

# Managing and Resolving MASS TORT PRODUCTS LIABILITY CLAIMS

Devising Novel End-Game Strategies in Bet-the-Company Litigation

September 29–30, 2010 | The Helmsley Park Lane Hotel – New York, NY

A unique opportunity to hear how judges interpret evidence & arguments in the product liability context. Hear from:



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U.S. Dist. Ct., N.D. Iowa



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Hon. Ken M. Kawaichi (Ret.)  
JAMS, The Resolution Experts

*Leading general counsel and the nation's top law firms will provide you with up-to-the minute practical information on:*

- » Developing your **settlement position** and establishing the **right mix of settlement versus litigation**
- » The latest state and federal initiatives relating to resolution of large scale product liability claims, including the effect of **government investigations** into alleged product liability claims
- » **Product Recalls**: Minimizing negative press, financial impact, and the effect on the claims resolution process
- » Understanding the **Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA)** and how to ensure compliance in the context of mass tort products liability claims
- » Strategic insights for selecting experts, **Daubert challenges**, and **debunking junk science**
- » Effective utilization of **mediation and arbitration proceedings** in the mass tort product context
- » Guidance on **ethical requirements when managing mass torts** and the potential conflicts which may arise
- » **Class Actions and MDL**: Coordination and other winning strategies for resolution in multiple jurisdictions
- » Minimizing the threat of **medical monitoring and plaintiff recruitment**
- » **The Consumer Product Safety Improvement Act's** mandatory requirement for an internet database detailing the safety of consumer products, and the potential for misuse by plaintiffs' attorneys

Plus, register for the Post-Conference Master Class:

**Procedural Tactics for Managing and Defending  
Against Mass Tort Products Liability Claims**

September 30, 2010 | 4:00 p.m.– 6:00 p.m.

*Featuring in-house counsel insights from product manufacturers across a wide range of industries, including:*

Akzo Nobel  
Bausch & Lomb  
CNH America  
Home Depot  
Lockheed Martin  
Medtronic  
Pfizer  
Praxair  
Reichhold  
Sanofi-Aventis  
Sunoco  
Taro Pharmaceuticals U.S.A.  
Trinity Industries

Distinguished Conference Co-Chairs:



**Eric S. Sarner**  
Associate General Counsel  
Praxair, Inc.



**Stephen J. Harburg**  
Skadden, Arps, Slate,  
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## *The essential forum on resolving mass tort products liability claims*, led by an unparalleled faculty of the most experienced in-house counsel, jurists, and top law firms from around the nation . . .

Large scale products liability claims are more common than ever, and no industry is immune. Companies of all types are susceptible to a barrage of product defect allegations, whether manufacturers of chemicals, machinery, consumer products, automobiles, or pharmaceuticals, to name a few. The threat of mass tort products liability claims is constant. Plaintiffs' attorneys have become skilled at utilizing public opinion and the media to their advantage, and as incentive is high to bring even the most tenuous of claims, there is no sign of a slowdown. When the safety of their products are called into question, companies are faced with difficult questions – how do they effectively resolve this matter? Is it more beneficial to settle, despite the possible negative impact of such precedent? Is full litigation the answer, though costly and time consuming?

The impact of these “bet-the-company” claims can be severely damaging, both to a company’s finances and reputation. Thus, it is imperative that a company and their counsel are prepared to respond quickly and effectively when faced with large scale products liability claims. What is the proper mix of settlement and litigation? What are the best practices for navigating a product recall? How do you determine a settlement position that will not set a bad precedent? What are the best practices for managing and coordinating complex class actions on a national scale?

To complicate matters further, federal and state regulators are paying more and more attention to allegations of product defects. Congress has become increasingly active in demanding answers, as evidenced by the Toyota hearings. At the same time, foreign manufacturers and domestic importers are facing greater scrutiny in regards to the goods they bring into the country. Regulators and enforcement officials, including the Consumer Products Safety Commission (CPSC) and Food and Drug Administration (FDA), have increased their efforts to monitor products and alert consumers of defects.

*It is vital that a company and their counsel have a consistent resolution strategy in place, so that there is an effective and timely response in the face of these “bet-the-company” actions.* ACI’s National Advanced Forum on Managing and Resolving Mass Tort Products Liability Claims will provide you with the information, tools and cutting-edge tactics necessary to resolve such situations.

