



# TPE

FLORENCE 2006

**THERAPEUTIC PATIENT EDUCATION 2006**  
Patient-centred Self-management Education and Long-term  
Follow-up Strategies in Diabetes and Other Chronic Diseases  
Including

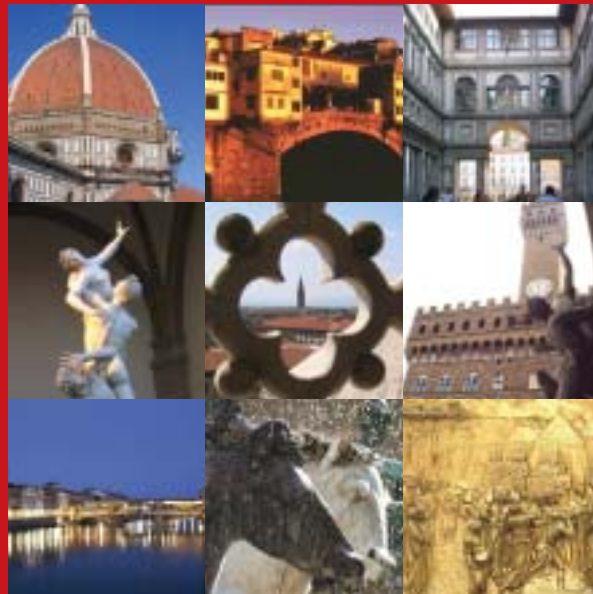
**DAWN**  
Diabetes Attitudes, Wishes & Needs

*3rd INTERNATIONAL DAWN SUMMIT:*

*From Practice and Research to Large Scale Implementation*

Dedicated to the contribution of Jean-Philippe Assal to TPE

Florence, Italy, April 27-30, 2006



**PRELIMINARY PROGRAMME AND CALL FOR ABSTRACTS**

[www.kenes.com/tpe2006](http://www.kenes.com/tpe2006)

Deadline date for abstracts: December 31, 2005



# TPE

FLORENCE 2006

## UNDER THE AUSPICES OF:



EASD



International Diabetes Federation

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## COMMITTEES

### Organising Committee

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*Barbara Semlitsch*, Austria

*Linda Siminerio*, USA

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*Adriaan Visser*, The Netherlands

*Dear Colleague,*

The education of people with diabetes to enable them to play their role in self-management has long been recognised as an essential component of diabetes care. The same is true for several other chronic conditions, such as hypertension, obesity, post-myocardial infarction, asthma, epilepsy, back pain, etc.

Ten years ago the first international congress on Patient Education, organised in Geneva by Jean-Philippe Assal, attempted to build a bridge between different disciplines relevant to patient education. Since then, several controlled studies have led to some important insights:

- Therapeutic Patient Education (TPE) can be effective in promoting long lasting behavioural changes, better quality of life, and significant biomedical outcomes.
- Type 2 diabetes and the metabolic syndrome can be prevented by means of lifestyle changes, which can be achieved by patient education
- Self-management education should be patient-centred rather than disease-centred.

The enormous importance of therapeutic education in chronic disease management, and the impressive progress made in this field in recent years, led us to initiate and convene Therapeutic Patient Education 2006. The congress will cover recent advances in TPE, and will serve as an important platform for presentation and evaluation of educational efforts in the management and long-term follow-up of diabetes and other chronic diseases.

The contribution of human sciences such as psychology, sociology, pedagogy, anthropology, bioethics, has allowed the translation of biomedical progress into better self-management of chronic diseases. However, much has still to be done to integrate the biomedical approach and the humanistic approach, taking into account the complexity of each individual in a measurable and reproducible way. By bringing together experts in different sciences and specialists of different chronic diseases, this congress will hopefully create a melting pot in which the different paradigms of medicine will be confronted and reach a greater integration.

