



Conference on

FLEET ELECTRIFICATION IN EUROPE

Policies and Plans, Solutions and Technologies

December 6-7, 2023 | Amsterdam Marriott Hotel, The Netherlands

Hosted by:

Global **Mass Transit**

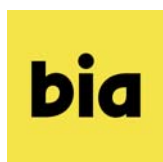
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BACKGROUND

Europe is advancing with a sense of urgency to deploy electric fleets to achieve its 2050 net-zero target.

Plans, policies and programmes have been announced by the European Commission (EC) including the Green Deal, Fit for 55 package, the Strategy on Sustainable and Smart Mobility, Clean Vehicles Directive, Greening Corporate Fleets Initiative, Revision of the Alternative Fuels Infrastructure Directive (AFID), Connecting Europe Facility and so on. Stringent targets are being put in place to speed up deployment of electric vehicles and ban the sale of petrol- and diesel-powered cars and light commercial vehicles (LCVs) in Europe. Ambitious carbon emissions targets for new city and long-distance buses from 2030 onwards have also been proposed.

Countries and cities across Europe have also undertaken dynamic efforts to accelerate fleet electrification. Policies have been drafted, funding has been extended and incentives have been introduced. Many large fleet operators have also announced plans to ramp-up their investments in electrification as part of their long-term climate commitments.

For a smooth transition to zero-emission electric fleets, massive investments in public and private charging infrastructure will be required. Unified standards for this infrastructure will also have to be set. The EU has set out a target of installation of 3 million charging points by 2030. To meet the additional demand from the charging points network, grid capacity will have to be enhanced. Strong collaboration and cooperation amongst several stakeholders, including policy makers and regulators, operators, utilities, OEMs and EV-charging companies will be a necessity.

While there are challenges, there are also many opportunities. The scale and speed of electric fleet deployment are creating tremendous momentum and demand for new solutions and tools for charging infrastructure, fleet monitoring, grid planning, workforce management and fleet maintenance.

In light of the targets set by the European Commission, recent developments and opportunities, **Global Mass Transit** is organising a conference on 'Fleet Electrification in Europe' on **December 6-7, 2023** at **Amsterdam Marriott Hotel, The Netherlands**.

KEY BENEFITS TO PARTICIPANTS

- Gain insight into the policies, projects and standards for clean buses
- Learn about best practices in financing, procuring and deploying clean buses
- Explore strategies to resolve key legal, technical, operational and financial issues facing the deployment of clean buses
- Gain exposure to new technologies and market development strategies for clean buses
- Understand the lifecycle cost analysis for clean buses to build financially-viable business models
- Network with transport authorities, operators, key vendors, financiers, technology providers and consultants
- Gain valuable experience by participating in interactive discussions

WHO SHOULD ATTEND?

The event is expected to draw participation from CXOs, executives, managers and decision-makers from:

- Ministries and government departments
- City governments/municipalities
- Policymaking and regulatory bodies
- Public transport authorities/agencies
- Public transport operators
- Logistics and commercial fleet operators
- Vehicle renting and leasing companies
- Last-mile mobility/delivery companies
- OEMs and EVs manufacturers
- Commercial vehicle manufacturers
- Power utilities, grid service Provider
- Distribution system operators (DSOs)
- Transmission system operators (TSOs)
- Infrastructure OEMs
- Electric charging solution suppliers and battery manufacturers
- Energy providers
- Charge point operators
- Energy networks and energy infrastructure operators
- E-mobility service providers and software suppliers
- Electric vehicle supply equipment (EVSE) providers
- Renewable energy companies
- Multilateral agencies
- Banks and financial institutions
- Leasing companies
- Academic institutions
- Research and development organisations
- Transport associations
- Consultants
- Environmental services organisations
- Technology providers
- Etc.

