 or email karen.woods@claridenglobal.org
Please complete this section.

Booking Contact (Approving Manager) Mr/Mrs/Ms: ____________________________

Job Title: ____________________________ Department: ____________________________

Telephone: ____________________________ Fax: ________________________________

Email: ___________________________________ Date of Birth: ____________________

Conference Package Selected:

1st Participant Name (Mr/Mrs/Ms): _____________________________________________

Job Title: ____________________________ Department: ____________________________

Telephone: ____________________________ Fax: ________________________________

Email: ___________________________________ Date of Birth: ____________________

Conference Package Selected:

2nd Participant Name (Mr/Mrs/Ms): _____________________________________________

Job Title: ____________________________ Department: ____________________________

Telephone: ____________________________ Fax: ________________________________

Email: ___________________________________ Date of Birth: ____________________

Conference Package Selected:

3rd Participant Name (Mr/Mrs/Ms): _____________________________________________

Job Title: ____________________________ Department: ____________________________

Telephone: ____________________________ Fax: ________________________________

Email: ___________________________________ Date of Birth: ____________________

Conference Package Selected:

4th Participant Name (Mr/Mrs/Ms): _____________________________________________

Job Title: ____________________________ Department: ____________________________

Telephone: ____________________________ Fax: ________________________________

Email: ___________________________________ Date of Birth: ____________________

Conference Package Selected:

FORUM FEES

<table>
<thead>
<tr>
<th>Forum Packages</th>
<th>Super Early Bird Fee</th>
<th>Early Bird Fee</th>
<th>Final Early Bird Fee</th>
<th>Regular Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: 2-Day Forum + 1-Day Workshop &amp; Site Tour</td>
<td>NZ$2,495</td>
<td>NZ$2,795</td>
<td>NZ$2,895</td>
<td>NZ$2,995</td>
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<tr>
<td>B: 2-Day Forum Only</td>
<td>NZ$1,995</td>
<td>NZ$2,295</td>
<td>NZ$2,395</td>
<td>NZ$2,495</td>
</tr>
<tr>
<td>C: 1-Day Workshop &amp; Site Tour Only</td>
<td>NZ$695</td>
<td>NZ$1,095</td>
<td>NZ$1,195</td>
<td>NZ$1,295</td>
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</table>

Please Note: The conference fee includes lunch, refreshments and conference documentation. Payments are required with registration and must be received prior to the Conference to guarantee your place.

GROUP DISCOUNTS

Register with your Colleagues Today to Enjoy Group Discount*: Group discount of 10% for the 2nd participant from the same organization. For limited time only by 6 September 2017, register 3 participants and the 4th participant will receive a complimentary seat. For 5 or more registrations, please contact Karen Woods at karen.woods@claridenglobal.org.

*Only 1 discount scheme will apply. Discount will compound on top of your early bird discount! This offer is valid for a limited time only, till 6 September 2017.

FOR 4 WAYS TO REGISTER

Email: admissions@claridenglobal.com
Fax: +61 3 9909 7788
Call: +61 3 9909 7310
Website: www.claridenglobal.com

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BY CHEQUE / BANK DRAFT:
Made payable to CLARIDEN GLOBAL INTERNATIONAL LIMITED and mail to: 3 International Business Park, #04-29, Nordic European Centre, Singapore 609927.

BY TELEGRAPHIC TRANSFER TO:
Bank Name: Standard Chartered Bank
Bank Code: 7144
Bank Branch Code: 001
Bank Address: 6 Battery Road, #01-01 Singapore 049909
Bank Account No: 010775045
Bank Account name: CLARIDEN GLOBAL INTERNATIONAL LIMITED
SWIFT Code: SCBLSG22

Note: Please include invoice number on all payment types and your company’s name in your payment instructions for our reference.

CREDIT CARD:
To make payment by credit card, please call our client services hotline at +61 3 9909 7310.

FORUM VENUE AND ACCOMMODATION INFORMATION

SKYCITY Auckland Convention Centre
4 - 6 October 2017
88 Federal St, Auckland, 1010, New Zealand
Tel: +64 9-363 6070
Website: https://www.skycityauckland.co.nz/

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to “CLARIDEN GLOBAL INTERNATIONAL LIMITED”.

ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue. Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: CLARIDEN GLOBAL INTERNATIONAL LIMITED reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, CLARIDEN GLOBAL INTERNATIONAL LIMITED will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department 0613 9909 7310.

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REFERENCE L7173/AL/KC