Still too often the criteria and methods of acute care are applied to the management of chronic diseases, resulting in poor outcomes and frustration of both patients and health professionals. One aim of this congress will be the definition of more efficient strategies for the long-term follow-up of people with chronic diseases.

Florence, the melting pot of different cultures and arts which has brought about the Italian Renaissance, appears to be a particularly appropriate venue for this congress, bringing together different schools and different approaches in the field of therapeutic patient education. Only one caveat to participants: be aware of the danger of Stendhal's syndrome.

We hope the congress will attract hundreds of physicians, nurses, dieticians, psychologists, podiatrists, and other health professionals working in this field. Eventually, the series of congresses which will hopefully follow may become the primary arena for discussion of the educational approach to chronic disease.

Yours sincerely,



**Aldo Maldonato**

Chair, *Therapeutic Patient Education 2006*  
On behalf of the Organising Committee



# TPE

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## TIMETABLE

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### THURSDAY, APRIL 27, 2006

All Day	Registration and Distribution of Material
17:30	Opening Session followed by Get Together Reception

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### FRIDAY, APRIL 28, 2006

All Day	Registration continues DAWN Summit
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### SATURDAY, APRIL 29, 2006

All Day	Scientific Sessions
Evening	Farewell Dinner (optional)

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### SUNDAY, APRIL 30, 2006

Morning	Scientific Sessions (until 14:00)
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## TOPICS

- Long-term follow-up strategies in chronic diseases
- Evidence-based Therapeutic Patient Education
- Evaluation of results
- Monitoring self-management behaviours: strategies and tools
- The empowerment of people with chronic diseases
- Emotional intelligence and self management of a chronic disease
- Therapeutic Patient Education and Quality of Life
- Therapeutic Patient Education and motivation to change
- The narrative approach to chronic disease management
- Psychosocial treatment in chronic care
- Psychosocial determinants of self-management in diabetes and other chronic diseases
- Role of art in Therapeutic Patient Education
- Internet-based patient support and education systems
- Technological approaches to enhancing patient-provider communication
- Educating the educators. Curricula for evidence-based methods for TPE and self-management support
- Cost-effectiveness of Therapeutic Patient Education
- Organisational aspects of Therapeutic Patient Education
- Implementing patient education for chronic diseases in primary care
- Specific learning objectives for each chronic disease: diabetes (Type 1, Type 2), asthma, back pain, hypertension, post myocardial infarction, obesity, epilepsy, ...





## PRELIMINARY SCIENTIFIC PROGRAMME

### THURSDAY, APRIL 27, 2006

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17:30 – 18:30	<b>Opening Session</b>
17:30	Welcome Addresses
17:45	Plenary Lecture: Therapeutic patient education: Can we learn something from the arts? <b>J-P. Assal</b> , Switzerland
18:30	Get Together Reception

### FRIDAY, APRIL 28, 2006

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08:30 – 17:30	<b>3rd International DAWN Summit</b> <i>For further information please see page 13</i>
08:30 – 09:00	<b>Opening Session: Changing the course of diabetes globally</b> Chairs: <b>F. Snoek</b> , The Netherlands <b>D. Matthews</b> , UK  Official Welcome <b>P. Pisanti</b> , Italy  Global diabetes burden and paradigm shift <b>P. Lefebvre</b> , Belgium, IDF President  Changing diabetes through concerted action <b>L. Kingo</b> , Denmark
09:00 – 09:15	<b>The DAWN study and worldwide call to action</b> <b>S. E. Skovlund</b> , Denmark
09:15 – 09:30	<b>Voices of people with diabetes</b> Diabetes Stories – People with diabetes presenting their life stories <b>D. Matthews</b> , UK

PRELIMINARY PROGRAMME  
AND CALL FOR ABSTRACTS

FLORENCE, ITALY, APRIL 27-30, 2006

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09:30 – 11:00

**World status on implementation of patient-centred initiatives in diabetes**

Chairs: **R. Colagiuri**, Australia  
**M. Peyrot**, USA

Speakers: **R. Glasgow** - USA  
**E. Hughes** - Europe  
**J. Gagliardino** - Latin-America  
**R. Colagiuri** - Australasia  
**G. Xuereb** - Caribbean  
**H. Ishii** - Japan  
**A. Ramachandran** - India



