



Thailand
Global Education Fair



BMI Agent Workshop
ASIA



Vietnam
Global Education Fair
VIETNAM'S LEADING STUDENT FAIR

**THAILAND
& VIETNAM**

9th -18th
March 2020



**EXHIBITOR
MANUAL**



Organiser:



Global Sponsor:



Endorser:



Supporter:



Dear Exhibitor,

This manual has been designed to help you make the final preparations for your participation in the BMI events as successful as possible and to book any additional services you may require.

You will be able to enter all your institution information and book your hotels, seminars, panel printing and translators via the [BMI Exhibitor Information System \(EIS\)](#).

Please take your time to read this carefully and be aware that the deadline for submitting information in the EIS is **February 25th**.

If you have any questions or require any special assistance, please do not hesitate to contact us.

Best Regards,

Samir Zaveri
President & CEO
BMI

ORGANISER AND CONTACT INFORMATION

BMI Head Office - UK (London): Elizabeth House, 54-58 High Street, Edgware, HA8 7EJ, UK.

Telephone: +44 208 952 1392

Bianca Manna - *Project Manager* - bianca@bmiglobaled.com

CONTENT

1. EVENTS INFORMATION	4
Fairs & Agent Workshop Venue, Dates, Set Up & Opening Time	4
High School Visits	5
2. OFFICIAL HOTELS & BOOKINGS	6
Hotel Addresses & Room Prices	6
Additional Nights	6
3. THE EXHIBITOR INFORMATION SYSTEM (EIS)	7
4. YOUR STAND & EVENTS REGULATION	8
What is included	8
Panels	8
Internet	8
Security	8
Insurance	8
Cleaning & Storage	8
5. OPTIONAL SERVICES	9
Panel Printing (Personalised graphics for your stand)	9
Translators & Stand Assistants	9
AV Equipment Rental	9
Seminars	9
Catalogue Advertising	9
Press & PR Campaign	10
6. BOXES & SHIPPING INFORMATION	11
Addresses for Shipping	12
Printing in Thailand or in Vietnam	13
Direct Shipping / Air Courier Options	13
Travel to Thailand & Vietnam	14
7. VISITOR DATA COLLETION	15
BMI Smart Scan App	15
GDPR (General Data Protection Regulation)	15
8. BMI AGENT WORKSHOP ASIA	16
Workshop Format and Setup	16
Networking Cocktail	16
Agent Workshop Agenda	17

1. EVENTS INFORMATION

FAIRS & AGENT WORKSHOP VENUE, DATES, SET UP & OPENING TIME

CITY	EVENT NAME	DATE	SET UP TIME	OPEN FOR VISITORS	VENUE
HO CHI MINH	Global Education Fair	Friday 13 th Saturday 14 th	12:00 to 14:30	14:30 to 18:00	InterContinental Saigon Corner Hai Ba Trung St. & Lê Duẩn, Bến Nghé, Quận 1, +84 28 3520 9999
	Global Boarding & High School Fair	Saturday 14 th	12:00 to 14:30	14:30 to 18:00	
HANOI	Global Education Fair	Sunday 15 th	12:00 to 14:30	14:30 to 18:00	Melia Hanoi 44 Lý Thường Kiệt, Trần Hưng Đạo, +84 24 3934 3343 Room: Grand Ballroom
	Global Boarding & High School Fair	Sunday 15 th	12:00 to 14:30	14:30 to 18:00	
	BMI Agent Workshop Asia	Wednesday 18 th Thursday 19 th	11:30 to 13:30 (first day only)	13:30 to 21:00 (private meetings & networking cocktail on the first night) 8:30 to 17:00 (private meetings on the second day)	

