



Welcome to the UAC Leadership Academy – Class of '26, a landmark leadership initiative developed by UAC in partnership with ANZIIF and proudly supported by HDI Global as Program Sponsor.

Tailored for mid-career professionals in underwriting agencies, the program combines real-world learning, mentorship, and ANZIIF's flexible training modules. Participants will graduate with a Certificate in Organisational Leadership and the skills to lead with confidence.

Across six modules in 2026, the program delivers workshops, case studies, roundtable discussions, and tech demos – all led by experts in insurance and leadership development.

Capacity is limited to 25 candidates and applications will be judged by a panel upon receipt of the completed mandatory requirements.

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Welcome



Jenny Bax

Chief Executive Officer

Underwriting Agencies Council

It is with immense pride and excitement that we welcome you to the inaugural UAC Leadership Academy – Class of '26, proudly sponsored by HDI Global.

This initiative has been two years in the making, built from the ground up with one core goal: to invest meaningfully in the future leaders of the underwriting agency sector. In an increasingly complex and fast paced industry, the need for ambitious, skilled, and visionary leadership has never been more important.

The Leadership Academy reflects UAC's deep commitment to building a strong and sustainable talent pipeline. We believe education, collaboration, and connection are the cornerstones of professional growth and by extension, sector growth.

Over the course of this program, you'll have the opportunity to expand your knowledge, challenge your thinking, and engage meaningfully with a network of peers and leaders who will help shape your journey.

Beyond technical skills, we're equally focused on building a healthy, values led community where authenticity, purpose, and leadership go hand in hand. We want you to walk away not only with new capabilities, but with a renewed sense of clarity about the kind of leader you want to be.

Thank you for being part of this first chapter. We are thrilled to have you with us.

Warm regards,
Jenny Bax



Michael Edmonds

Chair

Underwriting Agencies Council

The Underwriting Agencies sector plays a vital role in protecting a significant portion of policyholders across Australia. Renowned for its innovation, deep expertise, and specialist knowledge, our sector consistently steps up to provide solutions when brokers and clients need them most.

It's no surprise, then, that the Underwriting Agencies Council (UAC) is held in high regard, not only within the insurance industry but also by a growing number of external stakeholders.

With leadership comes responsibility. As the voice of our sector, UAC is committed to investing in the capability, expertise, and professionalism that define underwriting agencies. The UAC Leadership Academy - Class of '26 represents that commitment in action, an investment in the future of our industry.

The Board's vision and commitment to the development of our future leaders is unwavering. We extend our sincere thanks to everyone who helped shape this important program, and to those who have supported its launch.

To the successful participants - congratulations. You are part of the next generation of leadership in our sector.

HDI Global



Stefan Feldmann

*Head of HDI Global Asia-Pacific,
Managing Director HDI Global SE, Australia,
Managing Director HDI Global Specialty SE,
Australia and New Zealand*

Stefan Feldmann has been a driving force behind HDI's growth in the Asia-Pacific region since joining the company in 2010. Appointed Managing Director of HDI Global Australia in 2012, he has steadily expanded his responsibilities, most recently taking full leadership of both the commercial and specialty businesses across Australia and New Zealand as of July 2024. His career began after studying in Cologne, when he joined Allianz as a liability underwriter in Munich, later relocating to Singapore to oversee liability business across Asia-Pacific.

Under his guidance, the Singapore office, which he assumed responsibility for in 2016, has grown into a key regional hub. This success paved the way for further expansion, with HDI offices now established in Bangkok, Kuala Lumpur, and most recently Dubai. In 2022, the Hong Kong office covering Greater China and South Korea was integrated into a newly formed regional structure, solidifying HDI's Asia-Pacific footprint. Today, Feldmann oversees a broad and dynamic region, leading operations and strategic growth across Asia-Pacific and the Middle East.

HDI Global



Peter Gezimati

Head of Delegated Authority

HDI Global Specialty SE Australia

Based in Sydney, Peter Gezimati brings over 30 years of general insurance experience spanning three continents and multiple lines of business, including casualty, property, and motor. As a seasoned professional, he combines deep expertise in underwriting, portfolio management, relationship building, and business development.