Our diverse faculty of experts will provide in-depth analysis of all the critical issues, from the different perspectives of in-house counsel, jurists, and outside counsel. Gain insights on:

- Establishing the **right mix of settlement versus litigation**
- The impact of **government investigations** into alleged product liability claims
- What to make of the **Consumer Product Safety Improvement Act’s** database requirements
- Strategies for determining **if and when a product recall is necessary**, and how to **effectively execute a recall**
- Handling **complex class actions and multidistrict litigation**
- Minimizing the threat of **medical monitoring and plaintiff recruitment**
- Steps for compliance with the **Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA)**
- The best methods for selecting and effectively utilizing **expert testimony**
- When to turn to **ADR proceedings** in the context of mass tort products liability claims
- **Ethical requirements and conflicts** which stem from the resolution of claims

... **and much more.** This conference offers the unparalleled opportunity to learn from the best in the field and network with senior practitioners, while learning the best practices for resolving these inherently difficult claims.

Plus, be sure to also register for the Post-Conference Master Class:

**Procedural Tactics for Managing and Defending Against Mass Tort Products Liability Claims**, September 30, 2010; 4:00 p.m. – 6:00 p.m.

Register now by calling 888-224-2480, faxing your registration form to 877-927-1563 or registering online at [www.AmericanConference.com/MassTort](http://www.AmericanConference.com/MassTort)

### Who You Will Meet

- Products liability and toxic tort attorneys specializing in mass tort, complex, and multidistrict litigation involving:
  - Pharmaceuticals
  - Medical devices
  - Food & beverage
  - Consumer products
  - Automotive
  - Tobacco
  - Construction and building products
  - Power tools, machinery and industrial equipment
  - Chemicals
- In-house counsel from a cross-section of industries that manage products liability claims
- Attorneys specializing in complex insurance coverage litigation

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7:15 Registration and Continental Breakfast 🍽️

7:55 Co-Chairs' Welcoming Remarks





**Eric S. Sarner**  
Associate General Counsel  
Praxair, Inc. (Danbury, CT)



**Stephen J. Harburg**  
Partner  
Skadden, Arps, Slate, Meagher & Flom LLP (Washington, DC)

8:00 In-House Counsel Roundtable: Controlling Costs, Developing a Settlement Position, and Formulating a Defense Strategy for Products Liability Claims

Panel 1 8:00 – 9:00	Panel 2 9:00 – 10:00
<p><b>Thomas E. Best</b> Senior Counsel Home Depot USA, Inc. (Atlanta, GA)</p> <p><b>James R. Buckley</b> Vice President &amp; Associate General Counsel Lockheed Martin Corp. (Bethesda, MD and Burbank, CA)</p> <p><b>Peter Drucker</b> Assistant General Counsel - Litigation Akzo Nobel Inc. (Tarrytown, NY)</p> <p><b>Brian C. Eckman</b> Counsel Bausch &amp; Lomb, Inc. (Rochester, NY)</p> <p><b>Sharon J. Glover</b> Deputy General Counsel Reichhold, Inc. (Durham, NC)</p> <p><b>Marilyn Heffley</b> Assistant General and Chief Litigation Counsel Sunoco, Inc. (Philadelphia, PA)</p> <p><b>Moderator:</b></p> <p> <b>Eric M. Anielak</b> Partner Shook, Hardy &amp; Bacon LLP (Kansas City, MO)</p>	<p><b>Jean F. Holloway</b> Vice President and Deputy General Counsel Medtronic-Cardiology (Minneapolis, MN)</p> <p><b>Richard P. Konrath</b> General Counsel - North America CNH America LLC (Racine, WI)</p> <p><b>Heather Perttula Randall</b> Deputy General Counsel – Litigation Trinity Industries, Inc. (Dallas, TX)</p> <p><b>Eric S. Sarner</b> Associate General Counsel Praxair, Inc. (Danbury, CT)</p> <p><b>Joseph F. Speelman</b> Former Associate General Counsel, Lyondell Basell Ind. Partner, Blank Rome LLP (Houston, TX)</p> <p><b>Andrew C. White</b> Senior Corporate Counsel, US Litigation Sanofi-Aventis US (Bridgewater, NJ)</p> <p><b>Moderator:</b></p> <p> <b>Steven Glickstein</b> Chair, Product Liability Group Kaye Scholer LLP (New York, NY)</p>