HIGH SCHOOL VISITS

CITY	SCHOOLS TO BE VISITED	SCHOOLS ADDRESS & TELEPHONE	SCHOOLS WEBSITE
BANGKOK	Monday March 9th		
	Ascot International School	9 Soi Ramkhamhaeng 118 Yaek 46-4, Sapansung, Bangkok 10240 +66 2 373 4400	ascot.ac.th
	Bangkok Patana School	643 Lasalle Road (Sukhumvit 105) Bangna Tai, Bangna, Bangkok 10260 +66 2 785 2200	www.patana.ac.th
	Trinity International School	30 Sukhumvit Soi 36 Lane 2, Khlong Tan, Khlong Toei, Bangkok 10110 +66 2661 3993	www.trinity.ac.th
	Tuesday March 10th		
	The American School of Bangkok - Sukhumvit Campus	59-59/1 Sukhumvit Road Soi 49/3 Wattana, Bangkok 10110 + 66 2 620 8600	www.asb.ac.th/sukhumvit
	The American School of Bangkok - Green Valley Campus	900 Moo 3 Bangna-Trad Road Km. 15 Bangplee, Samutprakarn 10540 +66 2 026 3518	www.asb.ac.th/greenvalley
	St. Andrews International School Sukhumvit 107	7 Sukhumvit 107 Road, Bangna, Bangkok 10260 +66 2 13933883	www.standrewssukhumvit.com
International Community School (ICS)	1225 The Parkland Road, Bangna, Bangkok 10260 +66 2 338 0777	www.ics.ac.th	
HO CHI MINH	Thursday March 12th		
	Vietnam Australia International School (VAS)	HVT Campus: 202 Hoang Van Thu, Phu Nhuan District BTH Campus: 594 Ba Thang Hai Str, District 10 +84 28 38 687 576	www.vas.edu.vn
	The American School (TAS)	172-180 Nguyen Van Huong Street, Thao Dien Ward, District 2 +84 28 3519 2223	http://tas.edu.vn
HANOI	Monday March 16th		
	British International School (BIS)	Hoa Lan Road, Vinhomes Riverside, Long Bien	https://www.nordangliaeducation.com/our-schools/vietnam/hanoi/bis
	British Vietnamese International School	Royal City, 72A Nguyen Trai, Thanh Xuan, Hanoi +84 24 6266 8800	www.bvishanoi.com
	Tuesday March 17th		
	FPT High School	82 Luong The Vinh street, Thanh Xuan	https://fpt.com.vn/en/
Dao Duy Tu High School	82 Luong The Vinh street, Thanh Xuan	http://www.thptdaoduytu.vn/tuyen-sinh	

2. OFFICIAL HOTELS & BOOKINGS

CITY	HOTEL	ADDRESS & TELEPHONE	TELEPHONE	ROOM PRICE
BANGKOK	Renaissance Bangkok Ratchaprasong	518/8 Phloen Chit Rd, Lumpini, Khet Pathum Wan, Bangkok, Thailand 10330	+66 2 125 5000	Single: \$163 Double/Twin: \$189.9
HO CHI MINH	Pullman Saigon Centre (for the High School Visits)	148 Đường Trần Hưng Đạo, Phường Nguyễn Cư Trinh, Quận 1 Hồ Chí Minh, Vietnam 070000	+84 28 3838 8686	Single: \$129 Double/Twin: \$186
	InterContinental Saigon (for the Student Fairs)	Corner Hai Ba Trung St. & Lê Duẩn, Bến Nghé, Quận 1, Hồ Chí Minh, Vietnam	+84 28 3520 9999	Single: \$185 Double/Twin: \$201
HANOI	Melia Hanoi	44 Lý Thường Kiệt, Trần Hưng Đạo, Hanoi, Vietnam 001235	+84 24 3934 3343	Single: \$180 Double/Twin: \$204

* All rates include breakfast, taxes and fees.

We have block booked rooms in each hotel and the earliest date for booking and check out can be found on the hotel bookings page of the EIS.