Day 1: December 6, 2023 (as on December 4, 2023)

Time (CET)	Session	Topic	Speaker
8:30–9:25	Registration, Tea/Coffee and Networking		
9:25–9:30	Welcome Remarks	Welcome remarks & mission of the conference	Jyoti Suri, Global Mass Transit
9:30–10:00	Keynote Address: Advancing Fleet Electrification by the Dutch Ministry of Infrastructure and Water Management	- Why we should transition to ZE medium- and heavy-duty vehicles? - Dutch policies supporting the transition to ZE transport - Examples of projects which accelerate this transition - Taskforce that supports the roll-out of charging infrastructure for medium- and heavy-duty vehicles on national level; Global Memorandum of Understanding on the uptake of ZE medium- and heavy-duty vehicles on international level	Keynote address by: - Marise Meijer, Advisor International Sustainable Logistics, Netherlands Enterprise Agency (RVO.NL), Ministry of Infrastructure and Water Management, The Netherlands Moderator: Sofie Defour, Climate and Freight Director, Transport & Environment (T&E), Belgium
		Q&A with the delegates	
10:00–10:45	Session 2: Navigating EU Climate Goals, Urban Challenges & Initiatives	- EU climate goals and transport emissions; the importance of car fleets to speed up electrification; taxation systems in different countries; state of play of electrification (EU and Member States); EU initiatives that can speed up fleet electrification and why this is necessary; effects of EU action on fleets by Transport & Environment (T&E) - Urban challenges in electrification: electrification of city fleets – leading by example; electric charging infrastructure for fleets – integration of planning for different uses, competition for space, semi-private parking spaces, inclusivity, user-friendliness; Incentives for private actors on city level; public procurement (electric HDVs) by Eurocities	Presentations by: - Stef Cornelis, Programme Director, Electric Fleets, Transport & Environment (T&E), Belgium - Kateřina Kůhrová, Project Officer, Eurocities, Belgium Moderator: Theodora Skordili, Business Development Manager Europe, Cenex, The Netherlands
		Q&A with the delegates	
10:45–11:15	Tea/Coffee and Networking Break		
11:15–11:45	Session 3: Accelerating Fleet Electrification to Meet Net Zero Goals	- Making fleet electrification a top priority in Europe - Experience so far, best practices and lessons learned - Key challenges, policy and regulatory recommendations - Critical dependencies, raw materials and supply chain bottlenecks - Workforce management, training and upskilling	Presentation by: - Rowana Legito, Project Manager Europe – Drive to Zero, CALSTART, The Netherlands Moderator: Marion Pignel, Project Officer, Eurocities, Belgium
		Q&A with the delegates	
11:45–12:45	Session 4: Plans, Progress and Practices for Fleet Electrification: I	- Challenges the Dundee population faces regarding the uptake of EVs; use of renewable energy for a range of operations within the council; complex EV strategy across the city; future EV projects by Dundee City Council - Fleet electrification challenges and solutions: Challenges like the lack of	Presentations by: - Fraser Crichton, Corporate Fleet Manager, Dundee City Council, Scotland - Hanan Klainer, VP of Sales, Make My Day, Israel - Candace Saffery Neufeld, Founder & CEO, Bia Power, Spain

		tools for the electrification process, range anxiety, daily operations; Solutions like fleet operations with smart software solutions for EV drivers and fleets by Make My Day What is smart charging?: Business cases and specific customer examples; and future proof your electrification journey by Bia Power	Moderator: Theodora Skordili, Business Development Manager Europe, Cenex, The Netherlands
Q&A with the delegates			
12:45–13:45	Lunch, networking and visit to sponsor exhibits		
13:45–14:45	Session 5: Plans, Progress and Practices for Fleet Electrification: II	- Heliox’s journey into providing world-class charging and smart energy management solutions within a fast-changing e-mobility landscape by Heliox Energy - How to achieve the most efficient fleet charging process; what are the constraints to consider; which benefits can be achieved; how does the tech work by RiDERgy - Introduction to The City of Edmonton’s journey to electrification; insight into the strategy to convert its nearly 1000 diesel buses to a zero emission fleet; challenges of facility retrofits and charging infrastructure in deploying 60 battery electric buses into revenue service by The City of Edmonton	<i>Presentations by:</i> - Erik van Beusekom, Director of Business Development, Heliox Energy, The Netherlands - Claudio Geyken, CEO & Founder, RiDERgy, Germany - Derek Hanson, Director, Transit Fleet Maintenance, The City of Edmonton, Canada Moderator: Richard Price, Director, Head of EV, Syzygy Consulting, UK
Q&A with the delegates			
14:45–15:15	Session 6: Electric Utilities – Opportunity and Role	A Christmas Carol – the ghosts of electricity’s past, present and future: what do customers need from their utility provider?; what’s happened to electricity supply and capacity historically?; where do we find ourselves now and what must be considered today; planning for a flexible net zero future by edenseven	<i>Presentation by:</i> - Pete Nisbet, Managing Partner, edenseven, UK Moderator: Adrian Serna Tamez, Program Manager, Calstart, The Netherlands
15:15–16:00	Session 7: Cross-Sector Collaboration for Fleet Decarbonisation	- Powering the Sleigh – making sure Santa has the charge he needs: where do you optimally charge your fleet and why?; regulatory requirements and protocols to consider; how do we collaborate cross sector to deliver an electric fleet future by edenseven - The Fleet Operator’s Dilemma: Transitioning to zero emission Medium and Heavy Duty Vehicles (MHDV) in Europe and the importance of collaboration; review of macro drivers and barriers to zero emission MHDV market growth; assessment of key challenges being faced by fleet owners in decarbonisation transition; potential solutions by Ricardo	<i>Presentations by:</i> - Simon King, Partner, edenseven, UK - Tom Nokes, Senior Sustainable Transport Consultant, Ricardo, UK Moderator: Claudio Geyken, CEO & Founder, RiDERgy, Germany
Q&A with the delegates			
Close of Day 1			

