

# LEAN CUSTOMER CARE

7 October 2011 – Malta Enterprise – Malta

## Registration .

Online Registration: <http://www.scodanibbio.com/malta2011/onlinereg/15.html>

### Event Fees, Discounts, Terms and Conditions

#### Fees and Discount Structure (prices are per Delegate excluding VAT)

Price per 1 Delegate €190 - **Deadline for Event Registration: 30 September 2011**

#### **Early Bird Registration**

Register and pay Event Fees by **14 September 2011** and get **over 12% discount** on the above price: net, early-bird price = €170 pp.

#### **Loyalty Discount** (\*)

Organisations that participated in the Launching Conference 21<sup>st</sup> June 2011 qualify for an extra, overall **10% Loyalty Discount**

**Please complete and sign this Form, scan it and email it to [jmicallef@theiet.org](mailto:jmicallef@theiet.org) or [carlo@scodanibbio.com](mailto:carlo@scodanibbio.com)**

#### **DELEGATE/S DETAILS** (in BLOCK CAPITALS) (more than 5 Delegates: please add separate schedule)

- 1 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 2 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 3 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 4 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_
- 5 Delegate Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_

Training Grants ranging between 60 and 80% may be made available to eligible enterprises through the Training Aid Framework (TAF) Scheme administered by the ETC. Deadline for Training Grants Application: **14 September 2011**. NB: the onus of enquiring about and applying for Training Grants rests vested with your Organisation.

#### **ORGANISATION DETAILS**

(please write in BLOCK CAPITALS)

Organisation \_\_\_\_\_  
Nature of Business \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ P/Code \_\_\_\_\_  
Country \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
VAT Number \_\_\_\_\_

We are registering \_\_\_ Delegates @ € \_\_\_\_\_/each  
Total amount € \_\_\_\_\_  
Less 10% Early Bird Discount € \_\_\_\_\_  
Less 10% Loyalty Discount (\*) € \_\_\_\_\_

**Net amount to be invoiced (excl. VAT) €** \_\_\_\_\_

#### **Authorising Manager**

Name \_\_\_\_\_ Position \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

(This Registration is invalid without a signature)

#### **TERMS OF PAYMENT**

**Fees include:** participation to the 1-day Event "Lean Customer Care" to be held at Malta Enterprise, Malta on 7 October 2011 – Refreshments and Lunch – Event Notes and Documentation – **Certificate of Achievement** (*Certificate of Successful Completion*) signed by Dr. Carlo Scodanibbio and Ing. Joseph Micallef.  
Upon receipt of a duly completed and signed Registration Form, a **Confirmation Letter** and **Invoice** will be sent to you by the organisers.  
Payment of Event Fees is strictly **on presentation** and is required **within 5 working days** from date of Invoice.

#### **METHOD OF PAYMENT**

Payments may be done by cheque or Bank Transfer in favour of Ing. Joseph Micallef, who acts as the official Event Organiser.

To arrange for payment after receiving **Confirmation Letter** and **Invoice** kindly contact Ing. Micallef directly on (+ 356) **9982 2244** or email [jmicallef@theiet.org](mailto:jmicallef@theiet.org)

#### **CANCELLATION POLICY**

All Cancellations of Registrations must be made in writing.  
Due to contractual obligations, a cancellation charge of 30% of the invoiced amount applies if the cancellation is received 15 days or less before Event starting date. However, a complete set of documentation will be sent to you.  
**Substitutions are welcome at any time.**  
Should the Event be cancelled by force-majeure or for any other reason, you will receive a **full refund** of the paid Event Fees.

<http://www.scodanibbio.com/malta2011/>

**FURTHER EVENT INFORMATION.** Dr. Carlo Scodanibbio – Email: [carlo@scodanibbio.com](mailto:carlo@scodanibbio.com)  
Web: <http://www.scodanibbio.com> Tel +356 - 2166 2115 – Mob +356 - 7996 6056