

# Middle East Commercial Contracts Week



## 2 Separately Bookable Seminars in 1 location

These programs have been specifically designed to complement each other in equipping contract management professionals with the ability to **identify, manage and mitigate contract risks, obligations, claims and legal issues** as well as **enhance your skills in drafting and reviewing commercial contracts and contract clauses**, to effectively negotiate critical terms and conditions.

### Session A: Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

11 – 12 April 2016 (Monday & Tuesday)

### Session A: Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions

13 – 14 April 2016 (Wednesday & Thursday)

## Faculty Director



### Michael Twomey

Director  
Legal Training Programs (Corporate and Commercial), Law2020

- *Leading Authority with over 20 years' experience in Contract Law, International Commercial Agreements and Joint Ventures Acquisitions*
- *Lead designer for the International Lawyers Training Program by the Law Society of England and Wales*
- *Conducted training frequently in the UAE in areas such as contract law, advance drafting, international commercial agreements, joint ventures and acquisitions*
- *Worked at prominent universities including the Oxford Institute of Legal Practice and the University of Law, London*

“Michael has done a good deal of corporate training for our lawyers at Dechert, and he is absolutely first rate. He combines a fantastic knowledge of the law, with enthusiasm and an engaging teaching style.

- Director of Training, Dechert LLP (international law firm)

Michael provided a clear understanding of how to read contracts

- Director, Powerbar Gulf LLC, UAE (electrical engineering manufacturer)

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# Middle East Commercial Contracts Week

Session A: 11 - 12 April 2016 | Session B: 13 - 14 April 2016

Raffles Dubai, UAE



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- *Worked at prominent universities including the Oxford Institute of Legal Practice and the University of Law, London*

Widely recognized as a leading course designer and presenter, **Michael has nearly 25 years' experience in legal education and training in Contract Law, International Commercial Agreements, Joint Ventures and Acquisitions.**

Michael has delivered **more than 2,000 training sessions in the UK and internationally** and conducted **over 40 seminars and workshops in the UAE** since 2007 to **CEOs, finance directors, contract managers, consultants and engineers** in the GCC as well as **to lawyers and other legal professionals** in the region with respect to **Contract Law, International Commercial Agreements, Joint Ventures and Acquisitions.**

Some of his clients include national and international companies such as **Qatar Financial Centre, Siemens AG, Dubai Health Care City, Dubai International Airport, ENOC LCC** and Government departments such as **UAE Ministry of Defence and UK Government Department for Business, Innovation and Skills** and many more.

He is also the **lead designer** for the **International Lawyers Training Program of the Law Society of England and Wales** and has **worked at prominent universities** including the **Oxford Institute of Legal Practice** and the **University of Law, London.**

His courses have been attended by delegates from

- UAE Ministry of Defence
- ENOC LLC
- Dubai International Airport
- Qatar Financial Centre
- Dubai Health Care City
- TNT UAE LLC
- Siemens AG
- Total S.A.
- Network Rail- owner and infrastructure manager of most of the rail network in England, Scotland and Wales
- TomTom NV
- Leading international law firms based in London
- Leading GCC law firms
- UK Government departments – Department for Business, Innovation and Skills, Department for Environment, Food and Rural Affairs

And from across industries like:

- Manufacturing
- Oil & Gas
- Energy
- Construction
- Shipping
- Logistics
- Infrastructure & Utilities (Road, Power, Water)
- Transport
- Storage
- Terminals
- Aviation & Aerospace
- Government
- Pharmaceuticals
- Computing and software
- Telecommunications

# Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

Session A: 11 - 12 April 2016, Raffles Dubai, UAE

*“Michael has done a good deal of corporate training for our lawyers at Dechert, and he is absolutely first rate. He combines a fantastic knowledge of the law, with enthusiasm and an engaging teaching style.”*

**- Director of Training, Dechert LLP (international law firm)**

*“Michael provided a clear understanding of how to read contracts”*

**- Director, Powerbar Gulf LLC, UAE (electrical engineering manufacturer)**

*“These are critical points that need careful consideration by a person who has the capacity to draft/review an effective contract”*

**- Commercial Manager, Sanofi Aventis Groupe, FZE (global healthcare leader)**

*“Michael’s interactive approach provided practical drafting experience which could be applied immediately.”*

**- Helen Barrett, CBD LLC, Dubai (company formation specialists)**

*“Thank you once again for the training in Moscow. I was amazed with your in-depth knowledge of the case law and many practice examples, which you provided.”*