11:00 – 11:30

Coffee Break

11:30 – 12:40

**Perspectives on implementing patient centred care in chronic disease management**

Chairs: **M. McKinnon**, UK  
**I. Brorly**, Denmark

11:30 – 11:50

The patient perspective: The psychosocial implications of living with a chronic disease. Discussion  
**M. Weiss**, (person with diabetes), USA

11:50 – 12:20

The medical perspective: Effective communication as a vehicle for improving health and quality of life for people with chronic illness. Discussion  
**J. Bensing**, The Netherlands

12:20 – 12:45

The national policy and socio-economic challenges in promoting patient-centred chronic care. Discussion (tbc)

12:45 – 14:00

Lunch and Poster Session

14:00 – 16:50

**Implementing the call to action – new perspectives and lessons learned**

Chairs: **R. Landgraf**, Germany  
**S. Dunn**, Australia

14:00 – 14:25

Awareness and advocacy building  
Awareness building and advocacy for addressing the people behind the disease. New global initiatives.  
*Panel of young advocates for improved diabetes care* (tbc)



- |               |  |
|---------------|--|
| 14:25 – 14:50 | Engaging and educating people with diabetes<br>Community and health care strategies to enable people with chronic illness to actively self-manage their condition<br><b>S. Kaplan</b> , USA  |
| 14:50 – 15:15 | Training health care professionals<br>Models and tools for training healthcare professionals in primary and secondary care in the patient-centred approach to care<br><b>S. Craddock</b> , UK<br><b>T. Lauritzen</b> , Denmark, <i>Discussant</i>  |
| 15:15 – 15:35 | Coffee Break   |
| 15:35 – 16:00 | Implementing tools and systems<br>Tools and systems to promote sustained implementation of patient-centred care for people with chronic diseases in primary and secondary care<br><b>F. Snoek</b> , The Netherlands<br><b>L. Kleibreil</b> , France, <i>Discussant</i>   |
| 16:00 – 16:25 | Influencing health policy and treatment guidelines<br>Implementation of evidence-based treatment guidelines for the psychological management of people with chronic illness<br>Case study: The German and Dutch evidence-based guidelines for psychological care in diabetes<br><b>B. Kulzer</b> , Germany<br><b>P.H.L.M. Geelhoed- Duijvestijn</b> , The Netherlands, <i>Discussant</i> |
| 16:25 – 16:50 | Promotion of patient-centred psychosocial research<br>State of art overview of translational behavioural and psychosocial research in diabetes and related chronic diseases. Where next?<br><b>R. Glasgow</b> , USA<br><b>D. Matthews</b> , UK , <i>Discussant</i>   |
| 16:50 – 17:00 | Closing Remarks<br>Chairs: <b>F. Snoek</b> , The Netherlands<br><b>D. Matthews</b> , UK<br><b>P. Lefebvre</b> , Belgium<br><b>L. Kingo</b> , Denmark   |



## SATURDAY, APRIL 29, 2006

08:30 – 08:40	Introduction
08:40 – 10:30	<b>Plenary Lectures:</b>
08:40 – 09:15	New trends in long-term follow-up of chronic patients: Implications for quality improvement efforts <b>R. Bengoa</b> , Switzerland
09:15 – 09:50	Specific learning objectives for people with different chronic diseases <b>I. Mülhauser</b> , Germany
09:50 – 10:30	Long lasting outcomes of educational interventions in chronic diseases: the DCCT/EDIC experience (tbc)
10:30 – 11:00	Coffee Break
11:00 – 12:30	<b>Round Table: Adopting New Models of Patient Education</b> Critical issues impacting on TPE globally <b>M. McGill</b> , Australia  Lay educators for people with diabetes: The Caribbean experience <b>G. Xuereb</b> , Malta/ Jamaica  HIV and the psycho-social dimension in patient education (tbc)  Patient Education in Primary Care <b>E. Hughes</b> , UK <b>L. Kleinbreil</b> , France
12:30 – 14:00	Lunch and Poster Session
14:00 – 15:30	<b>Round Table: Psycho-Social Aspects of Education</b> Psycho-social obstacles to effective weight-management <b>A. Golay</b> , Switzerland  Psychosocial care as an integral part of chronic disease management: Lessons from diabetes and cancer <b>S. Dunn</b> , Australia