In his role as Head of Delegated Authority for HDI Global Specialty SE Australia, Peter leads a dedicated team managing an extensive portfolio of delegated authority business across Australia and New Zealand. His intimate knowledge of the delegated authority model and strong partnerships with underwriting agencies in the region have been key drivers of the team's success.

Peter holds a BA in Financial Services from Napier University Edinburgh and is an Associate of the Chartered Insurance Institute (ACII).

Program Sponsor Overview

As a Corporate & Specialty lines insurer, HDI Global SE (HDI) meets the needs of SMEs, industrial companies, middle market and corporate clients with insurance solutions that are specifically tailored to their requirements. In addition to HDI's prominent position in the German and broader European market, the company has access to its own worldwide HDI Global Network covering more than 175 countries through its own HDI foreign branch offices, subsidiaries, affiliated companies, and network partners. Acting as the Partner in Transformation, HDI Global SE leads roughly 5,300 International Programmes and offers its multinational client's compliant coverage worldwide.

Program Sponsorship

As a Relationship Insurer, HDI is deeply embedded in the businesses we serve. Sponsoring the UAC Leadership Academy allows us to give back to the sector by empowering mid-career professionals to step confidently into leadership roles, strengthening the entire insurance ecosystem in the process.

Course Agenda & Key Dates


Welcome Reception and Official Launch - Class of '26

2 March 2026 | 4:00pm - 8:30pm

 **Market Lane Group**
Level 1, 66 King Street, Sydney
Drinks Details - Page 10


Module 1: Leading with Purpose

3 & 4 March 2026 | 9:00am - 5:00pm

 **Wotton Kearney**
Level 9 Grosvenor Place , 225 George Street, Sydney
Relax and connect at our evening drinks before day 2- Page 12


Module 2: Business Acumen: Managing a successful agency business, financial and product portfolio

14 & 15 April 2026 | 9:00am - 5:00pm

 **Wotton Kearney**
Level 9 Grosvenor Place , 225 George Street, Sydney
Relax and connect at our evening drinks before day 2 - Page 14

Module 3: Underwriting Business Development & Claims Management: The Keys to Successful Business Outcomes

19- 21 May 2026 | 9:00am - 5:00pm

 **Wotton Kearney**
Level 9 Grosvenor Place , 225 George Street, Sydney
Relax and connect at our evening drinks before day 2 - Page 16

Course Agenda & Key Dates

Module 4: The Past, The Present and The Future – Underwriting Agencies breaking new ground

21 & 22 July 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Relax and connect at our evening drinks before day 2 - Page 21

Module 5: Governance and Organisational Integrity: what you need to know for a long-term sustainable business

18 & 19 August 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Relax and connect at our evening drinks before day 2 - Page 23

Module 6: Data, AI & Digital Disruption: from AI and technology trends to data management and cyber risks

22 & 23 September 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Presentation and Official Close – Class of '26

23 September 2026 | 4:00pm - 8:30pm



Market Lane Group

Rooftop of Building (access via Lobby), 66 King Street, Sydney

Drinks details - Page 28

Welcome Reception and Official Launch Class of '26

Monday 2 March 2026 | 4:00 PM - 8:30 PM

- Candidates networking opportunities
- Sponsors presentation
- Overview of course by UAC
- Canapés & Drinks



Market Lane Group

Level 1, 66 King Street, Sydney

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Market Lane.
INSURANCE GROUP

Module 1

Leading with Purpose

3 & 4 March 2026 | 9:00am - 5:00pm

 **Wotton Kearney**
Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Speaker

Tenille Halliday – Tenille Halliday + Partners

Session Focus & Learning Outcomes

This module is designed to help participants lead with greater purpose, presence, and impact. Grounded in principles from neuroscience and psychology, the program translates theory into practical strategies for complex, high-pressure environments, and diverse teams.

Participants will collaborate on realistic leadership dilemmas and leave with greater self-awareness and the ability to influence, set clear expectations, and lead high-stakes conversations with clarity and confidence.