**- Yuriy Zarembo, Avellum Partners, Kyiv, Ukraine**

*“The course content and delivery was just what we wanted to enable us to manage risk. Excellent trainer, clear and informative”*

**- Grace Tipson, CEO, iLecsys Limited, UK (distribution and rail engineering company)**

*“Michael is straight to the point, analytical and above all very informed of legal system. He is able to deliver information on all levels, irrespective of the background of the recipient.”*

**- Lasse Vanggaard Seide, Attorney, Aarhus C, Region Midtjylland, Denmark**

# Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

Session A: 11 - 12 April 2016, Raffles Dubai, UAE

## EXECUTIVE SUMMARY

<p>Program: Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy</p> <p>Dates: 11 – 12 April 2016</p> <p>Location: Raffles Dubai, UAE</p>	<p>Early Bird 1 (Register &amp; pay by 16 February 2016): US\$2,490</p> <p>Early Bird 2 (Register &amp; pay by 15 March 2016): US\$2,690</p> <p>Regular Tuition Fee: US\$2,790</p> <p>Group discount of 10% for 2nd participants from the same organization. For limited time only by 15 March 2016 registration for 3 participants, the 4th participant will receive a complimentary seat (only one discount scheme applies).</p>
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**Program Essence:** Designed for **non-legal professionals**, this comprehensive 2-day program will show you how to identify, assess and manage potential contract risks, obligations, claims and legal issues. You will learn to manage risks by clearly defining the **terms of the contract** and **remove ambiguities and uncertainties** when drafting contracts. To prepare you in the event of a dispute, you will also understand how to draft effective **dispute resolutions and arbitration clauses** and plan for alternative dispute resolution mechanisms.

Widely recognized as leading contract lawyer with over 25 years of immaculate track record, Michael will show you how to **deal with damages** by negotiating and drafting effective liquidated damages provisions and termination clauses to protect your organization in the event of a **breach in contract**. Moreover, you will learn how to **manage, settle and enforce claims** by gathering evidence, analyze the strength and weakness of your case and take into account enforcement considerations in the UAE and other regional countries in the Middle East.

Packed with **real-life case studies and examples**, you will leave the program with effective strategies to deal with contract risks and implement effective solutions when drafting, reviewing and negotiating contracts.

### FREE TAKEAWAYS!

- You will **receive two chapters of Drafting Contracts** dealing with (1) Preliminary agreements and pre-contract liability, and (2) Drafting for remedies – key clauses. Drafting Contracts is a book being produced by Michael Twomey and Malcolm Dowden of Law2020 LLP. **Publication is due in June 2016.**
- This executive education program includes a participant’s workbook and other associated tools and checklists to enable you to draft clear, concise and effective clauses and to understand and review existing clauses.

# Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

Session A: 11 - 12 April 2016, Raffles Dubai, UAE

## PROGRAM INTRODUCTION

Organizations in both the public and private sectors are facing greater pressure to reduce costs and improve financial and operational performance. Hence, it is increasingly important to identify and mitigate contractual risks and obligations to ensure organizational performance.

However, most companies are unable to clearly define the terms within the contracts, leading to ambiguities and uncertainties. In addition, companies are hindered by the inability to deal with contract disputes and develop mitigation strategy to address them.

Without the ability to identify contractual risk and develop effective mitigation strategy, most companies failed to meet contract expectations, and misrepresentations and miscommunications will lead to disputes, complications and poor relationships between contract parties. These result in delay in work progress as well as loss of money and clients.

Designed for **non-legal professionals**, this comprehensive 2-day program will show you how to identify, assess and manage potential contract risks, obligations, claims and legal issues. You will learn to manage risks by clearly defining the **terms of the contract** and **remove ambiguities and uncertainties** when drafting contract. To prepare you in the event of a dispute, you will also understand how to draft effective **dispute resolutions and arbitration clauses** and plan for alternative dispute resolution mechanisms.

Widely recognized as leading contract lawyer with over 25 years of immaculate track record, Michael will show you how to **deal with damages** by negotiating and drafting effective liquidated damages provisions and termination clauses to protect your organization in the event of a **breach in contract**. You will also learn how to **manage, settle and enforce claims** by gathering evidence, analyze the strength and weakness of your cases and take into account enforcement considerations in the UAE and other regional countries in the Middle East.

Packed with **real-life case studies and examples**, you will leave the program with effective strategies on how to deal with contract risks and implement effective solutions when drafting, reviewing and negotiating contracts.