**Expertise on Coordination With Outside Counsel**

- Handling claims efficiently and effectively by utilizing national/regional counsel experienced in products liability claims
- Determining when to stay in-house and when to seek outside help
- What companies look for when choosing outside counsel
- Coordinating with outside counsel in managing claims:
  - Fending off claims from the coordinated, sophisticated, and determined plaintiff's bar
  - Determining who has final say over settlement and litigation decisions and understanding the different perspectives
- The growing popularity of “Virtual Law Firms”, and the pros and cons of its usage

**Managing Costs**

- Controlling the steep costs associated with defending against large scale products liability claims
- Managing outside counsel and consultants through realistic and accurate budgets

- How to handle the use of expert witnesses and the expense of testimony required by *Daubert*
- The availability of alternative billing arrangements and the success in using them

**Case Evaluation**

- Evaluating claims of injury and the likelihood of recovery
- The high costs of litigation in comparison to the negative precedential value of chronic settlement
- Whether the first monetary settlement sets a ceiling or floor
- Controlling future litigation through careful case resolution decisions
- Reaching early and cost-effective resolutions for mass tort claims

**Strategies for a Global Resolution**

- When is the right time to seek resolution? What are the best mechanisms for seeking global resolution?
- Are class settlements still achievable?
- Inventory, Individual, and Special Master settlements
- Negotiating strategies that help reduce exposure
- Special problems concerning still marketed products

10:00 Refreshment Break

10:15 **State and Federal Regulation & Enforcement Activity Affecting Resolution of Mass Tort Products Liability Claims**



**Francis A. Citera**

Shareholder

Greenberg Traurig LLP (Chicago, IL)



**Joel H. Smith**

Partner

Bowman and Brooke LLP (Columbia, SC)



**Roger W. Yoerges**

Partner

Stephoe & Johnson LLP (Washington, DC)

- The Consumer Product Safety Improvement Act's mandatory requirement for an internet database detailing the safety of consumer products, and the potential for misuse by plaintiffs' attorneys
- The role of government investigations into alleged product defects and the impact on mass tort products liability claims, including federal investigations into alleged product defects, and the role of state attorney general's in the realm of products liability claims
- The continued swarm of litigation under California Proposition 65
- Regulations affecting foreign manufacturers, such as those from China, and how they play into mass tort products liability claims
- Updates regarding the latest from the Food and Drug Administration

11:15 **Developing Your Settlement Position (Through Bellwether Trials and Other Means) and Establishing the Right Mix of Settlement Versus Litigation**



**Michael T. Cole**

Partner

Nelson Mullins Riley & Scarborough LLP (Charleston, SC)



**George A. Lehner**

Partner

Pepper Hamilton LLP (Washington, DC)



**Douglas R. Marvin**

Partner

Williams & Connolly LLP (Washington, DC)



**Michael A. Olsen**

Partner

Mayer Brown LLP (Chicago, IL)

- Quantifying Total Damages to Come Up With a Settlement Value
  - Determining the historic claim values of cases litigated
  - Accurately categorizing injuries and assigning values
  - Arriving at a settlement approach that works for both sides
  - Procedures for weeding out unmeritorious claims early on
  - Addressing overvaluation of damages by plaintiffs
- Determining the Benefits of Bellwether Trials

- When it is appropriate to gauge the strength of your defense
- Does the possibility of one bad verdict outweigh the benefits of a trial?
- Identifying the strongest candidates for bellwether trials
- Allowing for settlement discussions during bellwether proceedings
- Navigating the procedural aspects of a bellwether trial, including discovery and *Daubert* motions
- The Precedential Value of Settling: When a settlement will do more harm than good
  - Assessing the effect of an early settlement on future claims
  - Ensuring that a settlement does not give incentive for future claimants
  - Whether a settlement will have an effect on future claim resolutions
  - Ways to guard against future claims when structuring a settlement
  - Determining whether the first settlement sets a floor or a ceiling
  - Strategies in deciding if and when to settle
  - Understanding when a client would benefit from litigation

12:30 **Networking Luncheon for Speakers and Delegates**

1:30 **Product Recalls: Minimizing Negative Press, Financial Impact, and the Effect on the Claims Resolution Process**



**Linda L. Lane**

Of Counsel

Morrison & Foerster LLP (San Diego, CA)



**Gary A. Wolensky**

Partner

Hewitt Wolensky LLP (Newport Beach, CA)

