

# 3<sup>rd</sup> ANNUAL FOOD SAFETY & QUALITY SUMMIT

## Key Practical Learning Points:

- Animal and plant diseases control in food manufacturing
- Food and beverage labelling excellence
- Process validation
- Probiotics, allergens, nutrition
- Innovation in packaging and packaging waste directive regulations
- Risk management and analysis
- Supply chain and food contact materials
- Solving problems and customer complaints management
- Current regulations
- Food revolution

## Key Speakers:



Sponsorship-related questions to:  
[register@vonlanthengroup.com](mailto:register@vonlanthengroup.com)



**Noeleen Donegan, IE**  
Global Vice President Food Safety  
Kerry



**Dipl.-Ing. Hans-Dieter Philipowski, DE**  
President  
**ENFIT - International Association**  
– Supply Chain Safety



**Marco Scialpi, CH**  
Food Safety Global Business  
Development Head  
**TÜV Rheinland Group**



**Muhammad Shahbaz, SA**  
Food Safety Expert  
**Mawarid Food Company**  
(Pizza Hut) Saudi Arabia



**Giorgio Buccilli, DE**  
Director Business  
Development DACH  
**Selerant**



**Lisa Bahmann-Rocher, EU**  
New Business Development  
**Trace One**



**Anissa Ouzir, EU**  
Quality & Solutions Expert  
**Trace One**



**John Carter, LU**  
Area Europe Quality Director  
**Ferrero**  
Previously with Danone, Metro AG,  
Kraft Foods/Mondelez & Campden BRI.



**Karmela Kovačić, DE**  
Global Quality Assurance Expert  
Fish/Meat  
**METRO AG**



**Yves Rey, FR**  
Former Corporate  
Quality General Manager  
**Danone**



**Andrew Manly, NL**  
Communications Director /  
Packaging Consultant  
**AIPIA**



**Dr. Monika Toenniessen, DE**  
Manager Product Safety & Regulatory  
Affairs – Global Food Safety  
**Henkel**



**Dr. Andre Weiss, DE**  
Lab Manager Instrumental Analytics  
Project Management Food Safety  
**Henkel**



**Pierre-Olivier Béal, FR**  
Head of Sales & Marketing  
**Novolyze**



## Sponsors:



# 3<sup>rd</sup> ANNUAL FOOD SAFETY & QUALITY SUMMIT

## We are pleased to invite you

to the **3rd Annual Food Safety & Quality Summit** scheduled for **December 9 - 10, 2020, Online.**

**This year's edition of the Summit** will address issues in food technology, packaging and labelling, as well as food laws and regulations. The best industry experts will update you on current trends and innovations, focussing on food safety and quality challenges towards meeting next generation standards.

**This Premier event offers** a great opportunity for networking with industry changemakers and gaining insights from experts in this field.

**We look forward** to welcoming you at the 3rd Annual Food Safety & Quality Summit in December 2020!

### Who Should Attend:

**Chief Executives, Directors, Vice Presidents, Department Heads, Leaders, Managers, Scientists and Technologists specialising in:**

- ▶ Supply Chain Management
- ▶ Quality Control
- ▶ Affordability
- ▶ Yearly Studies
- ▶ Ingredient Safety
- ▶ New Technologies
- ▶ Global Equipment
- ▶ Research & Development
- ▶ Traceability
- ▶ Health Studies
- ▶ Agricultural Studies
- ▶ Technical Development
- ▶ Packaging
- ▶ Innovative Solutions
- ▶ Labelling
- ▶ Crisis Management
- ▶ Supply Chain Quality
- ▶ Investing
- ▶ Supplier Quality & Development
- ▶ Environment, Health & Safety (EHS)
- ▶ Research Institutes
- ▶ Hygienic Design
- ▶ Financing
- ▶ Hygiene & Food Safety
- ▶ Occupational Safety
- ▶ Sanitation
- ▶ Sustainable Packaging
- ▶ Associations & Authorities
- ▶ Quality Assurance
- ▶ Legal & Regulatory Affairs
- ▶ Growing
- ▶ Food Safety Software
- ▶ Food Retail
- ▶ Microbiology



#### Platinum Sponsor



**Trace One** created a global community of 20,000+ brand owners spanning more than 100 countries. Our smart solutions let them collaborate and innovate on remarkable products worth over \$300 billion every year. We've been helping them create products that consumers really want since 2001, through bigger (and faster) thinking.



