



Standard Ground Handling Agreement & Service Level Agreement Workshop

Geneva, Switzerland
IATA Offices, 33 Route de l'Aéroport
01-03 December, 2009

- **Do you know what has changed in 2008?**
- **Do you know how much your agreements are costing you?**
- **Learn about the financial impacts your agreements can have on you business for the price of a turnaround in Geneva!**

This three-day workshop, which examines in details the use of the IATA Standard Ground Handling Agreement (SGHA) and the use of the Service Level Agreement (SLA), will focus on the **changes that are now effective in the 2008 version of the agreement.**

The workshop will also:

- Focus on when and how to use the IATA SGHA Simplified Procedure in your daily operations
- Help you in the construction of your Annex B
- Link the IATA Standard Ground Handling Agreement and Service Level Agreement
- Identify and discuss areas of conflict or controversy
- Examine of Article 8.5 and the Limits of Liability
- Include individual and group work involving both buyers and sellers of handling services

Who Should Attend?

Whether you are new to this subject or vastly experienced, you will enhance your expertise by analysing and exchanging views on vital considerations when selling and/or buying ground handling services.

- Buyers and contract managers from airlines
- Contract manager from service providers
- Commercial managers and directors
- Legal counsel
- Station managers

How to register?

Please complete the registration form on page 2 and fax or email to:

Fax: +41 22 770 2662

Email: ighc@iata.org

Telephone: +41 22 770 2736

***** IATA reserves the right to cancel this workshop in the event of an insufficient number of participants and is not responsible for any charges incurred such as airfare, hotel or visa.**

IATA also provides in-house SGHA and SLA training. The workshop can be customised and delivered at a time and place to suit your needs. Contact us for more details!



PLEASE PRINT DETAILS CLEARLY or FILL IN ELECTRONICALLY

Standard Ground Handling & Service Level Agreement Workshop
Geneva / 01-03 December, 2009

Delegate Registration Form
Registration Deadline: 27 November, 2009

Title:	First Name:	Last Name:
Company:		Job Title:
Address:		
Post/Zip Code:		Country:
Email:		
Tel country code:	+Tel region code	Tel number: Fax number:

Registration Fees: USD 1100

I will pay the registration fees by one of the following methods:

- Via the IATA Clearing House (All Members of IATA will be billed automatically via the Clearing House)
- By **direct bank transfer**: Royal Bank of Canada, 1 Place Ville Marie, Montreal, Quebec, Canada Main Branch: 00001 Bank I.D.: 00000003, S.W.I.F.T. Code: ROYCCAT2, ABA: 021000021, USD Account Number: 400-749-8, Reference: "SGHA&SLA Workshop/ Geneva"

By **Visa** **MasterCard** **Diners Club** or **American Express** credit card as authorised below:

Expiry Date: Signature:

Billing Address – if different from above
Address:
Post/Zip Code:
Country:

IATA reserves the right to refuse entrance to any event. IATA has a 30-day payment policy and reserves the right to refuse entrance to the event if payment is not received prior to the event.

Fees include all workshop documentation but it does not include any meals, beverages or accommodation.

IATA Cancellation Policy: Cancellations must be received in writing 4 weeks before the event and will be subject to a cancellation fee equal to 20% of the applicable registration fee unless a substitute delegate is offered. After this date, no cancellations will be allowed (100% fee payable). No-Shows will be charged at the full rate. Substitutions will be accepted at any time.

I have read and abide by these terms: **Signature:**_____

Fax to: +41 22 770 2662
Email to: ighc@iata.org