



# CUSTOMER LOYALTY OR DISLOYALTY?

## *The Challenges for Retailers*

### Lunch & Panel Discussion- February 22, 2012

#### Part 1: Business Contact Information

Please fill out entire registration form completely. Attendee information must be completed for registration processing.

Company \_\_\_\_\_

Name \_\_\_\_\_ Mr. Ms. Miss Mrs.

Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Ext. \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

#### Part 2: Registration Fee

<b>Shelfspace Member</b>	\$95.00 x _____ = _____
<b>Non-member</b>	\$135.00 x _____ = _____
	<b>Sub-Total</b> _____
	Groups of 5 or more (5% Discount) _____
	<b>Sub-Total</b> _____
	HST #126215813 RT001) Plus HST 12% _____
	<b>Total</b> _____

#### Part 3: Payment Method

Ticket order not valid without signature and payment.

**Cheque** Payable to RAC Canada (CDN \$ only) Cheque/P.O. # \_\_\_\_\_

**Credit Card** Amex MasterCard VISA

Credit Card # \_\_\_\_\_

Expiry Date \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Billing Address Same as Above

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

**Mail:** Shelfspace  
208-1730 West 2nd Ave  
Vancouver, BC V6J 1H6

**Fax:** 1-877-222-9966  
**For more information:**  
Contact 1-800-663-5135

#### Part 4: Badge Information

1. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_
2. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_
3. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_
4. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_
5. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_
6. Guest Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ PC/ZIP \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

#### Registration Policies

Registrations/ticket orders will not be processed without full payment. Payment must be made by cheque or credit card in Canadian dollars only. Receipt of payment will be mailed to you within 10 days of receipt of payment. An Event Confirmation Form will be e-mailed or faxed to you within five business days of receipt of payment. Payments/registrations received less than two business days prior to the event will not receive advance confirmation. Substitutions are permitted up to two days prior to the event by providing RAC Canada with a replacement Registration/Ticket Order Form. Refund requests will be permitted up to 30 days prior to the event, but are subject to a \$75 processing fee (plus GST). Requests should be faxed to RAC Canada's Events Department at 1-866-427-4714. Refunds will not be processed less than 30 days prior to the event. RAC Canada reserves the right to cancel this event and will only be responsible for refunding registration fees/ticket prices.

RAC Canada collects, uses and discloses contact information (i.e. name, job title, business address, telephone number, fax number, and business e-mail address) of an employee of an organization. This contact information may be shared with RAC Canada affiliated trade associations. This contact information may be used by RAC Canada (and RAC Canada affiliated trade associations) to inform you on a periodic basis by electronic newsletters, correspondence, phone calls, faxes and e-mails about industry issues, events, products and services of interest to your business. Contact information that is limited to name, job title, business address and telephone number may also be shared with select sponsors of RAC Canada events. Contact fax numbers and e-mail addresses will not be provided to sponsors.