Day 2: December 7, 2023 (as on December 4, 2023)

Time (CET)	Session	Topic	Speaker
08:30–09:30	Reception and Networking		
9:30-10:00	Session 8: Electrifying Fleet in Poland	• Data-driven electrification; date with data in a big city • Do we know what we know? • Transport planning and modelling for electrification • What is coming? Brief look into the future	<i>Presentation by:</i> • Paweł Engel , Deputy Director- Transport Analysis Department, Centrum Unijnych Projektów Transportowych, Poland • Moderator: Richard Price, Director, Head of EV, Syzygy Consulting, UK
		Q&A with the delegates	
10:00-10:30	Session 9: Eco-Transit Spotlight: Ireland's Perspective	• Ireland’s national public transport fleet electrification • CIE Groups Fleet Sustainability plans • Ireland’s first urban EV deployment project in Athlone • Future regional cities EV rollout	<i>Presentation by:</i> • Ray Connolly, Senior Technical Manager Engineering, Bus Éireann, Ireland • Moderator: Richard Price, Director, Head of EV, Syzygy Consulting, UK
		Q&A with the delegates	
10:30–11:00	Session 10: Data and Analytics for Bus Electrification	• The importance of data quality when handling real-time electric fleet data • Context of electrification at De Lijn • Aim by 2035 and challenges	<i>Presentation by:</i> • Ward Gielis, Data Engineer and Esa Denaux, Data Engineer, De Lijn, Belgium • Moderator: Claudio Geyken, CEO & Founder, RiDERgy, Germany
		Q&A with the delegates	
11:00–11:30	Tea/Coffee and Networking Break		
11:30–12:00	Session 11: Successful Deployment of an All-Electric Bus Fleet and Depot in Warrington	• Delivery of ZEBRA in Warrington with full fleet replacement and new all-electric depot for council owned operator Warrington’s own Buses • Key issues and challenges including subsidy control, energy prices, interest rates, inflationary and availability pressures • Provision of green electricity from council owned solar farms	<i>Presentation by:</i> • Steve Hunter, Deputy Director, Transport and Infrastructure, Warrington Borough Council, UK • Moderator: Edwin O'Connell, Freight manager, Transport & Environment (T&E), Belgium
		Q&A with the delegates	
12:00–13:00	Session 12: Closing Session on Electrifying Road Transport	• Electrification of medium- and heavy-duty road freight: current state of road freight electrification; key hurdles to be tackled; solutions and the path going forward by Smart Freight Centre • Key challenges and infrastructure requirements; insight into the ZEFES project by IRU • De-risking fleet electrification and maximizing its value; Case studies to showcase what fleets are learning and how they are optimizing their approach for lifetime cost and emission savings, reducing upfront vehicle and infrastructure capex, and enabling quicker EV adoption across their organizations by Mckinsey & Company	<i>Presentations by:</i> • Ruben van Doorn, Fleet Electrification Coalition lead, Smart Freight Centre, The Netherlands • Raluca Marian, Director EU Advocacy / General Delegate, IRU Permanent Delegation to the EU, Belgium • Adam Seifert, Solution Associate, McKinsey & Company • Moderator: Sofie Defour, Climate and Freight Director, Transport & Environment (T&E), Belgium
		Q&A with the delegates	
Lunch and End of Conference			