**Novolyze** is a Food Safety company. Our innovative approach relies on the utilization of cutting-edge microbiology solutions, combined with the latest developments in digital and IoT, to help the food industry manufacture safer food while ensuring strong compliance with international Food Safety & Quality Standards.



A trusted partner at more than two million customer locations, **Ecolab** (ECL) is the global leader in water, hygiene and energy technologies and services that protect people and vital resources. With annual sales of \$14 billion and 48,000 associates, Ecolab delivers comprehensive solutions, data-driven insights and on-site service to promote safe food, maintain clean environments, optimize water and energy use, and improve operational efficiencies for customers in the food, healthcare, energy, hospitality and industrial markets in more than 170 countries around the world. For more Ecolab news and information, visit [www.ecolab.com](http://www.ecolab.com).



**Henkel** operates globally with a well-balanced and diversified portfolio. The company holds leading positions with its three business units in both industrial and consumer businesses thanks to strong brands, innovations and technologies. Henkel Adhesive Technologies is the global leader in the adhesives market - across all industry segments worldwide. In its Laundry & Home Care and Beauty Care businesses, Henkel holds leading positions in many markets and categories around the world.



**Brabender**, founded in 1923 and based in Duisburg, Germany, is a leading manufacturer of instruments and equipment for the testing of material quality and physical properties. Those are applied in all areas of research, development and production in the food, feed and chemical industries worldwide. Brabender offers a broad range of solutions for sample preparation, quality control and process simulation on a laboratory scale.



**Selerant** is a leading global provider of process lifecycle management (PLM) solutions to the Food & Beverage industry. We offer a fully integrated Food Safety and Quality Management system unifying supplier, regulatory, quality and specification data and process management in one solution, driving down to cost of quality while improving compliance, quality and safety.

13:00 (CET UTC +1) INTRODUCTION NOTE FROM THE ORGANIZER & EVENT MODERATOR

13:05 CASE STUDY

### How to keep a high level of food safety in ultra-fresh food through whole supply chain

**KARMELA KOVAČIĆ**

Global Quality Assurance Expert | Fish/Meat  
**METRO AG**



- Qualification and development of ultra-fresh suppliers
- Measures of control in Metro facilities
- Traceability and sustainability of ultra-fresh food
- Innovation and digitalisation

13:40 SPEED NETWORKING - A SPECIAL TIME SLOT FOR INTERACTION BETWEEN SPONSORS, DELEGATES & SPEAKERS

14:00 CASE STUDY

### Regulatory and compliance global challenges across the value chain for food contact material products and related possible solutions

**MARCO SCIALPI**

Food Safety Global Business Development Head  
**TÜV Rheinland Group**



- Global food contact material legal framework and latest challenges
- Food safety/food contact material safety risks and possible solutions from packaging to food processing lines
- Digitalisation the future way to govern complexity

14:40 SPONSORED PRESENTATION SLOT AVAILABLE

15:00 CASE STUDY

### Accelerating product development while securing food safety and compliance

**GIORGIO BUCCILLI**

Director Business Development DACH  
**Selerant**



Selerant Product Lifecycle Management (PLM) solutions underpin innovation in the food industry. We help fuel product innovation and development around the world with our software supporting over \$200 billion of food industry revenue annually and products sold in over 170 countries worldwide.