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Module 1

3 March 2026

Canapés & Drinks | 6:00pm - 8:00pm

Wotton Kearney

 ***Level 9 Grosvenor Place , 225 George Street,
Sydney***

Proudly Sponsored By



Module 2

Business Acumen: Managing a successful agency business, financial and product portfolio

14 & 15 April 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Speakers

- Susie Amos – Director & Principal of Finity
- Gokul Chandrasekaran - Principal of Finity
- Alina Pettifer - Principal of Finity

Session Focus & Learning Outcomes

This module provides participants with a practical understanding of the key business drivers within the insurance industry. Through focused sessions on insurance financials, pricing principles, portfolio management, and business planning, participants will develop the skills to interpret performance metrics, manage portfolios effectively, and contribute to strategic decision-making.

Module 2

Through real-world examples and case studies, participants will leave with the ability to:

- **Interpret Insurance Product Metrics:** Understand key financial indicators and performance drivers
- **Understand Pricing Principles:** Learn how insurance products are priced and the impact of pricing decisions
- **Manage Portfolios Using Data:** Apply data insights to monitor and optimise portfolio performance
- **Contribute to Strategic Planning:** Support forecasting, planning, and business strategy development

14 April 2026

Canapés & Drinks | 5:00pm - 7:00pm

 **Wotton Kearney**

Level 9 Grosvenor Place , 225 George Street, Sydney

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Underwriting Solutions

Module 3

Underwriting Business Development & Claims Management - The Keys to Successful business Outcomes

19- 20 May 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Part 1

Product Underwriting and Business Development

Speakers

- Jesse Borthwick – Chief Underwriting Officer – Insurance Investment Solutions
- Scott Driscoll – Chief Technical Officer – Insurance Investment Solutions
- Anthony Baker – Chief Underwriting Officer – Zurich CoverMore & Ambassador for ANZIIF

Session Focus & Learning Outcomes

This module provides participants with practical insights from industry veterans into securing support from capacity insurers, developing niche products to meet emerging risks and exposures, and evaluating distribution models that drive sustainable agency growth.

Module 3

19 May 2026

Canapés & Drinks | 5:00pm - 7:00pm

 **Wotton Kearney**

Level 9 Grosvenor Place , 225 George Street, Sydney

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Module 3

Part 2

Underwriting and Portfolio Management – Claims Response

21 May 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Speaker

- Drew Schnehage – Director, Global Business Development – Insure Connect Services

Session Focus & Learning Outcomes

This module equips participants with a comprehensive understanding of how to manage the claims process efficiently and effectively – ensuring strong customer relationships and achieving outcomes that balance the interests of the customer, agency, and capacity insurer.

Participants will explore key differences in claims handling approaches across commercial and retail products, as well as between direct and third-party administrator (TPA) management models.

Module 3

Key learning areas include:

- **Claims Workflows:** Streamlining processes for efficiency and consistency
- **Empathetic Claims Management:** Building trust and rapport with customers
- **Dispute Resolution Strategies,** including when and how to engage third-party advisors

Module 4

The Past, The Present and The Future – Underwriting Agencies breaking new ground

21 & 22 July 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place, 225 George Street, Sydney

Morning Tea & Lunch included

Part 1

Lloyd's Australia – Delegated Authority & the Coverholder application process

Speakers

- Sarah Girling – Senior Market Engagement Manager – Lloyd's Australia
- Peter Plustwik – General Manager – Lloyd's Australia

Part 2

HDI Global - Similar but different: a View from an APRA regulated entity on how we engage and support Agencies

Speaker

- Peter Gezimati – Head of Delegated Authority – HDI Global

Part 3

Rhodian Group: Underwriting Agencies Breaking New Ground

Speaker

- Simon Lightbody – Founder & Director – Rhodian Group

Module 4

Session Focus & Learning Outcomes

This module explores the role of Lloyd's in the Australian insurance market, beginning with a brief history and overview of its local presence. It then examines delegated authority models at Lloyd's alongside equivalent frameworks governed by APRA in Australia.

Participants will gain practical insights into building a brand, managing delegated authority agreements, navigating wholesale placements, and understanding various capacity and distribution models.