How to make your bookings

- Bookings should be requested through the Exhibitor Information System.
- BMI will charge your stay to the credit card provided in the EIS.
- Any changes to your reservation, including cancellations, will only be accepted 30 days prior to your scheduled arrival and submitted via email.
- If you are not staying in one of the official hotels, please enter your hotel and contact number in case of emergency in the EIS.
- For early check-in, late check-out and airport transfers, please contact the hotel directly.
- Please contact the event project manager to make the reservation outside of our special blocked dates.
- These services are subject to availability.

ADDITIONAL NIGHTS

Hotel bookings via the EIS are at the specially negotiated block booked rate for the specific periods below.

For all other dates, please contact the event project manager: bianca@bmglobaled.com.

When calling the hotels, it's important to mention that you are part of the BMI group.

3. THE EXHIBITOR INFORMATION SYSTEM (EIS)

The **EIS** is the BMI online Exhibitor Information System where you, as an exhibitor, can enter online all the information we require to help make your participation as successful as possible. In the **EIS**, you will be able to:

- Download the latest copy of the Exhibitor Manual
- Make hotel reservations at preferential discounted rates in each fair city.
- Download shipping labels and provide us tracking information for your shipment.
- If you do not wish to use the BMI Smart Scan on your mobile or tablet device, you can order a hand-held scanner to be used at each fair.
- Enter your logo, the type of courses, languages and areas your school offers - this information will be displayed on your profile on the official event website (vietnam.globaleducationfairs.net/en/)
- Order a translator or stand assistant to help at your stand or request a seminar.

[Please complete each online section in the EIS by 25th February 2020.](#)

Important deadlines on the EIS:

By 10th of February:

- Enter your institution's profile for entry into the Official Catalogue which is given to each visitor.
- Tell us the flag and the name you would like displayed above your stand, on the fascia board.
- Book an advertisement in the show catalogue which is given out to all visitors in every fair city.

By 21st of February:

- Order full colour panel printing for your stand.

4. YOUR STAND & EVENTS REGULATIONS

What is included: Each stand will be supplied with 1 table and 2 chairs; 1 electricity point; 2 spotlights and 1 fascia (name) board above each stand. Corner stands will be open to the aisles with fascia overhead on the front of stand only. If you require additional furniture or fascia, please email us and we will contact the stand construction company and obtain a price for any additional items required. Please remember to bring a travel adaptor and/or plug converter as we don't provide them.

Unless it is a corner stand, your stand comes fully fitted with 2 side walls and a back wall. For further information and a layout diagram of the stand, please [click here](#).

Panels: Low-tack double-sided tape or similar may be used but must be removed by exhibitors at the end of the exhibition. Duct tape is not allowed and under no circumstances must anything be nailed, screwed, glued or painted onto the panels or metal framework of the stand. All damages will be charged to the exhibitor.

All stands must be clean and ready 30 minutes before the opening of each event. No packing materials or goods will be allowed inside the hall after that time. Please keep in mind that panels are 0.95m wide x 2.40m tall.

Internet: Internet is included in all venues and the username and password for the Wi-Fi network will be provided before the start of the event. Please note that only one connection per stand will be allowed to avoid overloading the Wi-Fi network.

Security: Every reasonable precaution is taken to ensure the safety and security of personnel and equipment. The premises will be locked overnight, but we cannot accept responsibility whatsoever for any injury, loss or damage or any consequential losses which befall your personnel or their property. BMI recommends that valuables, particularly of a portable nature, are not left unattended on your stand.

Insurance: Whilst we take every precaution to protect your property during the event, we are not responsible for any loss or damage and we recommend that you arrange insurance cover for your travel and participation. You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition, you should protect your expenditure against abandonment and cancellation or curtailment of the event due to reasons beyond our control.

Cleaning and storage: There will be a small bin in your stand and the aisles and stands will be cleaned daily. All stands must be clean and ready 30 minutes before the opening of each event. No packing materials or goods will be allowed inside the hall after that time. For storage you should use the space under the table provided inside your stand. In most of the venues, there will be no storage area available. We recommend using a travel luggage for carrying your flyers and brochures.