- Compliance by Design  
From idea to label, the Selerant PLM solution optimizes the New Product Development processes securing product compliance and quality at every step of the product lifecycle.
- Maintain Compliance and Food Safety  
Automated regulatory checkpoints at every stage of product development enable the monitoring of products and manufacturing processes against global regulatory compliance requirements
- Increase transparency of raw material sourcing  
Supplier Collaboration Portal makes supplier documents easily accessible and maintained within a single system and enhance the traceability of ingredients

15:20 EXHIBITION AND NETWORKING BREAK

15:40 CASE STUDY

### The catch-up cycles and changes in the food industry leadership to deliver smarter food safety and nutrition

**YVES REY**

Former Corporate Quality General Manager  
**Danone**



Two main acceleration of changes in the global food system have triggered a food revolution: consumer and market demands, and info-tech in biotech innovations:

- Today's consumers are intensely concerned about the relationship between their diets, their health and the planet; highly connected, they are increasingly empowered by technologies
- This evolution is reshaping their diets and their consumption behaviour and choices
- A number of recent scientific and technological innovations are reshaping how products should be made and controlled and how food safety and quality are managed
- Electronic network, collaborative platform and artificial intelligence with the power of interpreting big data are the main catalysts of the industrial disruption
- For governments, the increase in medical expenses related to food-borne diseases and the negative impact of the food industry on climate change have consequently entailed them tightening food regulation constraints, while these revolutionary changes should entailed them setting up a new regulatory framework



16:20

**CASE STUDY**



**Food safety in the supply chain; risks of cross contamination with molds, mycotoxins, chemicals, salmonella, foreign bodies like glass, wood, metal and plastic, and granulate during transportation**

**DIPL.-ING. HANS-DIETER PHILIPOWSKI**

President

**ENFIT - International Association – Supply Chain Safety**

- Risk analysis
- Cleaning and disinfection of food transport containers
- Enfit blockchain, an in-reality working solution
- Digitisation of all process steps from loading, unloading, transport container, cleaning, disinfection, digital safety seals (food defense), digital transport papers (eCMR), previous loadings and allergen management; Praxis report
- Future steps for a safer supply chain
- European regulations

17:00



**CHAIRMAN'S CLOSING REMARKS & END OF THE DAY ONE**

You are more than welcome to stay online, continue discussions in chat, keep on networking, create sessions, or join the one-on-one video calls. The event streaming will end on December 9<sup>th</sup>, 18:00.

JOIN OUR UPCOMING EDITION:

**4<sup>th</sup> Annual Food Safety & Quality Summit**

October 2021 | Düsseldorf, Germany



13:00 (CET UTC +1) INTRODUCTION NOTE FROM THE ORGANIZER & EVENT MODERATOR

13:05 CASE STUDY - /RESERVED

**To be Announced**

**JOHN CARTER**

Area Europe Quality Director

**Ferrero**

Previously with Danone, Metro AG, Kraft Foods/Mondelez & Campden BRI.



13:40 SPEED NETWORKING - A SPECIAL TIME SLOT FOR INTERACTION BETWEEN SPONSORS, DELEGATES & SPEAKERS

14:00 CASE STUDY

**Sanitation and food safety through process design**

**NOELEN DONEGAN**

Global Vice President Food Safety

**Kerry**



- Foundations required for an effective global sanitation program
- How to get there
- Best practice sanitary design principles and what to watch out for

14:40 SPONSORED PRESENTATION SLOT

**LISA BAHMANN-ROCHER**

New Business Development

**ANISSA OUZIR**

Quality & Solutions Expert

**Trace One**



**How to leverage quality into consumer trust**

- Digital transformation in the food industry
- Quality throughout the Product Lifecycle
- Changing customer behavior

15:20 CASE STUDY

**Triple Safety Concept – an approach for risk assessment of non-harmonised FCM**

**DR. MONIKA TOENNIENSEN**

Manager Product Safety & Regulatory Affairs – Global Food Safety

**DR. ANDRE WEISS**

Lab Manager Instrumental Analytics, Project Management Food Safety

**Henkel**



- Data assessment of supplier information by product safety
- Analytical assessment of raw materials and final products
- Toxicological assessment of potential harms to health
- Communication of risk assessment through the supply chain