## WHO WILL BENEFIT THE MOST

This course will be of practical benefit for anyone involved in the formation, drafting, negotiation, management and termination of contracts, including:

- Contract managers
- Directors
- Business owners
- In-house legal teams
- General Managers
- Senior Managers
- Sales, purchasing and procurement teams
- Engineers and others who prepare technical specifications

## LEARNING OBJECTIVES

- Learn how to design and implement effective risk management and risk mitigation systems
- Be able to identify commercial and legal risks and implement practical solutions
- Appreciate the method of securing performance and ensuring payment
- Deal with potential liability during negotiations
- Manage your negotiations to mitigate risk due to time pressure
- Understand contract formation in the UAE and other countries
- Resolve uncertainties in your contracts to avoid disputes
- Anticipate and provide for contractual disputes
- Manage risk through limitation clauses, force majeure provisions, remedies clauses and other contractual and non-contractual methods

# Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

Session A: 11 - 12 April 2016, Raffles Dubai, UAE

## PROGRAM AGENDA

### DAY ONE

#### Identifying and Managing Risk

- Case study exercise – complex agreements
- Identifying the key commercial risks in complex agreements
- Identifying the legal risks
- What is meant by business risk and legal risk?
- Implementing commercial and legal solutions
- Contractual risk and negligence
- Avoiding a negligence claim

#### A System for Managing and Mitigating Risk

- Designing and implementing a strategy
- Managing risk during negotiation and drafting
- Identifying and implementing solutions
- Managing risk during contractual performance
- Methods of monitoring performance
- Reporting and communication requirements
- Contract management software
- The dangers of doing nothing

#### Securing Performance

- Is there a risk of the other party not performing?
- How can you seek to ensure performance?
- Should you seek guarantees or indemnities?
- Drafting and negotiating effective performance bonds
- Identifying other ways of dealing with risk of non-performance
- Protecting against default by contractors and sub-contractors and others

#### What Are The Risks During Pre-Contract Negotiations?

- Are you liable for pre-contract statements?
- What is the legal position liability in the UAE and other countries?
- Can your statements be part of the contract?
- Do they amount to misrepresentation?
- How can you manage pre-contractual liability?
- Protective clauses in the contract
- Liability for statements made by agents and third parties

#### Dealing with Time Pressures

- Time pressures when negotiating
- Effective ways to manage risk when negotiating

# Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy

Session A: 11 - 12 April 2016, Raffles Dubai, UAE

## DAY TWO

### Managing Risk – Contract Formation

- The risk of inadvertent legal obligations
- Avoiding being legally-bound before you intend to be
- Clearly defining the terms of the contract
- Are you under a duty of good faith prior to contract formation?
- The risks in using preliminary agreements

### Managing Risks Associated with Unclear Terms

- An effective method of identifying and dealing with inconsistencies
- Removing ambiguities and uncertainties by careful drafting
- Reading and understanding contract clauses

### Anticipating and Providing for Disputes

- What are the risks?
- Drafting effective dispute resolution clauses
- Multi-tiered dispute resolution clauses and escalation clauses
- Expert resolution and other alternative dispute resolution mechanisms
- Drafting effective arbitration clauses
- Deciding on arbitration or litigation
- Key factors in choice of governing law and jurisdiction

### Managing Risk through Limitation and Exclusion Clauses

- How to negotiate and draft effective limitation and exclusion clauses?

### Change management

- Dealing effectively with change

### Remedies Clauses and Dealing with Damages

- Dealing with the consequences of a breach of contract
- Negotiating and drafting effective liquidated damages provisions
- What does the governing law allow?
- Termination clauses
- Terminating for breach and for convenience
- Force majeure clauses

### Managing Risk through Remedies Clauses

- Other remedies clauses to mitigate risk

### Managing, Settling and Enforcing Claims

- Analyzing strengths and weaknesses
- Gathering evidence
- Settling claims and disputes
- Enforcement considerations in the UAE and other countries

# Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions

Session B: 13 - 14 April 2016, Raffles Dubai, UAE

## EXECUTIVE SUMMARY

Program:	Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions	Early Bird 1 (Register & pay by 16 February 2016):	US\$2,490
		Early Bird 2 (Register & pay by 15 March 2016):	US\$2,690
		Regular Tuition Fee:	US\$2,790
Dates:	13 – 14 April 2016		
Location:	Raffles Dubai, UAE		

Group discount of 10% for 2nd participants from the same organization. For limited time only by 15 March 2016 registration for 3 participants, the 4th participant will receive a complimentary seat (only one discount scheme applies).