- Recall Strategy and Evaluation
  - Making the decision to recall and communicating with regulators effectively
  - Ensuring compliance with federal and state regulations
    - Scope requirements
    - Proper responses to questioning and document requests
  - Identifying which products are part of the recall, including date of production and geographic scope
  - Attorney-client and work product privilege concerns: Ensuring your disclosures don't come back to haunt you
  - The effect of a product recall on settlement and litigation proceedings
- Crisis Management and a Product Recall
  - Communicating with relevant audiences in an effective manner
  - Utilizing internal and external crisis management teams, including PR consultants
  - Coordinating legal efforts with PR efforts
  - Dealing with the aftermath of a recall in the media
  - Recalling a product with the least negative impact
  - How to make the bad press go away and ensure that your company is not fighting public opinion and legal claims for years to come
  - Managing the news of a settlement with the media

2:30 **Minimizing the Threat of Medical Monitoring Damages and Plaintiff Recruitment**



**Stephen J. Harburg**  
Partner  
Skadden, Arps, Slate, Meagher & Flom LLP  
(Washington, DC)



**Eric E. Hudson**  
Partner  
Butler, Snow, O'Mara, Stevens and Cannada PLLC  
(Memphis, TN)



**D. Alan Rudlin**  
Partner  
Hunton & Williams LLP (Richmond, VA)

**Medical Monitoring**

- Introducing the legal theory for medical monitoring
- Providing an overview of courts accepting/rejecting medical monitoring
- Assessing the medical community's view of screening tests
- Insights for successfully defending against medical-monitoring claims
- Evaluating claims with regard to possible health effects and exposure routes
- Discussing the risks, benefits, and uncertainties of medical monitoring
- Analyzing relevant scientific literature and regulatory guidelines
- Implicating advancements in science to defendants' state of knowledge

**Plaintiff Recruitment**

- The growing use of plaintiff screening to recruit for a mass tort action
- Defending against mass torts created through plaintiff recruitment so as not to succumb to plaintiff pressure
- Recruitment techniques, including medical screening and social networking
- What types of claims are most susceptible to development through plaintiff recruitment techniques?

3:30 **Refreshment Break**

3:45 **Alternative Dispute Resolution and Mass Torts: When Mediation and Arbitration Are Best Utilized and How Effective They Are**



**Hon. Ken M. Kawaichi (Ret.)**  
JAMS, The Resolution Experts (Walnut Creek, CA)



**Michael D. Moon, Jr.**  
Partner  
Barnes & Thornburg LLP (Indianapolis, IN)

- Effectively Using Mediation to Settle Claims
  - Advantages and disadvantages of mediation as a preliminary step
  - Strategic use of mediators: when to use mediation versus direct negotiation

- Choosing the mediator & structuring and conducting the mediation process
- Finding qualified mediators who assist the resolution process while managing costs
- Key elements required for a successful mediation
- What You Must Know About Arbitration
  - Strategic use of arbitration: Is it worth it?
  - Deciding whether to use arbitration clauses
    - Assessing and evaluating different types of clauses and different arbitration procedures
    - Seeking to enforce arbitration clauses
  - Techniques and tips for managing the arbitration process
  - How do ADR specialists view the settlement process? What do they look for in terms of an acceptable settlement?
  - Controlling costs when arbitrating
  - Business considerations that may impact a company's approach to the arbitration

4:45 **Mastering Insurance Issues (Including the MMSEA Compliance) In the Context of Mass Torts**



**R. Patrick White**  
Partner  
Buckley King (Atlanta, GA)

- Taking into account the Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA) throughout the resolution process
- Compliance concerns related to the MMSEA
- The importance of determining the Medicare and Medicaid status of all plaintiffs to avoid steep penalties
- The role and duties of defendants, their insurers and third party administrators
- Centers for Medicare and Medicaid Services (CMS) notification requirements for Responsible Reporting Entities (RREs), liability insurers, no-fault insurers, and workers compensation insurers when dealing with a plaintiff who received Medicare/Medicaid
- Factoring in MMSEA into all settlement agreements

