

Questions and answers from and for visitors of our events Admission tickets / online ticketing / invitations

Hello,

We are glad to be able to welcome you as a visitor of our exhibition events in Hamburg.

Our online ticket shops offer you the convenient possibility of purchasing admission tickets online or redeeming your invitations in advance. You can print out your online ticket directly or download them; tickets are not sent to you by post. With the online ticket, you have fast and direct access to our events and no waiting in the cash desk line.

In the following, you will find information and answers to frequently asked questions regarding online tickets. Of course, we would also be glad to answer any questions you may have via phone or e-mail.

Yours sincerely,

Your service team

Hamburg Messe und Congress GmbH

Phone: +49 40 35 69 – 3434

E-mail: ticket@hamburg-messe.de

General questions

[Which \(technical\) requirements must be provided for purchasing and printing tickets online?](#)

In order to be able to use our online ticket shops, you only have to

- possess a valid credit card, a Paypal account or an invitation as well as
- a functioning printer connected to your computer
- or a smartphone to download and save the ticket

Should there unexpectedly be problems accessing our ticket shops, please check the settings of your Internet browser as to whether cookies are permitted.

[How safe is my data during internet transmission?](#)

All steps in the online ticket shops are processed via a secure server connection. Any payment via credit card is processed via an external secure booking system called Saferpay.

[Can I purchase several tickets at once?](#)

In the online ticket shops, you can only purchase tickets for one event in one order process.

Within one order process for this event, you can

- purchase several admission tickets (also different ticket types if required) and also
- redeem invitations or
- both if desired.

For events that are open for trade visitors only, please note, that the number of tickets per user account/registration is limited to the number of opening days. Additionally you can purchase tickets for your colleagues as vouchers (Bring a Colleague) please check below.

[Does my ticket include the use of public transport?](#)

The use of public transport is not included in tickets for visitors. For exhibitor passes please check in the Online Service Center if a permission can be bought additionally to the exhibitor pass.

Please enter your e-mail address correctly. Upon completion of your order, you will obtain a confirmation E-mail containing important information concerning your eticket and the eticket(s) as a PDF. You will only receive this e-mail if your e-mail address is correct and your mail account is ready to operate. E-mails with additional information will only be sent to you if you accepted this in the context of the order process.

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Admission tickets

How do I find the online ticket shop for the event I would like to visit?

You will clearly be made aware of the respective online ticket shop on the website of our fairs and exhibitions in the months prior to the event.

In any case, you can access the online shop via the option „Visitors“ and then click the button prices and tickets.

Alternatively, you can select and open the desired ticket shop at <https://www.hamburg-messe.de/en/visitors/online-services/ticket-shop/> if the shop you are looking for is already online.

When is the first day I can buy tickets in the online shop?

Our online ticket shops enable you to purchase your entrance ticket before the trade fair takes place. The shops are online 7 weeks prior to the event at the latest, in certain cases much earlier. They can be used 7 days a week and 24 hours per day.

The ticket shops remain open throughout the event until the last day of the fair. Tickets purchased online are valid immediately.

Please consider: Particularly in the days directly before the event as well as on the first day of the fair, the online shop is very busy. This can lead to longer response times in exceptional cases; therefore, please make early use of our ticket shops.

How do I pay tickets purchased online?

You can pay via credit card or PayPal.

How do I pay admission tickets purchased directly at the fair?

The ticket offices will continue to accept cash, EC cards, American Express, Master and Visa cards.

Is there another way to purchase tickets in advance?

There is no other possibility of purchasing tickets in advance other than the online ticket shops.

Benefit from the convenient and secure possibility of purchasing tickets online in advance, printing them out or download them and visiting our fairs without having to wait at the cash desk.

How do I redeem an invitation?

Do you have an invitation with invitation code that was provided to you by an exhibitor? Then please read our information on redemption on the next page.

For certain events, our marketing partners offer vouchers for reduced but **not** free admission (e.g. Budnikowski or ADAC). If you have such a voucher, please select the ticket type “Voucher”, do not select “redeem invitation”.

As an alternative, invitation/voucher codes can also be redeemed at the cash desk. But please note that there might be different prices for tickets purchased online or onsite. Please check the website of your preferred event.

Can discounts for families, students or senior citizens be booked online?

Usually this is possible but to be sure please check the website of your preferred event “For visitors” and then “Prices”.

From which age do I have to pay for my children?

For almost all our Fairs open to public children 6 years and up pay a reduced admission, children under 6 years of age are free. But to be sure please check the website of your preferred event “For visitors” and then “Prices”.

Please enter your e-mail address correctly. Upon completion of your order, you will obtain a confirmation E-mail containing important information concerning your eticket and the eticket(s) as a PDF. You will only receive this e-mail if your e-mail address is correct and your mail account is ready to operate. E-mails with additional information will only be sent to you if you accepted this in the context of the order process.

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Admission tickets

I have forgotten my online ticket; what do I do now?

No problem! Onsite at the cash desk or at our information desk in the entrances the ticket can be reprinted in case the ticket was ordered on your name in the ticket shop. Please make sure you have a prove of identification with you.

Is an online ticket as a PDF document or a graphic file on my notebook sufficient for being admitted?

Yes, provided that the QR Code is readable. Please find additional information on printing in this document.

My name on the ticket is incorrect – is this a problem?