5. OPTIONAL SERVICES

Panel Printing (Personalised graphics for your stand): You may have seen many institutions at recent fairs decorate their stands with full colour graphics printed directly on to the stands. This not only looks very attractive and attracts many more visitors to the stand but also avoids the need to carry or ship display material and spending time decorating the stand.

International institutions usually ship expensive stand displays or bring them to Asia. Normally, they do not know local suppliers who often do not speak the language and who cannot issue proper receipts or accept payment only in local currency.

BMI has negotiated with suppliers in each city so that you may take advantage of having full colour printed panels so that your stand is ready when you arrive. The cost for the panel printing is **USD 160 in Ho Chi Minh City and USD 130 each in Hanoi fair**. This service can be ordered using the EIS.

Translators & Stand Assistants: Translators have proved very popular especially for institutions that do not have personnel who speak the local languages. They are also invaluable for institutions only sending one person, as you will have an extra person to help during the peak periods and allow staff to take breaks without missing potential enquiries. Bilingual students can be arranged at a rate of **USD 260 for one-day event and USD 130 for two-day event**. If you are interested in ordering a translator, please order through the EIS (Extra Services Section).

AV Equipment Rental: All AV services must be ordered directly with the venue or hotel where the event takes place.

Seminars: The 25-minute seminars present institutions with a unique opportunity to promote their programs to a mass audience. They are designed to inform the students, parents and executives about the institutions, courses and countries represented at the fairs. The following items are provided: a laptop, projector and screen, microphone and speakers in the seminar room. All seminars can be ordered using the EIS (Extra Services Section) and are subject to availability. The price for hosting a seminar is **USD 350 in Ho Chi Minh City and USD 250 each in Hanoi**.

Catalogue Advertising: A catalogue is distributed to all pre-registered guests and visitors to the fairs, and widely promoted in our social media accounts. We recommend that you enhance your free listing with an appropriate advertisement, which will give greater impact to your presence at the fairs and will continue to promote your institution after the event. If you want to book advertising in the catalogue, please do it through the EIS (Required Information Section).

Your advertising material should be sent in PDF Format, High Resolution 300 dpi, before **14th February 2020**. (Please add 5mm bleed and crop marks).

SPACE	PRICE	SIZE
Half Page	USD 1,200	21 cm (w) x 14.85 cm (h)
Full Page	USD 1,900	A4 - 21 cm (w) x 29.7 cm (h)
Inside Front or Back Cover	USD 3,500	A4 - 21 cm (w) x 29.7 cm (h)
Inside Back Cover	USD 2,900	A4 - 21 cm (w) x 29.7 cm (h)

Press and PR Campaign: An extensive press and public relations campaign will be conducted for the event in addition to the print, web and direct marketing campaigns.

We would welcome information on any of the following subjects:

- Any new courses that you will be promoting
- Details of courses that are unique to you
- Any special promotions/discounts you may have during the fair
- Names of any famous past or present students
- Anything else you would like the media to know or that you feel may be of interest

To submit information, please complete the [online form](#) with the above information by **31st January 2020**.

Therefore, we are offering you the opportunity to receive extra promotion prior to the events in the media, at no extra charge. This will then be added to our event media pack and we may contact you for additional information.

6. BOXES & SHIPPING INFORMATION

BMI highly recommend the services of Air Concepts, which is used by many educational institutions for shipping of materials to international exhibitions worldwide.

Air Concepts will pick up and ensure that your material is delivered direct to the fair venue. Please contact them directly for rates and further instructions.

