

You are invited to exhibit at our annual conference

23-24 March 2010

The Brewery, London EC1

An opportunity to join business leaders, opinion formers and professionals from across the private, public and third sectors at the UK's largest customer service conference.



A new beginning...

... the renaissance of customer service



Venue | the Brewery, London

In the heart of the City, the Brewery combines a Grade II listed building with the best in technology and, as you would expect, great customer service.

It is easily accessible by public and private transport, within walking distance of several tube and mainline stations, on a number of bus routes and has its own bicycle park. Several multi-storey car parks are nearby.

The Brewery
Chiswell Street,
London EC1Y 4SD

E: info@thebrewery.co.uk
W: thebrewery.co.uk



the exhibition package

Exhibition space

As an exhibitor you will benefit from a prominent stand position at the conference. Your stand will be in the networking and refreshment area where all delegates will be for breaks including lunch.

Free places

Exhibitors are entitled to two free places at the conference sessions over the two day event.

Delegate pack inclusion

Your company details and logo will be included in the exhibitor listing within the delegate pack along with a 100 word description of your business/services.

Mention from the chairman

The exhibition will be periodically mentioned and promoted throughout the conference main sessions by the chairman.

Logo and link on conference website

Your logo and 100 word description will also be advertised on the exhibitors' page of the event website. The logo will be linked to a url of your choice (subject to web editor's approval of destination site).

Post conference delegate list

You will be sent a list of the delegates' names, addresses, phone numbers and email addresses after the conference. *Regrettably, we can only provide this information where delegates specifically allow us to pass on their information.*

Contact: Chris Morley
to book your place on
01206 216 187 or email:
chris.morley@icsmail.co.uk



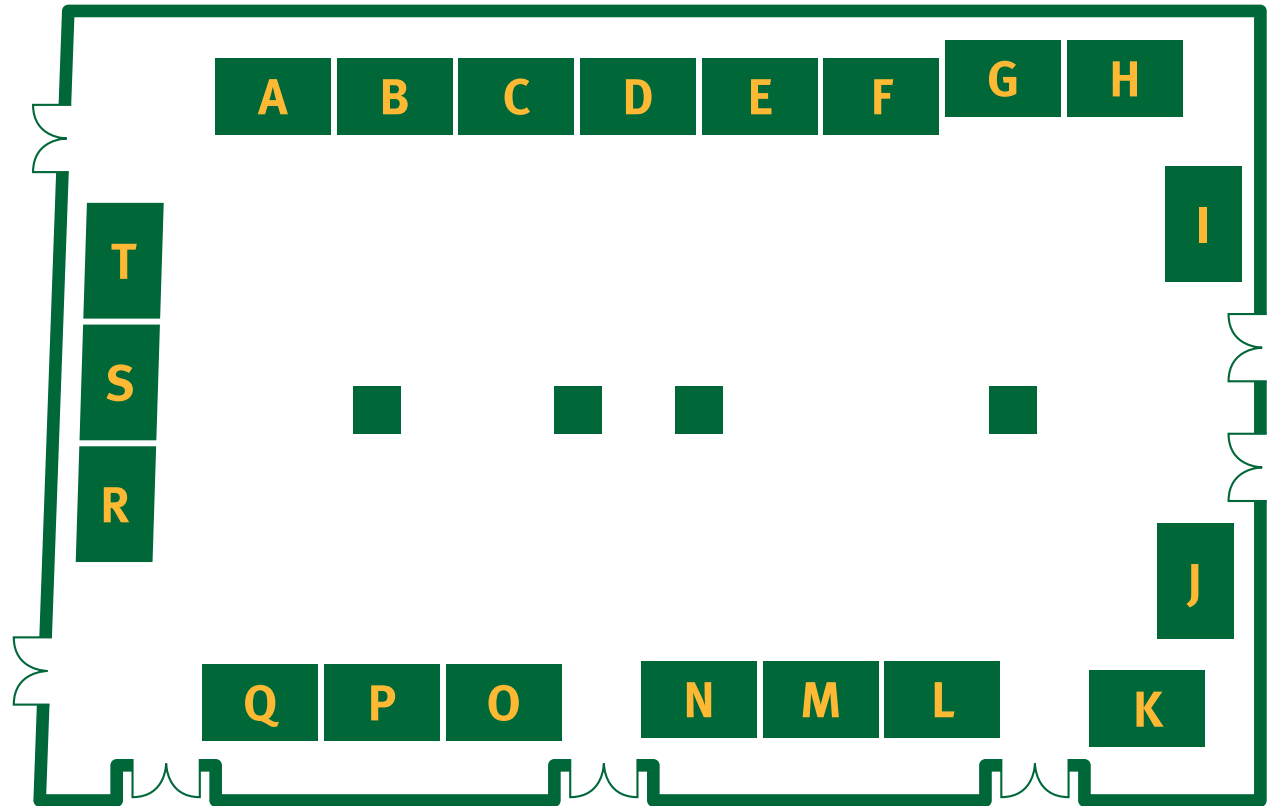
Technical information

To allow excellent visibility to all delegates in the networking area we have positioned the stand spaces around the edge of the room. All positions are three metres wide by two metres deep and have a height restriction of 2.3 metres which will accommodate standard 2.2m pull up stands.

Technical questions or equipment enquiries

Our production team Events Focus is on hand to support you with any queries about the stand space, etc. They can also provide additional equipment at exceptionally competitive rates.

Please contact Mark Fawcett on:
07960 476 212 or mark@eventsfocus.co.uk



Download the booking form from
customerserviceconference.co.uk



customerserviceconference.co.uk

Prices

Institute members = £2,500 + VAT

Non-members = £3,000 + VAT

For more information please contact

Chris Morley on 01206 216187 or

chris.morley@icsmail.co.uk for more information
on exhibition and sponsorship opportunities.

Booking Contact Details

Name of booking contact
 Organisation
 Address
 Postcode
 Phone Fax
 Email
 Signed Date

Exhibitor Package Details

Detail	Cost	Quantity	Total
Exhibitor Package	£2,500 + VAT (Institute members) £3, 000 + VAT (Non institute members)		
Dinner on Monday 22nd March	£80 + VAT (Institute members) £100 + VAT (Non institute members)		
		Total including VAT at 15%	

How Do I Book?

You can do this in three easy ways:

Post the completed form to
 Institute of Customer Service
 2 Castle Court
 St. Peter's Street
 Colchester
 Essex
 C01 1EW

Fax the completed form to
 01206 546688

Phone Chris Morley on
 01206 216187

Payment Terms

Payment terms:

Full payment is required prior to the conference. Cancellation of your booking on or before Monday 22nd February will incur a 25% cancellation charge. Cancellation made after this date will result in 100% cancellation charge. All cancellations must be made in writing to:
 chris.morley@icsmail.co.uk

The Institute of Customer Service can keep you up to date with relevant products and services. If you would like to receive this information please tick here



Payment Details

Cheque (please make cheque payable to Institute of Customer Service)

Enclosed is my cheque for £ inc VAT

Invoice

Please invoice my company for £ inc VAT

Purchase order number

Invoice / credit card billing details (if different from above)

.....

Credit card

Please charge my card £ inc VAT

AMEX VISA MASTERCARD MAESTRO DELTA

Card number

Expiry Date / Issue No (Maestro only)

Start date (if applicable) /

CVV security number

AMEX card ID

Name of cardholder