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Quality of life evaluation in diabetes education  
**M. Peyrot, USA**

Efficacy of psychological interventions in people with diabetes  
**F. Snoek, The Netherlands**

15:30 – 16:00

Coffee Break

16:00 – 17:30

### **Round Table: Clinic-Based Education Programmes**

A self-management education program for individuals newly diagnosed with Type 2 diabetes: The DESMOND project  
**C. Skinner, UK**

Effective group care and education in Type 2 diabetes mellitus  
**M. Porta, Italy**  
**M. Trento, Italy**

Therapeutic education programmes for children with diabetes  
(tbc)

Therapeutic patient education for people with asthma  
(tbc)

19:30

Social Event



## SUNDAY, APRIL 30, 2006

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- 08:30 – 10:20      **Plenary Lectures:**
- 08:30 – 09:05      The narrative approach to education and care of people  
with chronic disease  
**N. Piana**, Italy
- 09:05 – 09:40      The art of empowerment versus the science of behaviour  
change  
**R. Anderson**, USA
- 09:40 – 10:20      The advantages of educational approaches based on  
behaviour change theories  
**W. Hardeman**, UK
- 10:20 – 10:50      Coffee Break
- 10:50 – 12:20      **Round Table: Strategies for promoting healthy  
behaviours**
- Empowerment approach to group teaching  
**M. Funnell**, USA
- Motivational interviewing  
(tbc)
- Choices and changes  
**T. Pearson**, USA
- Long term healthy behaviour changes in Type 2 diabetes  
**P. De Feo**, Italy
- 12:20 – 14:00      **Plenary Lectures:**
- 12:20 – 12:50      TPE, the integration between evidence-based and  
humanistic approaches  
**A. Maldonato**, Italy



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## SUNDAY, APRIL 30, 2006 (cont.)

- 12:50 – 13:20      A Life history: What have I learned after 30 years of hope, challenges and successes in the field of TPE?  
**A. M. Felton**, UK
- 13:20 – 13:25      1st Jean-Philippe Assal DESG Lecture  
Introduction: **J. Boavida**, Portugal
- 13:25 – 13:50      Feed-back mechanism of glucose homeostasis: From glucagon to the patient  
**P. Lefebvre**, Belgium
- 13:50 – 14:00      Closing Remarks



## 3rd International DAWN Summit, Friday April 28, 2006

### BACKGROUND

The global DAWN (Diabetes Attitudes Wishes and Needs) study in 2001, across 13 countries, the largest of its kind, demonstrated that huge gaps exist today between the educational and psychosocial needs of people with diabetes and the availability of educational and psychosocial support resources in the diabetes healthcare system<sup>1-3</sup>.

To put the DAWN study findings into practice, people with diabetes, healthcare professionals, decision makers and representatives from diabetes organisations from more than 31 countries gathered in 2002 and 2003 to define the DAWN World-wide Call to Action<sup>4-5</sup> for improved educational and psychosocial support for people with diabetes.

Five key goals for improved care on a global scale were identified.

To change the course of diabetes, we must:

1. Enhance the communication between people with diabetes and healthcare professionals
2. Promote improved communication and co-ordination among healthcare professionals
3. Promote active self-management
4. Reduce the barriers to effective therapy
5. Improve psychological care for people with diabetes

Today, the DAWN programme, a global Novo Nordisk initiative in close collaboration with the International Diabetes Federation (IDF), facilitates best practice sharing and concerted advocacy and action in more than 25 countries.

