

"What happens if...?"

Ticket shop questions and answers for events of Leipziger Messe GmbH (as per: 04.01.2016)

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"What happens if...?"
Ticket shop questions and answers
for events of Leipziger Messe GmbH

1. What technical requirements are there for purchasing a ticket?

In order to purchase a ticket at the online shop please check the browser settings of your computer to see whether cookies are permitted. Please also have a functioning printer on hand.

2. How do I receive my ticket?

After completion of the ordering process the online ticket will be displayed in pdf format. You have the choice of printing out the ticket directly or saving it.

3. Will I receive a confirmation e-mail?

Yes, you will also receive a confirmation e-mail. This mail contains all of the services ordered as well as a pdf file of your online ticket, which you can print out if necessary. Should you fail to receive an e-mail, please first check your spam folder. Please contact us in the event of the e-mail not being in the spam folder either.

4. Is the confirmation e-mail valid as a ticket?

No, the confirmation e-mail does not replace the online ticket.

5. What do I need to consider when printing the online ticket?

You need to have Acrobat Reader installed on your computer in order to display the ticket.

Please use white paper to print your ticket and print it in original size (A4 format). The printed ticket should be left as it is and not cut out.

Set your printer settings to black and white or four-colour printing.

Please avoid red colouration and the "economy mode" when printing, as otherwise the system is unable to read the barcode.

6. How can I pay for my ticket?

The ticket can be paid for with credit card or giropay (within Germany).

If you wish, we can send you an invoice. Therefore we will charge a processing fee of EUR 1.00 (incl. V.A.T.).

7. Can I purchase multiple tickets?

Yes, multiple tickets can be purchased in the shop. In the case of trade fairs it is necessary to state the names of additional trade visitors.

8. Is it possible to purchase special tickets such as family / child tickets online?

No, these tickets are heavily discounted tickets. Therefore these tickets are not generally offered in advance sales, due to the necessary legitimation process involved. You may purchase these tickets at the ticket office on site, with respective identification.

Please see the respective website for further information.

9. From what age is it necessary to purchase a separate ticket for children?

Children up to six years generally have free admission, with differing regulations applying for different events.

Please see the respective website for further information.

10. Who is entitled to the discount or reduction?

Entitled persons for the price reduction after showing their printed legitimation are students, pupils, interns/apprentices/trainees, handicapped people from a level of 20%, senior citizens, unemployed persons and welfare recipients, EU- senior citizens (=disability pensioners), volunteer in military service and civil service, owner of Ehrenamts-Pass and Leipzig-Pass. Furthermore the accompanying person of a handicapped person with a B noted in the pass for severely disabled persons obtains free entry. The discount authorization can be checked on site. Please keep the appropriate legitimation ready.

11. I have received an invitation. How can I redeem this?

If you have received a invitation from a exhibitor, you will find two codes on the invitation. These replace payment at the ticket shop.

Please select the corresponding ticket form "Day ticket customer invitation exchange" beforehand.

12. Can customer invitations redeemed on the internet be used again on site?

No, the customer invitations are invalidated when redeemed in the ticket shop.

13. Can I only redeem customer invitations online?

You may also exchange your customer invitation for an admission ticket at the ticket office on site.

14. Can I also use customer invitations for other events?

No, the customer invitation is only valid for the event stated on it.

15. I've lost my ticket! Can I print it out again?

In your confirmation mail you received the ticket as pdf file. You may print the ticket out again where required.

16. What if I forget my ticket?

Admission is only possible with a valid ticket.

You therefore need to purchase a new ticket at the ticket office on site.

17. If I print out the ticket multiple times, do I gain multiple admission?

The purchaser is obliged to keep the printed online ticket in a safe place, in particular to ensure that third parties do not have access to the ticket for reproduction purposes. Access to the event is refused where another person with a ticket bearing the same barcode has been granted admission, and where the purchaser is responsible for these circumstances.

18. Is my online ticket as pdf document on my notebook / netbook / mobile sufficient for me to gain admission?

No, only the printed ticket in paper form is valid.

19. Can I return tickets purchased at the online shop?

The statutory right of revocation means that you have the possibility of revoking the order within two weeks, in written form, without statement of reason, as follows:

- by post: Leipzig Messe GmbH
Abt. Messe- und Veranstaltungsservice
Messe Alle 1

04356 Leipzig

- by e-mail tickets@leipziger-messe.de
- by fax +49 (0)341-678 8080

Following the lapsing of the statutory revocation period a return of the tickets is no longer possible.

20. What if I have entered incorrect data? Is it possible to change this?

Following completion of the order it is no longer possible to change the data in the shop itself.

21. I would like to pass on my online ticket. Is this possible?

The bar codes (upper part of your online ticket) are for the access to the fair only and are not bound to the person whose name is printed on the ticket. So generally, it is possible to pass on your online ticket.

Only the ticket for the public transport (lower part of your online ticket) cannot be passed on as the Local Public Transport Authorities insist that the name on the ticket and the user's name are identical. If the person to whom you want to pass on the ticket, wants to use public transport, the ticket needs to be rewritten. Please send us an email to tickets@leipziger-messe.de and tell us the name of the new ticket holder.

22. What happens to my data? Is it safe?

The data that you submit will be processed by the Leipziger Messe for order processing and for the provision of information, taking account of the data protection act and other statutory regulations.

You have the right to object to the use of your data for the provision of information at any time.

23. Can I use public transport with the online ticket?

To the extent expressly indicated on the respective ticket, it entitles visitor, on the date of the event, to use the public transit network of the MDV (Mitteldeutscher Verkehrsverbund) to ride to and from the exhibition grounds for free*. To this end, the name of the visitor who will be using the online ticket must be provided when the ticket is booked in the Ticketshop. Only this person will have the right to ride on public

transit.

* Free rides to and from the exhibition grounds using the public transit network of the MDV (Mitteldeutscher Verkehrsverbund) on the visiting day can be used for the following regions and tariff zones:

110, 151, 156, 162, 163, 168, 210, 225.

* Please note: The free transport is limited to the following zones: 110, 151, 156, 162, 163, 168, 210, 225.

Have you not found the answer to your problem in the questions above?

Please send us an e-mail.

tickets@leipziger-messe.de