5:45 **Conference Adjourns**

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7:30 Continental Breakfast

8:00 **A View From the Bench**

Panel 1 8:00 – 9:30	Panel 2 9:30 – 11:00
 <b>The Honorable Mark W. Bennett</b> United States District Judge Northern District of Iowa   <b>The Honorable Donovan Frank</b> United States District Judge District of Minnesota   <b>The Honorable John E. Jones III</b> United States District Judge Middle District of Pennsylvania   <b>The Honorable Arthur J. Boylan</b> United States Magistrate Judge District of Minnesota   <b>The Honorable Robert Collings</b> United States Magistrate Judge District of Massachusetts  Moderator TBA	 <b>The Honorable David Katz</b> United States Senior Judge Northern District of Ohio   <b>The Honorable Richard Mills</b> United States Senior Judge Central District of Illinois   <b>Hon. Norma Shapiro</b> United States Senior Judge Eastern District of Pennsylvania   <b>The Honorable Stephen J. Murphy</b> United States District Judge Eastern District of Michigan   <b>The Honorable Roslyn O. Silver</b> United States District Judge District of Arizona   <b>The Honorable Lisa Lenihan</b> United States Magistrate Judge Western District of Pennsylvania  Moderator TBA

*Renowned jurists from around the country will provide their insights on all aspects of mass tort products liability claims, including:*

- Early defense considerations (motions to dismiss, etc.)
- Motion practice, trial plan, interlocutory appeals

- Summary judgment practice
- Settlement concerns, including fairness hearings and CAFA
- Expert witnesses and conveying complex issues to fact-finders
- Novel approaches to trial and case management

11:00 Refreshment Break

11:10 **A View from the Plaintiffs' Bar**



**Eric T. Chaffin**  
Partner  
Chaffin Luhana LLP (New York, NY)

*Hear the plaintiffs' bar give it's take on the latest in the world of mass tort products liability claims, including:*

- Which claims the plaintiffs' bar decides to pursue
- The impact of the CPSIA's requirement for a database detailing product safety
- Federal and state regulations affecting mass tort products liability claims
- The plaintiff's approach to managing large mass tort actions, including discovery requests
- What is the endgame when bringing mass tort products liability claims? Settlement or litigation?

11:40 **A Focus on Class Actions and MDL: Coordination and Other Winning Strategies for Resolution in Multiple Jurisdictions**

**Christopher L. Gaenzle**  
Senior Corporate Counsel – Litigation  
Pfizer, Inc. (New York, NY)



**Brian Anderson**  
Partner  
O'Melveny & Myers LLP (Washington, DC)



**Robb W. Patryk**  
Partner  
Hughes Hubbard & Reed LLP (New York, NY)



**Michael T. Williams**  
Partner  
Wheeler Trigg O'Donnell LLP (Denver, CO)

- Class Actions
  - Examining the current climate of plaintiffs' success in class certification –findings of typicality
  - The impact of CAFA's settlement approval standards on class actions in the realm of products liability claims
  - Complying with CAFA's settlement notification requirements
  - Where are claims being certified and what types of claims are making the cut?
    - Increased activity in class actions claiming property damage, breach of warranty, and monetary loss, as opposed to rarely certified personal injury classes
    - Which jurisdictions are most favorable to plaintiffs
  - Coordinating proceedings in multiple state and federal courts:
    - Developing a nationwide strategy despite different state laws
    - Managing federal and state multijurisdictional relations

- Efficiently resolving cases pending in both state and federal court
- MDL Practice
  - Reviewing key MDL trends in the products liability area
  - Knowing when and if to seek or oppose MDL and considering the alternative of having cases consolidated
  - Preparation tips for appearances before the MDL panel
  - Strategic consolidation determinations
  - Centralizing products liability cases:
    - Countering plaintiff MDL maneuvering
    - Factors relevant to coordination once motions are filed with the MDL panel to centralize

12:50 **Networking Luncheon for Speakers and Delegates** 

1:50 **A Focus on Expert Testimony: Special Nuances in the Selection of Experts, Strategically Preparing & Defending *Daubert* Challenges, and Debunking Junk Science**

*Christine Riley*

Litigation Counsel

Taro Pharmaceuticals USA, Inc. (Hawthorne, NY)



*Christian H. Gannon*

Shareholder

Segal McCambridge Singer & Mahoney, Ltd. (New York, NY)



*Scott A. McMillin, P.C.*

Partner

Kirkland & Ellis LLP (Chicago, IL)



*Phoebe A. Wilkinson*

Partner

Chadbourne & Parke LLP (New York, NY)