Participants will leave with the ability to:

- **Understand Lloyd's Market Structure:** Gain insight into Lloyd's global operations and its footprint in Australia
- **Navigate Delegated Authority Oversight:** Compare delegated authority models under Lloyd's and APRA governance
- **Complete the Coverholder Application Process:** Understand the steps and requirements specific to the Australian market
- **Apply Best Practices for Success:** Identify the traits and strategies of successful underwriting agencies
- **Engage Effectively with Key Stakeholders:** Build confidence in working with Lloyd's participants, local insurers, and distribution partners

Module 4

21 July 2026

Canapés & Drinks | 5:00pm - 7:00pm

Wotton Kearney



Level 9 Grosvenor Place , 225 George Street, Sydney

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Module 5

Governance and Organisational Integrity: what you need to know for a long-term sustainable business

18 & 19 August 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Speaker

- Paul Muir – Managing Director – Compliance Advocacy Solutions

Session Focus & Learning Outcomes

Using case studies and practical examples, this module explores the role of governance and compliance across the general insurance sector, with a focus on the unique responsibilities and challenges faced by Underwriting Agencies

Participants will leave with the ability to:

- **Understand the Regulatory Landscape:** Identify the roles of regulators and industry bodies governing general insurance
- **Interpret Financial Services Laws & Codes:** Understand how laws and industry codes apply to Underwriting Agencies
- **Adopt Systematic Compliance Approaches:** Implement tailored governance frameworks to manage compliance effectively

Module 5

- **Navigate Regulatory Challenges:** Work through common compliance issues and explore practical solutions
- **Drive Business Value Through Governance:** Leverage strong compliance practices to support business growth and stakeholder confidence

18 August 2026

Canapés & Drinks | 5:00pm - 7:00pm

Wotton Kearney



**Level 9 Grosvenor Place , 225 George Street,
Sydney**

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Module 6

Data, AI & Digital Disruption: from AI and technology trends to data management and cyber risks

22 & 23 September 2026 | 9:00am - 5:00pm



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Morning Tea & Lunch included

Part 1

Insurtech landscape and current trends

Speaker

- Simone Dossetor – CEO – Insurtech Australia

Session Focus & Learning Outcomes

In this session, the CEO of Insurtech Australia provides an overview of the evolving technology landscape for underwriting agencies, highlighting key trends shaping the sector's growth.

Participants will gain insight into the Insurtech ecosystem, explore opportunities for collaboration – especially around AI adoption – and examine case studies that showcase successful, long-term partnerships between agencies and Insurtechs.

Module 6

Participants will leave with:

- A clear understanding of the current Insurtech ecosystem
 - Insight into emerging technology trends relevant to underwriting agencies
 - Practical examples of how to build sustainable, mutually beneficial technology partnerships
-

Part 2

Artificial Intelligence in Insurance and developing your data strategy

Speakers

- Sanan Thamo – CEO – Ingrity
- Ujjwal Dalmai – Consultant & Data Scientist - Ingrity

Session Focus & Learning Outcomes

This session introduces participants to the fundamentals of artificial intelligence and its potential to reshape the insurance industry.

Through practical use cases, participants will explore how AI is being applied in insurance and learn how to begin their own AI journey.

The session also highlights the critical role of data – particularly data quality – and guides participants in developing a robust data strategy for their business.

Module 6

Part 3

Cyber resilience and protecting your business

Speaker

- Karen Stephens – CEO - BCyber

Session Focus & Learning Outcomes

Effective cybersecurity is critical for underwriting agencies, yet navigating this complex space can be challenging. In this session, participants will gain a clear understanding of technical concepts, standard frameworks, and terminology, and be equipped with actionable strategies to strengthen their agency's cyber resilience.

Participants will leave with:

- A clear understanding of core cybersecurity concepts and terminology
- Familiarity with standard cybersecurity frameworks relevant to insurance
- Practical strategies to enhance cyber resilience within their agency
- Confidence to begin implementing a tailored cybersecurity approach

Module 6

Part 4

Cyber Incident Management

Speaker

- Nicole Gabryk – Partner – Wotton Kearney

Session Focus & Learning Outcomes

This hands-on session immerses participants in a scenario-based cyber breach simulation designed to test an organisation's readiness to respond to a cyber incident.