AIR CONCEPTS USA

Contacts:

Dina Colantrello dina@airconceptsusa.com

Jen Greer jen@airconceptsusa.com

+1 772 219 2525

645 SE Central Parkway, Stuart, FL 34994 USA.

You may also use one of the following three methods to ship material to Vietnam:

1. We urge all exhibitors to bring all (or as much as possible) of their display and handout material with them when they travel to Vietnam.
2. Exhibitors having representative partners in Vietnam may wish to ship material directly to the representative. Please fill in the "Shipper's PreAlert Form" on the Air Concepts website for [Vietnam](#).
3. You may ship material direct to each city following the instructions below through DHL, Federal Express, UPS or any other major air courier company. **WE DO NOT RECOMMEND TNT or a local MAIL SERVICE.** Please ensure that the air courier company you use has an official representative in Vietnam and that you have their local contact details.

If you are not using AIR CONCEPTS, please note:

1. All boxes should arrive at least 10 days before each fair at the delivery address provided on the [labels form](#)
2. The delivery address details and shipping labels for each city can also be found in the EIS Shipping/Tracking section
3. You must input all the information on how you shipped your material along with the airway tracking numbers into the EIS system. If you do this, we will be able to track your boxes and immediately alert you if there is a problem with the delivery.
4. The deadline for sending your tracking numbers and shipping information is **14th February 2020**.
5. If we don't have the tracking numbers in the EIS by this date, we will not be able to track your shipping and you will need to contact your shipping provider directly to trace any late or missing packages. BMI staff will not be able to help you on the day of the fair

It is essential you agree to pre-pay any taxes or duty which may become due, or your packages maybe stuck in customs. If you do not follow the above recommendations exactly as explained, your material may be held up in customs, sent back, lost, or destroyed.

It is essential that the person who is travelling to Vietnam carries a copy of all the following information:

1. Courier/airway bill/tracking numbers for each box you have shipped.
2. How many boxes were sent, and to which city.
3. Full contact details of the local handling/courier company in Vietnam, and in your home country. If possible, obtain the mobile phone number of the shipping manager in your country and their contact in Vietnam.
4. We also suggest carrying a digital PDF of your material in case of any delay to your shipment, so we may be able to help you getting it printed locally.

ADDRESSES FOR SHIPPING

If you are sending material for your participation in the fairs, you will be able to download the shipping labels with the information of the venue where you must send your material. You can also download the labels by clicking [here](#). Please use the pre-addressed labels provided.

If you are participating in more than one event in vietnam, it is essential that you send it to the correct location indicated below for each event. all boxes must be clearly marked with the name of the event.

If you are not using Air Concepts as your shipping company, the addresses for shipping are listed below:

Please enter your tracking information in the EIS. This will help us track your shipment and help you in case it gets lost or stuck in customs. Without this information, we will not be able to monitor the shipments for you.

HO CHI MINH CITY

(BMI Global Education Fair 13-14 March & Global Boarding & High School Fair 14 March)

ATT: Mr. Lê Trung Hải, 5B65 - Chung cư Sky Garden 2 - Phú Mỹ Hưng - đường Nguyễn Văn Linh - phường Tân Phong - quận - Thành phố Hồ Chí Minh, Vietnam. Tel: +84 903 870 848

HANOI

(BMI Global Education Fairs 15 March, Global Boarding & High School Fair 15 March)

ATT: Le Minh Ngoe, **Melia Hanoi**, 44 Lý Thường Kiệt, Trần Hưng Đạo, Hanoi 001235, Vietnam.
Tel: +84 24 3934 3343

THAILAND

(Thailand Global Education Fair 09th March)

ATT: Ms. Patcharee, Renaissance Bangkok Ratchaprasong Hotel, 518/8 Phloen Chit Rd, Lumpini, Khet Pathum Wan, Bangkok 10330, Thailand
+66 2 125 5000

PRINTING IN THAILAND OR IN VIETNAM

You may choose to print your material in Vietnam and have it ready on your stand when you arrive. BMI currently translates and prints brochures for over 80 international institutions. Printing in Vietnam with BMI will help you make savings in shipping costs and avoid any customs problems or taxes.