**Program Essence:** Designed for **contract management professionals**, this comprehensive 2-day program will **examine what goes wrong when negotiating, drafting and reviewing contracts** so as to ensure that your contracts secure the intended commercial outcomes and benefits for your organization.

You will learn to **structure a contract clearly and effectively** to avoid inconsistencies and conflicts to your organization and leverage it to effectively **negotiate critical terms and conditions** to provide your commercial objectives and attain successful contractual outcomes. Beyond that, you will master the skills to carry out **powerful and successful negotiations** to mitigate potential contractual risks and liabilities.

Not only will you acquire the skills to effectively **review the purpose, scope and drafting of key contractual terms**, you will also understand how to determine the type of law that governs your contract - **the laws of the UAE, the laws of other countries in the Middle East and by other commonly-used governing laws**.

At the end of this program, you will be armed with strong legal knowledge and negotiation techniques that will **enhance your skills in drafting and assessing key contract terms and conditions**, and be able to **negotiate and mitigate contractual risks and obligations**.

### FREE TAKEAWAYS!

- You will **receive Chapters One and Two of Drafting Contracts** dealing with (1) Techniques for drafting effective clauses and (2) How to structure a contract. Drafting Contracts is a book being produced by Michael Twomey and Malcolm Dowden of Law2020 LLP. **Publication is due in June 2016.**
- This executive education program includes a participant's workbook and other associated tools and checklists to enable you to draft clear, concise and effective clauses and to understand and review existing clauses.



# Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions

Session B: 13 - 14 April 2016, Raffles Dubai, UAE

## PROGRAM INTRODUCTION

According to Contract Management Benchmark Report from Aberdeen Group, poorly constructed clauses incur huge business losses to as high as “**\$153 billion per year in missed savings, opportunities and increased risks**”. In addition, many companies are faced with increasing contract volume and complexity of commercial contracts, leading to an increase in contract disagreements and disputes.

The problem is that most companies faced difficulty in structuring and managing commercial contract due to poor use of contractual language, unclear contract terms and not defining the terms and conditions clearly to include any ambiguous provisions. In addition, companies are hindered by the lack of knowledge in structuring a good negotiation and mitigation strategy when contract disputes and complications arise.

Without a clear and well-drafted contract and the ability to negotiate and mitigate contract disputes and risks, it can lead to poor delivery of intended contract content, failure to meet contract expectations and ultimately, loss of contract, money and potential legal risks and charges.

Designed for **contract management professionals**, this comprehensive 2-day program will **examine what goes wrong when negotiating, drafting and reviewing contracts** so as to ensure that your contracts secure the intended commercial outcomes and benefits for your organization.

You will learn to **structure a contract clearly and effectively** to avoid inconsistencies and conflicts to your organization and leverage it to effectively **negotiate critical terms and conditions** to provide your commercial objectives and attain successful contractual outcomes. Beyond that, you will master the skills to carry out **powerful and successful negotiations** to mitigate potential contractual risks and liabilities.

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## WHO WILL BENEFIT THE MOST

This course will be of practical benefit for anyone involved in the formation, drafting, negotiation, management and termination of contracts, including:

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- Directors
- Business owners
- In-house legal teams
- General Managers
- Senior Managers
- Sales, purchasing and procurement teams
- Engineers and others who prepare technical specifications

## LEARNING OBJECTIVES

- Master effective techniques for constructing clear, concise and comprehensive clauses and contracts
- Be able to negotiate key clauses to achieve your commercial objectives
- Discover how to effectively utilize your preliminary agreements
- Understand how to structure and conclude your contracts to meet your needs
- Acquire essential skills to identify, draft and review the key clauses in your contracts
- Be able to advise on the extent of warranties and indemnities
- Appreciate the essential aspects of key clauses

# Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions

Session B: 13 - 14 April 2016, Raffles Dubai, UAE

## PROGRAM AGENDA

### DAY ONE

#### Contract Terms – What Goes Wrong

- What can and does go wrong with contracts?
- Which terms are the most negotiated and why?
- Which terms lead to the most disputes and why?

#### Identifying Key Terms

- Case study exercise – complex agreements
- Identifying the key terms

#### Negotiating Key Terms

- What are you trying to achieve?
- What are the key terms?
- How can you achieve your objectives by careful drafting?
- What drafting style should you adopt?
- How can you best prepare for the negotiation?