The ticket can be scanned at the cash desk. The cashier will check and correct the name. For fairs open for public there is no name on the ticket.

Can I cancel an online ticket order?

No, an eticket cancellation is not possible.

Can I exchange an online ticket...

... for another ticket type or a ticket for another fair?

No, unfortunately, neither is possible, since the QR code on your online ticket is assigned to the event and ticket type you chose.

Can I use an online ticket several times?

No. Every ticket can only be used for one person. The QR code printed on the ticket ensures that it is not possible for several persons to obtain access with the same ticket or copies of the ticket. If you bought a 2 Day Ticket or a Season Ticket, you can use this several days.

Do I receive a confirmation after having bought a ticket?

Yes; after completing the order, you receive a confirmation via e-mail. This e-mail contains a link for accessing the ticket shop again so you can print out your ticket or download it again if necessary and your ticket(s) in PDF format.

Please preserve this e-mail until your visit is over.

Is the confirmation e-mail valid as a ticket?

No; the confirmation e-mail does not replace your online ticket. It only serves to confirm your online ticket purchase and provides you the link via which you can print out your ticket or download it again if necessary.

I have not received the confirmation e-mail after registration. What shall I do?

Please check if the e-mail can be found in the spam file of your e-mail account. If not please send us an e-mail to ticket@hamburg-messe.de or call us +49 40 3569 3434.

I have not received the ticket(s). What shall I do?

Please check if the e-mail can be found in the spam file of your e-mail account. If not please send us an e-mail to ticket@hamburg-messe.de or call us +49 40 3569 3434.

Please enter your e-mail address correctly. Upon completion of your order, you will obtain a confirmation E-mail containing important information concerning your eticket and the eticket(s) as a PDF. You will only receive this e-mail if your e-mail address is correct and your mail account is ready to operate. E-mails with additional information will only be sent to you if you accepted this in the context of the order process.

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Invitations / Voucher codes

Can I redeem invitations online?

Do you have an invitation code, which was provided to you by an exhibitor? This entitles you to free entry on one day of the event. The exhibitor pays your admission fee.

You can exchange one or several invitation code(s) conveniently online for a valid online ticket:

- Select the ticket type “Redeem invitation” in the ticket shop of the desired event.
- After entering your address, you have to identify the invitation by entering the invitation code. Every invitation can only be used once and is blocked afterwards.

Can I use an invitation for another event?

No, this is not possible. The invitation entitles you to accessing the specified event in the current year.

How do I obtain an invitation?

Invitations are exclusively provided to the customers by the exhibitors.

Can I also redeem invitations directly at the fair?

Invitations can also be exchanged for admission tickets at the cash desk or if provided at our PC lanes in the entrance areas. Please note that onsite you might have to wait in line so use the possibility of redeeming your invitation online in advance.

Can admission ticket vouchers used on the Internet be used again at the fair?

No, they are automatically marked as being used.

Can I use an invitation to pay for part of a 2-day ticket or a season ticket?

No, this is not possible.

Printing online tickets/redeemed invitations

What do I have to keep in mind when printing?

Use normal white paper for the print-out of your online ticket and print it in its original size (DIN A4). The ticket print-out has to remain this way; do not cut it out.

Use the printer setting Black/white print or Four-color print.

Do not print in red – the QR code cannot be read by the scanner. Make sure that the QR code can be read easily. Should it be damaged, use the link included in your confirmation e-mail and print the ticket again.

Please avoid using the “save mode” for printing the ticket.

I cannot print out my online ticket.

Please check your printer connection – the connection between printer and computer – and make sure that the printer is ready to use.

My ticket is not displayed on the screen – what do I have to do?

Please deactivate the pop-up blocker and click on „Print ticket“ once more.

Please check if Adobe Reader is installed on your computer.

Otherwise you can download the freeware here: <http://get.adobe.com/de/reader/>

Please enter your e-mail address correctly. Upon completion of your order, you will obtain a confirmation E-mail containing important information concerning your e-ticket and the e-ticket(s) as a PDF. You will only receive this e-mail if your e-mail address is correct and your mail account is ready to operate. E-mails with additional information will only be sent to you if you accepted this in the context of the order process.

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Printing online tickets/redeemed invitations

[How can I print out my ticket again?](#)

Have you lost your online ticket or was the printing process cancelled?

Directly after completion of your ordering process, you automatically receive a confirmation e-mail to the e-mail address you entered.

This confirmation e-mail contains a link reserved for you as well as the ticket as PDF; you can use this link to access your ticket again. You can print out the purchased tickets again.

[What happens with multiple print-outs; can I access more than once with them?](#)

No; every ticket has an individual QR code. As soon as this bar code was recorded upon admission, you cannot enter again with the same QR code.

[Does the print-out have to be cut out? Is it pulled through some device?](#)

No; it is important that the QR code appears in the print-out.

[My name or other data were entered incorrectly during the order. Can I change this data?](#)

No, it is not possible to change the tickets in retrospect. At fairs that are only open to trade visitors a name change on the badge can be done at the cash desk.

Please enter your e-mail address correctly. Upon completion of your order, you will obtain a confirmation E-mail containing important information concerning your eticket and the eticket(s) as a PDF. You will only receive this e-mail if your e-mail address is correct and your mail account is ready to operate. E-mails with additional information will only be sent to you if you accepted this in the context of the order process.