16:00 EXHIBITION AND NETWORKING BREAK

16:20 CASE STUDY

**Digitization of food safety & quality operations: breaking silos to lower the overall cost of quality**

**PIERRE-OLIVIER BÉAL**

Head of Sales & Marketing

**Novolyze**



- Quality managers most frequently juggle with multiple and heterogeneous data to make decisions (Excel, Paper, ERP, MES, etc.)
- Digitization of food safety systems allows to break such silos and makes the life of quality teams simpler
- Collected data can be transformed into real-time actionable insights, which ultimately lowers the cost of quality

16:40 CASE STUDY

**Virtual and remote auditing: emerging trends in auditing and global food safety stakeholders perspective**

**MUHAMMAD SHAHBAZ**

Food Safety Expert

**Mawarid Food Company (Pizza Hut) Saudi Arabia**



- 2020 Emergence of remote and virtual auditing
- Uses of ICT information and communication technology
- Auditing in new normal
- Future technology of remote auditing
- Global food safety stakeholders perspectives

17:20 CASE STUDY

**Using smart packaging to reduce food waste & increase food safety**

**ANDREW MANLY**

Communications Director / Packaging Consultant

**AIPIA**



- In 2020 food safety, hygiene and security have never been more important. How is the Smart Packaging Sector addressing these issues?
- What are the latest technologies being developed?
- Sustainability is still an important packaging issue. Can Smart Packaging contribute?
- Supply chains are critically important in the pandemic. Where is Smart Packaging in this space?

17:55 CLOSING REMARKS & END OF THE SUMMIT





## GROW

Find new products and innovations and reach consumers faster



## SAFEGUARD

Ensure remarkable quality in everything you manage



## ACT

Unlock your data to achieve remarkable results

# Where remarkable products begin

Join our powerful global community of brand owners to collaborate and get inspiration. Discover how our solutions smooth the way for you, freeing you to think bigger (and faster), to create remarkable products that consumers love and want to buy.

Visit [traceone.com](https://traceone.com)  
[contact@traceone.com](mailto:contact@traceone.com)  
Tel. +33 1 56 90 24 24







**Yves Rey, FR**  
Former Corporate  
Quality General Manager  
**Danone**



Yves Rey is a former corporate general manager at Danone Group, and also a former chairman of the Global Food Safety Initiatives board, a senior advisor to the food safety consortium at HK Poly University, an honourable advisor to the international food safety association of Hong Kong, and an honourable advisor to the China Food Safety Initiative and GFSI. Yves is a graduate of ENSAIA, France and holds MSc degrees in chemistry and biochemistry. He has more than 45 years' experience in the world's leading food, beverage and packaging companies in 10 different countries. He started his career in 1975 with Heineken in production and then joined Schweppes in 1982, first as plant manager and then as operations director. In 1991, he was appointed technical director of Coca-Cola. In 1994, he was appointed general manager for Europe of McCain Sunnyland, before moving on in 1999 to become general manager of South Europe for Wipac Flexible Packaging. Yves joined the Danone Groupe in 2003. He held the position of corporate quality general manager and then, since January 2015, he has held the position of senior advisor to Danone's board. In 2016, he was appointed senior advisor to the United Nations office for project services in Asia Pacific. Yves was on the board of directors for Safe Supply of Affordable Food Everywhere (SSAFE) and is working closely with CFDA, AQSIQ and CNCA in China on the global harmonisation of food safety requirements, with USDA and FDA (USA) regarding food safety standards, with DG-Sanco in Europe on food fraud and with CODEX/FAO on the new strategic plan 2025 and OIE on harmonised food safety standards and animal welfare.