- Causation
  - Admissibility of expert testimony under Rule 702 and the *Daubert* standard, including discussion of major jurisdictional standards
  - Foundational requirements for experts in mass tort products liability claims
  - Laying the groundwork for a *Daubert* motion and being prepared to deal with a *Daubert* challenge to your expert's testimony
  - Excluding plaintiff's causation experts and debunking junk science from unqualified experts
- Expert Selection and Utilization
  - Identification and retention of the appropriate experts
  - Locating and engaging competent and persuasive experts
    - Finding experts with the appropriate background, expertise, knowledge and ability to convey complicated information
  - Under what circumstances should you seek to use an expert witness
  - How to effectively utilize your experts in a mass tort products liability claim
    - Preparing your experts to testify
    - Allocating experts in an efficient manner when faced with claims spread throughout the country
    - Choosing when to use your "A-team" of experts without over utilizing them

2:50 **Ethical Considerations in the World of Mass Tort Products Liability**



*Joseph J. Ortego*

Partner

Nixon Peabody LLP (New York, NY)



*Peter M. Kramer*

Partner

Squire, Sanders & Dempsey LLP (Miami, FL)

- Insights on ethical guidance when managing mass torts and the potential conflicts which may arise
- The impact of Model Rule 1.8
- What you must know about the aggregate settlement rule for mass torts, including disclosure and informed consent requirements
- ALI Principles of the Law of Aggregate Litigation and what it means to a products liability mass tort
- Confidentiality issues involved in the resolution process

ETHICS

3:50 **Conference Ends; Master Class Registration Begins**

## POST-CONFERENCE MASTER CLASS Thursday, September 30, 2010 | 4:00-6:00pm

### Procedural Tactics for Managing and Defending Against Mass Tort Products Liability Claims



*Christian H. Gannon*

Shareholder

Segal McCambridge Singer & Mahoney, Ltd.



*Joseph J. Ortego*

Partner

Nixon Peabody LLP (New York, NY)



*D. Alan Rudlin*

Partner

Hunton & Williams LLP (Richmond, VA)

*This valuable 2-hour interactive session will provide guidance for dealing with today's procedural complexities as they relate to mass tort products liability claims. Learn how to meticulously prepare for managing resolution proceedings in "bet-the-company" actions. Take advantage of this unique opportunity and obtain pragmatic strategies, solutions, and the working tools necessary to master all of the intricate procedural details associated with the resolution of mass tort products liability claims. Topics include:*

- Evidence & Discovery
  - Formulating a document and e-discovery plan that defends against overly aggressive requests and ensures compliance
  - How to handle large scale discovery requests in mass tort claims
  - Proactive discovery strategies for mass tort products liability claims
  - Preventing against court ordered sanctions
- *Twombly*, *Iqbal* and where we stand in regard to sufficiency of pleadings
- Lone Pine Orders and Case Management – weeding out unmeritorious claims, as well as helping to define issues and narrow the scope of discovery
- The use of mandamus proceedings in the context of mass tort products liability claims
- Dealing with plaintiffs seeking reimbursement for attorney fees when allowed by a state  
....Plus much more

ACI's Advanced Forum on

# Managing and Resolving MASS TORT PRODUCTS LIABILITY CLAIMS

Devising Novel End-Game Strategies in Bet-the-Company Litigation

September, 29–30 2010 | The Helmsley Park Lane Hotel – New York, NY

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PLUS, be sure to also register for the Post-Conference Master Class: Procedural Tactics for Managing and Defending Against Mass Tort Products Liability Claims September 30, 2010; 4:00 p.m.-6:00 p.m.

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Payment must be received in full by the conference date. All discounts will be applied to the Conference Only fee (excluding add-ons), cannot be combined with any other offer, and must be paid in full at time of order. Group discounts available to individuals employed by the same organization.

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You must notify us by email at least 48 hrs in advance if you wish to send a substitute participant. Delegates may not "share" a pass between multiple attendees without prior authorization. If you are unable to find a substitute, please notify **American Conference Institute (ACI)** in writing up to 10 days prior to the conference date and a credit voucher valid for 1 year will be issued to you for the full amount paid, redeemable against any other **ACI** conference. If you prefer, you may request a refund of fees paid less a 25% service charge. No credits or refunds will be given for cancellations received after 10 days prior to the conference date. **ACI reserves the right to cancel any conference it deems necessary or remove/restrict access to the ACI Alumni program and will not be responsible for airfare, hotel or other costs incurred by registrants. No liability is assumed by ACI for changes in program date, content, speakers, venue or arising from the use or unavailability of the ACI Alumni program.**

### Hotel Information

**American Conference Institute** is pleased to offer our delegates a limited number of hotel rooms at a preferential rate. Please contact the hotel directly and mention the "ACI" conference to receive this rate:

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