If you are interested in printing locally, please fill out the form to bianca@bmiglobaled.com request this service through the EIS, in the Printing Service section, with the following information:

- Paper weight (in gsm)
- Paper Type (gloss, matt, bond etc.)
- Quantity required
- Delivery (how many copies per city)

We will then get back to you with a quotation or to request any additional information.

The deadline for this service is February 21st and should be done by completing this [Form](#).

DIRECT SHIPMENT / AIR COURIER OPTIONS

If you prefer to send your materials through a courier company of your choice, **please carefully follow the instructions below when shipping material to Vietnam**. Vietnam customs are extremely strict, and it is very important that goods are sent correctly. Please ensure your material is sent to the address on the shipping label.

INSTRUCTIONS	RULES
Each shipment (consignment) should not exceed the total weight of:	10 kg
No box can exceed the weight of:	2 kg
Be sure that your shipping company is aware that your institution is paying for the shipment and no money will be required on delivery.	✓
All shipments must read: “Publication of no commercial value, for free distribution” on the content section of the airway bill. If you are shipping brochures please make sure you do not write in the proforma invoice, that you are shipping books, but brochures of no commercial value.	Please include the translation (for Vietnam): Ấn phẩm không nhằm mục đích thương mại và phát hành miễn phí Please include the translation (for Thailand): สิ่งตีพิมพ์สำหรับแจกฟรี ไม่ ตั้พิมพ์ขึ้นเพื่อผลประโยชน์ทางการค้าใดๆ
Do not ship display materials or any terms which are not printed matters like <u>shirts, pens, etc.</u>	✓

INSTRUCTIONS	RULES
Airway Bill should be accompanied by a Proforma Invoice , which states the content and a value for customs. The value should not exceed an overall sum per shipment of:	USD 30
On the airway bill, the section: duties and taxes must be marked to indicate that these charges (if applied by customs) will be paid by the Sender .	✓
Send the material for each city to the person and addresses indicated on the labels form available in the EIS. All materials will be placed on your booth. Each box must clearly indicate:	<ul style="list-style-type: none"> • Institution Name • BMI Global Education Fair Vietnam • Vietnam International Schools Forum and Workshop • BMI Agent Workshop
Each shipment must be sent on a door-to-door basis with taxes and fees paid by the sender (if applicable).	✓
Allow 2-3 days between each shipment as it may be treated as one shipment and will therefore put you over the limit of weight .	✓

TRAVEL TO THAILAND & VIETNAM

Visa: Exhibitors are advised to check the latest visa requirements for traveling to Vietnam with the embassy or consulate in their home country. If you require a visa invitation letter, please send an email to bianca@bmiglobaled.com with the name of your institution, full name of the participant/s (as per the passport), job title, and passport number of the participant(s).

Airport Pickup: BMI does not offer pick up services. If you require airport pick up, please contact the official hotels directly.

Currency: The currency of Vietnam is the Dong (VND). Please visit www.xe.com to see up-to-date exchange rate information.

Travel Adapter: As you may be traveling with your laptop and phone with you, bear in mind that you may also need a travel adapter for your destination country. You can easily find this at the stores in the airport when you arrive.

7. VISITOR DATA COLLECTION

BMI SMART SCAN APP

Lead management and particularly the contact information you collect at education fairs are crucial components of any student recruitment campaign.

The **BMI SmartScan App** allows you to collect detailed student information in real time. With one touch, you will access the name and full contact details of the student, as well as key information including which course and country the student is interested in and when they plan to begin their course abroad. You will also be able to add comments and rate the lead. Your database will be ready for follow-up the moment you walk out of the fair doors.

A limited number of pocket-sized Visitor Data Scanners will also be available to institutions on a first-come-first-served basis. If you are interested in ordering a scanner, this can be done on the Optional Services tab of the EIS. **The scanners cost USD170 for Ho Chi Minh and USD90 each for Hanoi.**

GDPR (GENERAL DATA PROTECTION REGULATION)

By collecting a student's data via the BMI Smart Scan App, your institution will be receiving all information provided by that specific student in the registration form which they complete before entering the fair. The fair registration form and the process is fully GDPR compliant.