**Marco Scialpi, CH**  
Food Safety Global Business  
Development Head  
**TÜV Rheinland Group**



Before joining TÜV Rheinland, Marco Scialpi spent 25 years within companies such as Nestle, Cereal Partner Worldwide, Ernst & Young Consulting, Cap Gemini, Deloitte and Det Norske Veritas, working in R&D and corporate level of food safety and product safety risk management, quality, regulatory and management system services. At Nestle, he was responsible for the product safety from design to post-launch of all beverage systems (Nescafé Dolce Gusto, professional, BabyNes, Special T, barista), packaging (Nescafé, etc.) and food processing lines, in CPW of the safety from design to post-launch of 150 billion promotional items (25 product categories) in 200 countries. In DNV of more than 800 management system audits for several standards and product inspections. At TÜV Rheinland, he is leading the FCM stream promoting a global compliance approach including compliance and regulatory services, testing services and management system audits and leading from a functional business point of view the digitalisation process of the TÜV services for the product business division.



**Noeleen Donegan, IE**  
Global Vice President Food Safety  
**Kerry**



Noeleen Donegan joined Kerry group in 2000, having worked previously in the pharmaceutical and medical device industry as a quality engineer. Over her long career in Kerry, Noeleen has led many functions including regulatory, RDA and innovation. In 2015 Noeleen was appointed VP QHSE for APMEA countries, based in Singapore. She returned to Ireland in 2018 and is now global VP of food safety for Kerry.



**Karmela Kovačić, DE**  
Global Quality Assurance Expert  
Fish/Meat  
**METRO AG**



Karmela Kovačić is global quality assurance expert in Metro AG, with the years of progressive experiences in the food processing and wholesale industry. She has a master's in technical sciences in the field of food safety and quality. Thirteen years of her career in the field made her a recognisable expert for supplier qualification, audits, product development, food safety and quality systems. Her career at Metro started in 2012 in Croatia, where she gained experience in quality management systems and supplier management. Currently she holds the position of a global quality assurance expert responsible for fresh products, fish and meat.



**Muhammad Shahbaz, SA**  
Food Safety Expert  
**Mawarid Food Company (Pizza Hut) Saudi Arabia**



Muhammad Shahbaz is an experienced food technologist and food safety professional with over 15 years of food sector experience, particularly in food safety and quality management systems. He has worked within a variety of food manufacturing facilities and retail, which include industries such as bakery, confectionery, meat processing, beverages, dairy and flour, and rice milling as well. Muhammad has a BSC degree in Food Science and Technology, and a master's in food safety and Controls with the addition of the Post Graduate Diploma of Halal Food Production. Muhammad has intensively worked across Pakistan and Middle East (Dubai, Saudi Arabia, and Bahrain), and has provided support for many food businesses that are working towards achieving GFSI certifications and have conducted third-party HACCP, FSSC 22000, supplier audits, QSR customer brand standard audits. Muhammad has strong auditing and training skills and is currently a registered auditor for GFSI standards such as BRCGS, FSSC, and IFS. Muhammad has vast experience in implementing and auditing Yum International standards (Yum QSA, FSA, Storage and Distribution, Food Safety Compliance Check, and transportations). He is an active member of IAFP (International Association of Food Protection), Dubai Food Safety Google group, and is a Life Member of PSFST (Pakistan Society of Food Scientist and Technologist). In addition to that, he is a member of the Food Safety Advisory Council of NSF International Michigan USA and was also a member of GFSI for the Hygienic Design Technical Working Group. He is currently associated with "Mawarid Food Company (Pizzahut) Saudi Arabia" and responsible for leading the "Quality Assurance Department".



**John Carter, LU**  
Area Europe Quality Director  
**Ferrero**  
Previously with Danone, Metro AG,  
Kraft Foods/Mondelez & Campden BRI.