PARTICIPANTS

The sixth edition of the conference on 'Clean Buses in Europe' was held on May 11-12, 2023 in Amsterdam, The Netherlands. More than 120 zero-emission bus experts from Austria, Belgium, Bulgaria, Estonia, France, Germany, Ireland, Israel, Italy, Netherlands, Norway, Poland, Slovenia, Spain, Switzerland, Turkey, the United Kingdom and the United States registered for the conference. Some of the key participating organisations at the conference included (in alphabetical order): Abellio London Bus, United Kingdom; ABB E-Mobility, The Netherlands; AWAKE Mobility GmbH, Germany; Bia Power Grid SL, Spain; BLIC GmbH, Germany; Bus Eireann, Ireland; BVG, Germany; ChargePoint, The Netherlands; Chariot Motors, Bulgaria; Busworld Foundation, Belgium; Cenex Netherlands, The Netherlands; Centrum Unijnych Projektów Transportowych, Poland; Cummins, United Kingdom; Department For Transport, United Kingdom; Eberspächer Sutrak, Germany; Ekoenergetyka-Polska S.A., Poland; Element Energy, United Kingdom; EMT Madrid, Spain; Enel X, Italy; Enel X Way Srl, Italy; European Commission, Belgium; European Investment Bank (EIB), The Netherlands; Evobus Nederland B.V., The Netherlands; Flix, Germany; FlixBus B.V., The Netherlands; Foothill Transit, US; Giro Inc., France; GreenRoad, Israel; GVB, The Netherlands; Hamburger Hochbahn AG, Germany; Heliox Automotive, The Netherlands; Horizon Europe Project ULTIMO, Switzerland; Jema Energy S.A., Spain; Karsan, Turkey; Liverpool City Region Authority, United Kingdom; Messer Group, Germany; Ministry Of Environment, Climate And Energy, The Netherlands; National Transport Authority, Ireland; NOW GmbH, Germany; Opérateur De Transport De Wallonie, Belgium; Österreichische Postbus AG, Austria; PSI Transcom GmbH, Switzerland; Punch Hydrocells, Italy; Qbuzz, The Netherlands; Recozy, The Netherlands; Sapio Produzione Idrogeno Ossigeno Srl, Italy; Sasa Spa Ag (Bolzano), Italy; Siemens, France; Skyss - Public Transport Authority Vestland, Norway; Spal Automotive, Italy; Steer Davies & Gleave, Italy; Swarco Smart Charging, United Kingdom; Tallinn Linnatransport AS, Estonia; Tper Spa, Italy; TPG Public Transport of Geneva, Switzerland; Transdev, The Netherlands; Translink, United Kingdom; Transport For London, United Kingdom; Tree Energy Solutions Hydrogen, Belgium; TÜV NORD Mobilität GmbH & Co. KG, Germany; TWAICE, Germany; VDL Bus & Coach, Slovenia; Virya Energy, Belgium; VOITH Turbo B.V., The Netherlands; volyrica diagnostics GmbH, Germany; World Energy Council, Austria; Worthington Industries, Poland; Wrightbus, United Kingdom; etc.

Here is the sample list of participants that attended the Clean Buses in Europe 2023 edition:

- Marketing Director Hydrogen Energy, Air Liquide, France
- President, AVERE Ukraine
- Market Development Manager, Ballard Power Systems Europe, Denmark
- Head of E-Mobility Division, BLIC Consultants, Germany
- Project Manager, Sustainable Transport, C40 Cities, UK
- Chief Strategic Planner, CaetanoBus, Portugal
- Sales Manager Electromobility, CarMedialab, Germany
- Fleet Sales Manager DACH, Chargepoint, Germany
- Executive Director, Clean Hydrogen Partnership, Belgium
- ICT Coordinator Electric Bus Systems, De Lijn, Belgium
- Deputy Director: Local Passenger Transport Division, Department for Transport (DfT), UK
- Expert Partner, diconium strategy GmbH, Germany
- Bus Sales Department Director, Ekoenergetyka-Polska SA, Poland
- CEO and Founder, ELO Mobility, Germany
- Global Head of Marketing eBus, Enel X Srl, Italy
- Director of Operation, EMT Madrid, Spain
- Deputy Directorate-General, European Commission, Belgium
- Programme Director, Decarbonisation Delivery, First Bus, UK
- Head of Business & Country Lead Benelux, Flixbus, The Netherlands
- Program Manager - Electric Bus Amsterdam, Gemeente Vervoerbedrijf Amsterdam (GVB), The Netherlands
- Railways Director, Globalvia, Spain
- Betriebsleiter/Prokurist, Göttinger Verkehrsbetriebe GmbH, Germany
- CEO, Heliox B.V., The Netherlands
- Project Manager, Helsinki Region Transport, Finland
- Global Applications Engineer, Hexagon Agility, Germany
- Managing Director, ING N.V., The Netherlands
- Account & Project Manager, INIT GmbH, Germany
- Consultant, inno-V, The Netherlands
- Member of the Management Board, IVU Traffic Technologies AG, Germany
- Key Account Manager, JEMA Energy, Spain
- Business Development & Strategy Coordinator, Karsan, Turkey
- Director Center of Excellence Energy Transition-Bus, Keolis Group, France
- Senior VP Business Development and Clean Hydrogen, Messer SE & Co. KGaA, Germany
- Policy Advisor, Ministry of Transport Baden-Württemberg, Germany
- Public Transport Expert, Modasti Consulting, The Netherlands
- Project Manager, North Denmark Region, Denmark
- Chief Executive Officer, ÖBB Postbus, Austria
- Business Development Manager, PSI Transcom GmbH, Germany
- Managing Director, Regionalverkehr Köln GmbH, Germany
- Chief Transport Officer, Road Safety and Transport Authority, Bhutan
- Policy & External Affairs Director, Stagecoach, UK
- Senior Advisor, Skyss, Norway
- President and Chief Planning Officer, Switch Mobility, UK
- Operational Marketing Intern, Symbio, France
- Head of Strategy & Innovation, Sympower, The Netherlands
- Chairman of the Board, Tallinn City Transport Limited Company, Estonia
- General Manager Engineering, Translink, UK
- Technical Director, Transports Metropolitans de Barcelona (TMB), Spain
- Innovation Expert, Transports Publics Genevois (TPG), Geneva, Switzerland
- Head of Mobility Business Unit in Poland, TÜV NORD Mobilität GmbH & Co. KG, Poland
- Managing Director, Uttar Pradesh State Road Transport Corporation, India
- Head of Sustainability, Västtrafik AB, Sweden
- Business Development Manager Public Transport, VDL Bus & Coach, The Netherlands
- Project Manager Infrastructure, WasserstoffNet, The Netherlands
- CCO Europe, Wrightbus, UK
- Etc.

ABOUT THE ORGANIZERS

Global Mass Transit is a leading provider of information and analysis on the global mass transit industry. We publish a monthly market intelligence report (Global Mass Transit Report), a weekly newsletter (Global Mass Transit Weekly) and operate the www.globalmasstransit.net (website).

We publish multi-client research studies and undertake custom research assignments. Global Mass Transit tracks developments in over 100 countries across all regions to ensure reliable and actionable research. Some of our leading research reports are Europe Bus Market Outlook Report 2022-2031, Asia Pacific Bus Market Outlook Report 2021-2030, Global Transit Ticketing & Fare Collection Report, Global Upcoming Light Rail Projects Report & Database 2022-2036, Global Upcoming Metro Rail Projects Report and Database 2022-2036, etc.

Global Mass Transit also organises conferences on topical and crucial issues with focused sessions and discussions featuring speakers with vast experience and expertise in North America, Europe, Asia Pacific, the Middle East and Africa.

Global Mass Transit regularly organises conferences on Clean Buses in Europe (Amsterdam), Clean Buses in APAC (Singapore), Clean Buses in North America (San Francisco, Washington, DC, Toronto), Clean Buses in MENA (Dubai), Zero-emission Ferries in the Us (San Francisco) and Hydrogen-Fuelled Buses and Infrastructure in Europe (Amsterdam).

The latest editions of these conferences are listed below:

- Fourth Conference on Hydrogen-Fuelled Buses and Infrastructure in Europe, Amsterdam Marriott Hotel, December 5, 2023
- Third Conference on Clean Buses in the US, San Francisco, November 8-9, 2023
- Second Conference on Clean Buses UK, Park Plaza London Riverbank, September 12, 2023
- Clean Buses East, Renaissance Washington, DC Downtown Hotel, June 27-28, 2023
- Zero Emission Ferries US, San Francisco Airport Marriott Waterfront, June 21, 2023
- Second Conference on Clean Buses in Canada, InterContinental Toronto Centre, Canada, May 25, 2023
- Sixth Conference on Clean Buses in Europe, Amsterdam Marriott Hotel, The Netherlands, May 11-12, 2023
- Clean Buses in MENA, Shangri La Dubai, February 7-8, 2023

We also organise conferences on topics such as Transit State of Good Repair, Mobility-as-a-Service, Autonomous Vehicles and Public Transport, Mobility-on-Demand in Transit, Transit Ticketing & Fare Collection, Rail Asset Management, etc.