Participants will walk through the critical stages of incident response – from initial discovery and containment within the first 24 hours to full recovery and restoration of Business As Usual (BAU) operations.

By the end of the session, participants will understand:

- The immediate impact of a cyber breach on IT infrastructure and data integrity
- How to contain a breach, investigate its origin, and manage the crisis effectively
- Legal and regulatory obligations, including notification requirements for affected individuals, regulators, and insurers
- How to assess and respond to threat actor demands, including ransom or data exposure scenarios
- The steps involved in developing a communication strategy, evaluating business impact, and restoring BAU operations

Presentation and Official Close Class of '26

Wednesday 23 September 2026 | 4:00 PM – 8:30 PM

- Award presentations
- Speeches
- Canapés & Drinks



Market Lane Group

Rooftop of Building (access via Lobby), 66 King Street, Sydney

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Class of '26 Program Mentor



Jenny Bax

Chief Executive Officer

Underwriting Agencies Council

Jenny Bax is a trailblazing leader with over 30 years of insurance industry experience. As the inaugural CEO of the Underwriting Agencies Council (UAC), she champions collaboration across the insurance ecosystem and ensuring UAC continues to be a driving force in advocacy, professional development, and innovation across the agency sector. Jenny's global career includes senior leadership roles in Australia and abroad, and she has served as founding member and Chair of the ANZIIF General Insurance Faculty Advisory Board.

Her academic credentials include a Graduate Diploma in Insurance, an MBA from Deakin University, and is a Graduate of the Australian Institute of Company Directors (GAICD). Jenny is also a passionate advocate for women in leadership, frequently speaking on mentoring and executive confidence.

Under her guidance, UAC has launched a number of member-focused initiatives such as the Member Spotlight Series, and an Employee Assistance Program with Procure, supporting the wellbeing of agency professionals and now the UAC Leadership Academy.

Speaker Profiles

Discover the expertise behind our program.

Explore the Speaker Profiles for insights into each presenter's background, experience, contribution and support for the Leadership Academy.

Access via the speaker profiles tab on the UAC Leadership Academy landing page.

[Click to view](#)

ANZIIF Membership

Participants in the UAC Leadership Academy will receive complimentary ANZIIF membership for the full 12-month duration of the program, provided they are not already members.

This membership grants access to ANZIIF's extensive library of technical content, interactive learning tools, and a range of professional development events to support your journey throughout the course. At the conclusion of the program, participants will have the opportunity to continue their ANZIIF membership independently.

ANZIIF Modules

Candidates are required to complete the following online ANZIIF modules prior to attending each in person two day module, or provide proof of prior completion.

There are mandatory and optional courses available.

ANZIIF Modules

Module 1: Leading with Purpose

Mandatory:

- 5 Week Course: [Manage professional development - ANZIIF \(Skills Unit\)](#)

Optional: 30 minutes each

- [Becoming resilient - ANZIIF \(Professional Development Activity\)](#)
- [How to build leadership skills - ANZIIF \(Professional Development Activity\)](#)

Optional: 15 minutes each

- [Five skills for insurance leaders of the future - ANZIIF \(Professional Development Article\)](#)
 - [Leadership in the workplace — chasing the X factor - ANZIIF \(Professional Development Article\)](#)
-

Module 2: Business Acumen: Managing a successful agency business, financial & product portfolio

Mandatory:

- 5-week course: [Analyse data - ANZIIF \(Skills Unit\)](#)
- [ReACT - Regulation and the law, what you need to know now - ANZIIF](#)

Optional: 15 minutes each

- [Meet the Customer of the Future - ANZIIF Journal](#)
 - [Customer Relationship The True Test - ANZIIF Journal](#)
 - [Business Made Personal - ANZIIF](#)
-

ANZIIF Modules

Module 3: Underwriting Business Development & Claims Management - The Keys to Successful Business Outcomes

Mandatory:

- 90 Minutes: [Caring for the vulnerable customer](#)

Optional:

- 30 Minutes: [The customer claims experience - ANZIIF \(Professional Development Activity\)](#)
-

Module 4: The Past, The Present and The Future – Underwriting Agencies breaking new ground

Mandatory:

- 2 Hours: [Lloyd's Demystified: Understanding the World's Leading Insurance Market - ANZIIF \(Short course\)](#)

Optional:

- 2 Minutes: [SNAPSHOT: History of insurance](#)
 - 5 Minutes: [Insurers focus on support for First Nation peoples](#)
 - 5 Minutes: [Taking charge of climate change risk](#)
-

Module 5: Governance and Organisational Integrity: what you need to know for a long-term sustainable business

Mandatory - 2 Hours Each:

- [Building Integrity](#)
 - [Beyond Breaches](#)
-

ANZIIF Modules

Module 6: Data, AI & Digital Disruption

Optional:

- 30 Minutes: [Blockchain in an insurance context - ANZIIF \(Professional Development Activity\)](#)
- 30 Minutes: [Parametric insurance - ANZIIF \(Professional Development Activity\)](#)
- 45 Minutes: [ANZIIF Webinar: Insurtech across the value chain - ANZIIF \(Professional Development Video\)](#)
- 15 Minutes: [How to collaborate successfully with insurtechs - ANZIIF \(Professional Development Article\)](#)

Venue Locations

Launch Evening & Presentation/Close Evening



Market Lane Group

Level 1, 66 King Street, Sydney

WHS Information located on CO26 tab (UAC website)

Course Location



Wotton Kearney

Level 9 Grosvenor Place, 225 George Street, Sydney

WHS Information located on CO26 tab (UAC website)

Accommodation



Amora Jamison Sydney

11 Jamison Street, Sydney

Venue 1st night drinks



Wotton Kearney

Level 9 Grosvenor Place , 225 George Street, Sydney

Accommodation Information

UAC has negotiated accommodation at Amora Jamison Sydney for any candidates who are travelling.

Accommodation costs are at candidates' expense.

 **Amora Jamison Sydney**
11 Jamison Street, Sydney

Booking Link to be provided to successful candidates on receipt from Amora Jamison Sydney (December 2025)

BLOCK ID: UAC280226

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 28/02/2026 Check out: 06/03/2026	Deluxe King	Single	\$309.00

BLOCK ID: UAC140426

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 12/04/2026 Check out: 17/04/2026	Deluxe King	Single	\$309.00

Accommodation Information

BLOCK ID: UAC190526

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 17/05/2026 Check out: 22/05/2026	Deluxe King	Single	\$309.00

BLOCK ID: UAC210726

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 19/07/2026 Check out: 24/07/2026	Deluxe King	Single	\$309.00

BLOCK ID: UAC180826

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 16/08/2026 Check out: 21/08/2026	Deluxe King	Single	\$309.00

BLOCK ID: UAC220926

Date	Room Type	Occupancy	Rate (Room Only)
Check in: 20/09/2026 Check out: 25/09/2026	Deluxe King	Single	\$309.00

Accommodation Information

- All prices are quoted in Australian Dollars and are inclusive of 10% GST
- All prices are non-commissionable
- We are delighted to offer all our guests complimentary Wi-Fi throughout the hotel.
- Rooms and rate are subject to availability at time of booking and limited inventory applies. Should the above room type be unavailable, another room category may be offered at an additional supplement.

CANCELLATION POLICY FOR OPEN BLOCK

- Cut-off date: (30 days prior to arrival)
- 30 days prior to arrival the Hotel will release all unmaterialised rooms with no penalty. Any additional rooms required after 30 days will be subject to availability and a price increase may apply.

Individual guest reservation must be cancelled 24 hours prior to arrival, by 2pm day prior.

A confirmed reservation that is neither cancelled nor taken up by the client, will incur a no show charge of one night's accommodation. Any further nights included in the reservation will automatically be cancelled. This will be charged to the individual guest credit card.

PAYMENT TERMS

- Guest credit card is required to guarantee the booking and charged upon check out; unless charge back or full pre-payment has been provided for guest booking.
- Billing Instruction: Guest paying own account

Dress Code & Contacts



Dress Code

Smart Casual or Business Attire

UAC Contacts

Jenny Bax

Chief Executive Officer & Course Mentor

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Sponsors



Module Sponsor

Module 1

Leading with Purpose



Module Partners