A globally recognised senior leader in consumer goods safety and quality, John has executive-level technical leadership experience in both major retailers and manufacturers – and is currently leading the European Quality agenda at Ferrero in Luxembourg. As a former board member of the Global Food Safety Initiative, he has a track record of driving a cultural change in complex, multinational environments and has deep category experience in confectionery, dairy, plant-based foods, beverages, and many other sectors. Wherever he has worked in the last thirty years, he has been a champion of pragmatic risk assessment and management, enabling fast decision making and driving innovation. John has a degree in Chemical Engineering from London South Bank University, an MBA from Cambridge University, and recently completed a Business Sustainability Leadership qualification, also from Cambridge.



**Andrew Manly, NL**  
Communications Director /  
Packaging Consultant  
**AIPIA**



Andrew Manly joined the packaging sector in 1977 and became the founding CEO of the UK Processing & Packaging Machinery Trade Association – a position he held from 1987 to 2005. He then spent a brief period as the head of the UK's Machine Tool Association before returning to the packaging sector in 2008 as a journalist and consultant. He has presented papers on packaging technologies in more than 70 countries and writes extensively on packaging matters for several journals around the world. He is a board member of the International Packaging Press Organisation (IPPO) and, in 2011, helped found the Active & Intelligent Packaging Industry Association (AIPIA). He is currently the communications director at AIPIA and, in addition to editing its newsletter, helps organise the annual AIPIA World Congress.



**Dipl.-Ing. Hans-Dieter Philipowski, DE**  
President  
**ENFIT - International Association**  
– Supply Chain Safety



Hans-Dieter Philipowski has an MSc and has been an entrepreneur since 1990. Since 2006, he's been the founder and president of ENFIT, an international association on supply chain safety. Since 2017, he's been the chairman of the European working group food safety in the supply chain in Brussels.



**Lisa Bahmann-Rocher, EU**  
New Business Development  
**Trace One**



Lisa has over 20 years of experience in consumer/trade marketing, product development and new business development, having worked for consumer products companies, retailers and PLM providers gathered in North America, Europe, the Russian Federation and China for both branded and private label products.



**Anissa Ouzir, EU**  
Quality & Solutions Expert  
**Trace One**



Anissa Ouzir has a decade of experience in food quality and product development. She worked for Leclerc, a major French retailer, Nomad Foods Europe and she also spent a year and a half in Ouagadougou, Burkina Faso to help improve quality in different food industries. She learned the specificity of various food products such as frozen ready-meals, vegetables, dairy, or meat. She approached different aspect of quality as she was auditing suppliers, writing specifications, handling corrective actions and consumer complaints or managing recalls. Her curiosity and passion led her to do some learnings in Supply chain management with MIT as there are lots of bridges with quality topics. She joined Trace One a year ago to bring her expertise and knowledge to help Trace One to develop tools to assist quality managers in their daily challenges.



**Giorgio Buccilli, DE**  
Director Business  
Development DACH  
**Selerant**



Giorgio, for over twenty years, supports food and beverage companies innovating products and services. He started in the late '90 with the computer simulation of food manufacturing processes in order to meet design objectives and minimize the time to market. Today with Selerant, Giorgio helps food companies digitalizing their product innovation process and ensuring product safety and quality.



**Dr. Monika Toenniessen, DE**  
Manager Product Safety & Regulatory  
Affairs – Global Food Safety  
**Henkel**



Dr. Monika Toenniessen is a chemist by profession with the degree of doctor in organic chemistry. In 1993 she started working for Henkel AG & Co. KGaA in the division Industrial Adhesives, department product development of labelling adhesives. Since 2008 she is part of the Product Safety Department of the Adhesive Technologies division and deals with customer inquiries. She is an expert on all topics related to food contact. At Henkel she is the responsible manager for all food contact questions. She is member of the paper & packaging group of the European Adhesive Association FEICA and of the technical committee paper/packaging (TKPV) of the German adhesives association IVK.