As a result, awareness of the importance of addressing the person behind the disease has increased and sustainable and innovative models for implementing truly patient-centred diabetes care on a national and regional level have been identified. Validated tools, models and training programs have emerged to support healthcare professionals, people with diabetes and decision makers in making the required changes to enable people with diabetes achieve improved health and quality of life.

However, much remains to be done to change the priorities of healthcare systems towards prevention, patient-centred care and large-scale implementation of cost-effective sustainable solutions for daily care that allow all people with diabetes to benefit, including those from underprivileged communities.



## AIM:

- Best practice sharing worldwide on how to successfully deliver patient-centred care for patients with chronic illness.
- Facilitate new dialogue and partnerships between all key stakeholders in diabetes worldwide to address the rapidly growing burden of the disease.
- Define priorities for concerted action and advocacy to implement a truly patient-centred chronic care and prevention model on a national and regional basis to reduce the disparities in health and the overall burden of chronic disease.
- Introduce new initiatives to improve health and quality of life for people with diabetes and those at risk especially among underprivileged minority populations, such as children, elderly, ethnic minorities and low-income minorities.

## DAWN Summit Organising Committee:

F. Snoek, The Netherlands, <b>Chair</b>	R. Landgraf, Germany
I. Brorly, Denmark	T. Lauritzen, Denmark
R. Colagiuri, Australia	A. Ramachandran, India
N. Geelhoed, The Netherlands	R. Rubin, United States
H. Ishii, Japan	S. Skovlund, Denmark
L. Kleinebreil, France	

## DAWN References:

1. M. Peyrot; R.R. Rubin; T. Lauritzen; F.J. Snoek; D. Matthews; S.E. Skovlund on behalf of the DAWN International Advisory Board: Psychosocial Problems and Barriers to Improved Diabetes Management: Results of the Cross-national Diabetes Attitudes, Wishes and Needs (DAWN) Study. *Diabetic Medicine* 22, 1379–1385 (2005).
2. M. Peyrot; R.R. Rubin; T. Lauritzen; S.E. Skovlund; F.J. Snoek; D.R. Matthews; R. Landgraf; L. Kleinebreil on behalf of the International DAWN Advisory Board: Resistance to Insulin Therapy among Patients and Providers: Results of the Cross- Peyrot et al: Patient and Provider Perceptions of Care for Diabetes: Results of the Cross-national DAWN Study. *Diabetes Care*, Vol 28, Issue 11, 2673-2679, 2005.
3. M. Peyrot; R.R. Rubin; T. Lauritzen; S.E. Skovlund; F.J. Snoek; D.R. Matthews (6); R. Landgraf on behalf of the DAWN International Advisory Panel: Patient and Provider Perceptions of Care for Diabetes: *Diabetologia*, accepted for publication, 2006.
4. S. Skovlund; M. Peyrot on behalf of the DAWN International Advisory Board: The DAWN Programme, A new approach to improving outcomes of diabetes care. *Diabetes Spectrum*, Volume 18, 3,136-142, 2005
5. IDF, Putting People at the Centre of Care, June 2004. *Diabetes Voice Special Issue*. <http://www.diabetesvoice.org/issues/2004-05/>

Additional information about the DAWN programme is available at <http://www.dawnstudy.com>

## CALL FOR ABSTRACTS

Participants are requested to submit an abstract to the Secretariat

**NO LATER THAN DECEMBER 31, 2005**

together with the registration form and fees. Abstracts will be reviewed and assigned to appropriate sessions.

Authors will be notified regarding Abstract acceptance. Accepted abstracts will be printed in the Book of Abstracts that will be distributed at the Congress. Only a very limited number of abstracts will be scheduled for oral presentation. Please indicate if you are submitting your abstract for oral or poster presentation. Authors will be notified of the method of presentation.