#### Drafting the Preliminary Agreements

- Should you use letters of intent?
- What are the advantages and disadvantages?
- What are the legal risks with LOIs?
- What should a non-disclosure agreement contain?

#### Structuring the Contract

- How should the contract be structured?

#### Drafting the Contract

- Defining the parties
- The use of 'Recitals' or 'Background' in contract interpretation
- Drafting effective definitions clauses
- Identifying essential provisions of key clauses

#### Is it Enforceable?

- Steps to ensure that the contract is valid and enforceable

#### How to Draft, Check and Review a Clause?

- Technique for clear, concise and comprehensive drafting
- Use of technique to check and review a clause

#### Drafting and Reviewing Key Terms: Limiting Your Liability

- How important are these clauses?
- What does the governing law allow?
- How can you draft an effective limitation or exclusion clause?

# Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions

Session B: 13 - 14 April 2016, Raffles Dubai, UAE

## Indemnities

- What is an indemnity?
- What should you do if required to provide an indemnity?
- The need for precise drafting
- The need for compliance with conditions of an indemnity

## Warranties and Representations

- What is a warranty?
- What is a representation?
- How to draft and qualify warranties?
- The importance of an effective entire agreement clause

## DAY TWO

### Drafting the Scope and Goals

- The need to define clearly the scope of the contract
- Avoiding common problems by clear drafting
- Detailed case study

### Negotiation and Drafting Change Management Provisions

- Normal price variations in the contract
- Drafting effective price variation provisions
- Proposal, assessment, evaluation and agreement
- Formal procedures

### Payment Terms and Late Payment

- Providing certain terms
- Remedies for late payment

### Delivery, Acceptance and Milestones

- Defining delivery and acceptance
- Negotiating and drafting remedies for late delivery and delays
- Liquidated damages

### Contract Management Provisions

- Clear and effective communication provisions
- Clauses dealing with monitoring and reporting
- The importance of notices – contents, time and delivery

### Termination Provisions

- Drafting clear and effective termination provisions
- Termination for convenience and for cause

### Remedies and Dispute Resolution

- Alternative dispute resolution clauses
- Liquidated damages and penalties
- Provisions dealing with litigation, arbitration, mediation and expert determination
- Force majeure clauses and the law

## REGISTRATION PAGE

### PROGRAM FEES

Seminar	1st Early Bird Fee (If payment & registrations are received by 16 February 2016)	2nd Early Bird Fee (If payment & registrations are received by 15 March 2016)	Regular Fee Per Participant
Session A: Identifying and Assessing Potential Contract Risks, Obligations, Claims and Legal Issues and Developing Effective Mitigation Strategy (11 - 12 April)	US\$2,490	US\$2,690	US\$2,790
Session B: Drafting and Reviewing Commercial Contracts and Negotiating Critical Terms and Conditions (13 - 14 April)	US\$2,490	US\$2,690	US\$2,790

### GROUP DISCOUNTS

Group discount of 10% for 2nd participant from the same organization. For limited time only by 15 March 2016, register 3 participants and the 4th participant will receive a complimentary seat (1 discount scheme applies).

Booking Contact (Approving Manager) Mr/Mrs/Ms: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Please register the following participant for this seminar.

(Please tick  to select your seminar(s). You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Session A  Session B

2nd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Session A  Session B

3rd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Session A  Session B

4th Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Session A  Session B

### VENUE AND ACCOMMODATION INFORMATION

Raffles Dubai, UAE  
11 - 14 April 2016  
Sheikh Rashid Road, Wafi, Dubai P.O. Box 121800  
Tel: + 9714 324 8888  
Website: <http://www.raffles.com/dubai/>

### 4 WAYS TO REGISTER



Email: [admissions@claridenglobal.com](mailto:admissions@claridenglobal.com)



Fax: +44 (0) 84 3218 0413



Call: +44 (0) 20 7129 1222



Website: [www.claridenglobal.com](http://www.claridenglobal.com)

### PAYMENT METHODS

#### 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: **0107775042**  
 Bank Account name: **CLARIDEN GLOBAL INTERNATIONAL LIMITED**  
 SWIFT Code: **SCBLSG22**

Please note that all bank charges are to be borne by participants. Please ensure CLARIDEN GLOBAL INTERNATIONAL LIMITED receives the full invoiced amount.

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 +44 (0) 20 7129 1222.

### 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 on +44 (0) 20 7129 1222.

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