**Dr. Andre Weiss, DE**  
Lab Manager Instrumental Analytics  
Project Management Food Safety  
**Henkel**



André Weiss holds a PhD in Food Chemistry. Following his studies in Food Chemistry he completed a legal training in the field of food law including packaging materials, commodities and cosmetic products at the German State Agency for Nature, Environment and Consumer Protection. Since 2015, André Weiss is working as Lab Manager Instrumental Analytics at Henkel's Central Analytical Department in Germany. As Project Manager for Food Safety, he is responsible for analytical testing of food contact materials on a European Level with special focus on adhesives and coatings.



**Pierre-Olivier Béal, FR**  
Head of Sales & Marketing  
**Novolyze**



An MBA degree holder from ESSEC Business School Paris, Pierre-Olivier has more than seven years of experience in Business Development and Marketing. He notably worked in the pharmaceutical industry with URGO and Aguettant in International Development functions before joining Novolyze.



## Choose your package:

### ATTENDEE

☐ **Online Access 245 €**  
• 2 Days Online Event Access + Digital Certificate of Attendance

☐ **Recording\* 245 €**  
• 2 Days Event Recordings / \*Only Authorized Presentations  
• The Recording is a link with access to the password-protected session recordings with no download options. It can be viewed unlimited times for up to 3 months.

☐ **All in One 345 €**  
• 2 Days Online Event Access + Recording\* + Digital Certificate of Attendance

### SPONSORSHIP

☐ **Partnering 495 €**  
• Company/brand awareness on the Vonlanthen web and event materials  
• Attendee full package included

☐ **Speaking Slot** < ☐ 15 min - **595 €**  
☐ 30 min - **895 €**

\*Partnering package benefits included

**SOLD OUT**

First name\*

Email address\*

Company / Name\*

Address

City\*

Post code

VAT Number for Company\*

Date

☐ By sending this form, I confirm that I have read and accepted the Terms and Conditions\*

To complete the registration process, fill out the form and send it to: ✉ [register@vonlathengroup.com](mailto:register@vonlathengroup.com)

Upon receiving the registration form, you will receive an invoice by email.

How did you hear about this webinar?

☐ Colleague ☐ Email ☐ If other, please specify: \_\_\_\_\_

## Terms and Conditions

**Pre-Registration:** Registration to a webinar is made by filling out a form. Upon receipt of both the form and payment (via credit card, bank transfer or PayPal), the client will be sent a confirmation of registration as well as an invoice via email. Joining instructions will be sent two days prior to the webinar, or immediately for those booking within two days of the webinar date. Webinars are for individual use only and should not be shared.

**Payment terms:** Payment must be received in full prior to the webinar start date. You must pay each invoice within 14 days from the issued date. If you book any course within 14 days before the webinar's start date, payment is due immediately. All prices listed are excluding VAT. Upon invoicing, the statutory VAT will be added to this price.

**Cancellation policy:** Cancellation of registration can only be accepted in written form (email) within 24 hours after the registration to the course and will be subject to a refund of the full paid registration fee. Cancellations made after this time will be charged the full course registration fee. Registrants who do not access the live webinar will be emailed a recording of the webinar or sent the slides if no recording is available after the webinar. Registrants who do not attend the live webinar will still be charged the full course registration fee. Bookings made after the live webinar will be sent a link to the recording once full payment has been received. If payment is received and access to the recording is provided, a refund will not be given. Organizer regrets that registrations cannot be transferred to another course and delegates are not able to transfer their place to another delegate.

**Changes in program:** Organizer reserves the right to make changes to the course program. We ask for your understanding that, in the case of changes to the program, postponing a webinar, cancellation by or substitution of lecturers (e.g. sudden illness of the lecturer), there is no entitlement to reimbursement of the registration fee. However, in the case of event cancellation by organizer, registrants have the right to reimbursement of the registration fee.

**Copyright:** All intellectual property rights in all materials produced or distributed by organizer in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited. Organizer has the right to record photos and videos of registrants and may use them for non-commercial purposes.

To view the full Terms & Conditions and Privacy Policy terms, visit: [vonlathengroup.com](https://vonlathengroup.com) 