All visiting students and parents are clearly informed that by allowing an institution to scan them at the event, they are allowing you to collect their data for post-fair follow-up. This information is clearly printed on the registration site, on the subsequent printed ticket they bring to the fair and on the visitor badge they receive at the entrance to the fair. If they do not wish to share their data, they should not allow you to scan their badge.

Once the student information is collected via the BMI Smart Scan App, your institution may use this data for fair and reasonable follow-up after the fair. However, for ongoing generic marketing communications, your institution must obtain explicit consent from the student as per GDPR data processing compliance rules and regulations.

By using the BMI Smart Scan App your organisation commits to act responsibly, treat this information under GDPR data processing guidelines and exonerates BMI for any misuse or data breaches that may occur from your follow up, or for future marketing communication sent to visitors you have scanned at the event.

The privacy policy for the fair can be found [here](#). A few weeks prior to the event you will receive a document with full instructions on how to download and use the app.



BMI Agent Workshop

ASIA

The official hotel and venue for the BMI Agent Workshop Asia will be the Meliá Hotel. All meetings will be held in the Grand Ballroom on **18th and 19th March**.

WORKSHOP FORMAT AND SETUP

As a participating institution, you are entitled to have one schedule of appointments unless you have registered for a second schedule. You may decorate your table in any way you wish but standing or portable displays are strictly prohibited during the workshop.

SECOND PARTICIPANT: Unless you have booked space for two participants, your registration only entitles one person to participate in the workshop. Second participant can be booked through your regular contact at BMI.

ONLINE SCHEDULING SYSTEM (MARCOM CONNECT): The online system should be used to schedule all workshop appointments. Appointments made outside of the system will not be recorded and may result in conflicting meetings. You will receive your login and password for the Marcom eSchedule appointment system on **18th February** to allow you to check and update your profile and familiarise yourself with the system. You will be able to start scheduling meetings from **25th February** but please keep in mind that the Marcom eSchedule system will close on **17th March**. After that date, you will only be able to request/book additional appointments at the workshop at the BMI desk. Appointments must not be booked directly with other participants.

INTERNET: Free Internet is provided in the Workshop venue for all participants. The login and password will be supplied at the venue. Extension cords will be available but remember to bring a travel adaptor or plug converter.

NETWORKING COCKTAIL

There will be a cocktail reception on 18th March, the first evening of the Workshop. The networking cocktail will begin at 7:30 pm and is designed to help facilitate networking in a relaxed environment.

If you wish to invite a guest or colleague that is not registered to participate in the workshop, there is an additional cost of USD 150 per guest.

AGENT WORKSHOP AGENDA

Wednesday 18 th March	
TIME	PROGRAM
11:30 - 12:30	Participants check-in (collect badge, agenda & handbook)
12:30 - 13:30	Buffet Lunch
13:30 - 15:25	Workshop meetings (4 appointments of 25 minutes each)
15:25 - 15:40	Refreshment Break
15:40 - 17:35	Workshop meetings (4 appointments of 25 minutes each)
18:00	Ballroom closes for the day
19:30 - 21:00	Networking Cocktail
Thursday 19 th March	
TIME	PROGRAM
07:00 - 08:30	Breakfast (for delegates staying at the hotel only)
08:30 - 09:55	Workshop meetings (3 appointments of 25 minutes each)
10:00 - 10:15	Refreshment Break
10:15 - 12:10	Workshop meetings (4 appointments of 25 minutes each)
12:15 - 13:55	Buffet Lunch
14:00 - 15:25	Workshop meetings (3 appointments of 25 minutes each)
15:25 - 15:35	Refreshment Break
15:35 - 17:00	Workshop meetings (3 appointments of 25 minutes each)
17:00	Workshop Ends

*This program is subject to change.