DELEGATE FEE

Delegates	Price before Sept 29, 2023	Price before Oct 27, 2023	Price before Nov 17, 2023	Standard Fee
1 Delegate	EUR1,050	EUR1,200	EUR1,350	EUR1,500
2 Delegates	EUR1,680	EUR1,920	EUR2,160	EUR2,400
3 Delegates	EUR2,310	EUR2,640	EUR2,970	EUR3,300
4 Delegates	EUR2,940	EUR3,360	EUR3,780	EUR4,200
Special Category*	EUR400	EUR475	EUR550	EUR625

*There is a special low fee for public transport authorities (PTAs) and government authorities.

(Registration fee includes access to all sessions, copy of presentations light breakfast, lunch, tea/coffee, and Wi-Fi access, on both days of the conference.)

SPONSORSHIP

Option 1 – EUR 5,500

15% 'early-bird' discount until October 06: EUR 4,675

- A 15-minute speaking slot followed by Q&A with the attendees
- Table space at the venue
- Company logo will be displayed on the event website and the registration page
- Company logo will be displayed in the opening and closing slides
- Special mailer to our database announcing your participation
- Sponsor company and logo mentioned in each promotional mailer
- Mentions in social media posts including a post on the speaker from your company
- Mention in opening and closing remarks
- 2 delegate registrations (excluding the speaker)

Option 2 - EUR 10,000

15% 'early-bird' discount until October 06: EUR 8,500

- A 15-minute speaking slot followed by Q&A with the attendees
- Moderating a panel discussion
- Table space at the venue
- Company logo will be displayed on the event website and the registration page
- Company logo will be displayed in the opening and closing slides
- Special mailer to our database announcing your participation
- Sponsor company and logo mentioned in each promotional mailer
- Mentions in social media posts including a post on the speaker from your company
- Mention in opening and closing remarks
- 5 delegate registrations (excluding the speaker)

Lanyard sponsor – EUR 6,000

15% 'early-bird' discount until October 06: EUR 5,100

- Named lanyard sponsor
- Company logo will be displayed on the event website and the registration page
- Company logo will be displayed in the opening and closing slides

- Special mailer to our database announcing your participation
- Sponsor company and logo mentioned in each promotional mailer
- Mentions in social media posts
- Mention in opening and closing remarks
- 2 delegate registrations
- Lanyards to be provided by the company

Coffee sponsor – EUR 4,000

15% 'early-bird' discount until October 06: EUR 3,400

- Named Coffee Sponsor
- Tent cards with branding (to be placed on tables)
- Company logo will be displayed on the event website and the registration page
- Company logo will be displayed in the opening and closing slides
- Special mailer to our database announcing your participation
- Sponsor company and logo mentioned in each promotional mailer
- Mentions in social media posts
- Mention in opening and closing remarks
- 1 delegate registration

Exhibitor Package - EUR 3,500

15% 'early-bird' discount until October 06: EUR 2,975

- Branding on all marketing collaterals/ materials
- Branding on all communication of the conference
- Branding on all event paid promotional campaigns
- Verbal recognition at the sponsored event
- Social media posts
- Table space at the venue
- 1 delegate registration

PAYMENT OPTIONS

To make payments, please visit:

<https://cvent.me/3D2ez7>

All credit card payments will be subject to standard credit card charges

TERMS AND CONDITIONS

Payment Policy

- Full payment must be received prior to the conference in EUR.

Cancellations

- Cancellation requests received in writing 30 days before the date of the conference will be eligible for a full refund, minus a service charge/administration fee of EUR 150. We regret that no refunds will be made for any cancellation requests received less than 30 days prior to the conference.
- Substitutions/name changes are welcome at no extra charge. Please send these in writing at least two days prior to the conference.

Disclaimer:

- Global Mass Transit shall assume no liability whatsoever in case the conference is postponed or cancelled due to a fortuitous event or unforeseen occurrence that renders its organization impractical, illegal or impossible. For purpose of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency. Global Mass Transit's responsibility is limited to the return of registration fees only, and not any travel and accommodation costs.
- Please note that it may become necessary for reasons beyond the control of the organizers to make alterations to the content and timing of the program or speakers.