### ABSTRACTS OF INVITED SPEAKERS

Speakers are requested to submit an abstract of their talk as per the instructions. These abstracts should clearly indicate the category of presentation.

### METHOD OF SUBMISSION

Abstracts should be submitted via the internet:

**[www.kenes.com/tpe2006](http://www.kenes.com/tpe2006)**

If you have no access to the internet, please contact the Secretariat.

### GUIDELINES FOR SUBMISSION

1. The abstract should be as informative as possible:
  - a) state specific object of study
  - b) state method used, if pertinent
  - c) summarise results obtained
  - d) state conclusions reached
2. Standard abbreviations may be used.
3. Inclusion in the Scientific Programme and Book of Abstracts is dependent on payment of registration fees.
4. Abstracts should be submitted in good English.
5. Abstract length should not exceed 250 words.

**FAXED ABSTRACTS ARE NOT ACCEPTABLE**



## REGISTRATION

### REGISTRATION FEES

	Until January 15, 2006	From January 16, 2006	On site from April 20, 2006
Participants - Physicians and scientists	€ 380	€ 430	€ 470
Residents*, nurses, dieticians, psychologists, social workers	€ 300	€ 350	€ 370
Farewell Dinner	€ 75	€ 75	€ 75

\* Refers to non-tenured junior scientists. A letter must accompany registration form their head of department confirming their status.

#### Fees for PARTICIPANTS include:

- Participation in scientific sessions
- Participation in the DAWN summit
- Entrance to the exhibition
- Get-together Reception on Thursday
- Coffee/tea during breaks
- 3 lunches
- The printed material of the Congress

#### CANCELLATION POLICY

Refund of registration fees will be as follows:

Postmarked before January 15, 2006 – 100% refund (minus € 50 handling fee)

Postmarked from January 16, 2006 – 50% refund

No refund on cancellations sent after March 27, 2006



## GENERAL INFORMATION

### LOCATION

Palazzo dei Congressi  
Piazza Adua, 1  
50123 Florence  
Italy  
Tel: +39 055 49721  
Fax: +39 055 4973237  
www.firenzefiera.it

### LANGUAGE

English is the official language of the Congress.

### CLIMATE

The weather in Florence in April is pleasant. Temperatures range from 9°C - 20°C.

### HOW TO GET THERE

**By plane:** Florence International airport "Amerigo Vespucci" is located only 5 kilometres away from the city centre.

**By train:** The Santa Maria Novella Railroad Station is located in the historic centre of Florence, almost opposite the Congress venue.

**By car:** The branches of the Italian highway network that come into Florence permit fast travel to the rest of the country and bordering European countries. Any of the four exits between Firenze Sud and Firenze Nord on the A1 Autostrada will bring you within 4 kilometers of the city.

### OPTIONAL TOURS

For more information regarding Pre and Post Congress tours please visit the Congress website:

www.kenes.com/tpe/tours.asp  
or contact: Triumph Viaggi e Incentive Srl-  
Via Lucilio 60, 00136 Rome, Italy  
Tel: +39 06 355301  
Fax: +39 06 35340215 / +39 06 35530213  
E-mail: s.cocchi@gruppotriumph.it

### CLOTHING

Informal for all occasions; please bring sunglasses and walking shoes.

### PERSONAL INSURANCE

We recommend that all participants take out a personal travel and health insurance for their trip.

### EXHIBITION

A commercial exhibition will be arranged in conjunction with the congress. Companies and organisations working in related fields are invited to present their products, services, or literature. Please contact the Secretariat for further information:

### TPE 2006 CONGRESS ORGANISERS and SECRETARIAT

Please do not hesitate to contact the Organisers if you require any additional information or assistance. Please address all correspondence to:



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Website: www.kenes.com/tpe2006



# TPE

FLORENCE 2006

## HOTEL ACCOMMODATION

**KENES** *International*  
CARES FOR YOUR ORGANIZATION

Registration Department  
17 Rue du Cendrier, P.O. Box 1726, CH-1211 Geneva 1, Switzerland  
Tel: +41 22 908 0488; Fax: +41 22 732 2850; E-mail: reg\_tpe@kenes.com

Kenes International is the official travel agent for **Therapeutic Patient Education 2006**, and will be offering specially reduced rates for accommodation.

Accommodation at special rates is available in the following categories:

Hotel	Category	Hotel vs. Congress centre	Single room	Double room
Grand Hotel Villa Medici	*****	10-15 minute walk	€ 240	€ 270
Grand Hotel Baglioni	****	5 minute walk	€ 245	€ 285
Grand Hotel Minerva	****	10 minute walk	€ 200	€ 230
Rivoli	****	10 minute walk	€ 200	€ 230
Albani	****	2 minute walk	€ 185	€ 205
Grand Hotel Adriatico	****	10 minute walk	€ 185	€ 205
Starhotel Michelangelo	****	15 minute walk	€ 185	€ 205
Londra	****	10 minute walk	€ 185	€ 200
Athaneum	****	15 minute walk	€ 175	€ 195
Brunelleschi	****	15 minute walk	Single for single use: € 165 Double for single use : € 190	€ 210
Machiavelli Palace	***	5 minute walk	€ 170	€ 195
Cellai	***	10 minute walk	€ 145	€ 165

Rates shown are per room, per night and include VAT and breakfast. In the event of the VAT increasing, the resulting increase in hotel rates will be passed on to the client.

### BOOKING

In order to benefit from the special rates, please use one of the following booking methods:

- Send the enclosed Registration and Accommodation Form with the required deposit (€ 200) by FAX or MAIL at your earliest convenience
- Book your hotel accommodation through the congress website: [www.kenes.com/tpe2006](http://www.kenes.com/tpe2006)

We strongly advise all participants to reserve their hotel accommodation as soon as possible. Kenes International will not be able to guarantee rooms after March 15, 2006.

Reservations will only be confirmed if credit card details are fully supplied; alternatively please forward a deposit of €200 per room.

Each participant will receive an individual confirmation, indicating the name and address of the hotel. The booking will be final upon receipt of the corresponding deposit.

For hotel reservation made by a sponsoring company, the participant will receive the hotel confirmation from the sponsoring company directly.

For block bookings (10 rooms and up) companies are requested to send their request by fax or Email to Kenes International. Different payment and cancellation policies will apply.

#### **PAYMENT**

Payment for accommodation, provided by Kenes International is payable (less deposit) before your arrival in Florence.

Kenes International accepts Travellers' cheques and Euro cheques (in the currency of the issuing country) Visa, Master Card, Diners Club and American Express credit cards. Payments made with Diners and American Express will be charged in U.S. Dollars

Three weeks prior to your arrival in Florence, your credit card will automatically be charged for the balance of your hotel accommodation. Participants that have paid with a bank transfer or cheque need to send this balance to Kenes International. Full prepayment is required for all hotel accommodation.

#### **CANCELLATION OF ACCOMMODATION**

Cancellations or changes must be received in writing to Kenes International. In the event of non-arrival, the hotel will automatically release the reservation, and payment will be non-refundable.

Up to 90 days prior to arrival – full refund less bank charges  
From 60-90 days prior to arrival – deposit non-refundable  
From 30-60 days prior to arrival – 2 nights cancellation fee  
Less than 30 days prior to arrival – full cancellation charges

#### **IMPORTANT NOTES**

Kenes International, and their agents shall not be responsible for and shall be exempt from all liability in respect of any loss, damage, injury, accident, delay or inconvenience to any person, or his /her luggage or any other property for any reason whatsoever, for any tourist services provided. Personal travel and health insurance is recommended.

Official check-in time for the hotel is **15:00** hours and check out is **12:00** hours.

