

FAQs: answers to frequently asked questions



Read helpful answers to questions frequently asked by visitors about INHORGENTA MUNICH.

General questions

How can I find out about new offers and receive the latest updates?

Simply subscribe to our [free newsletter](#) to ensure you are always up to date.

Am I allowed to take photos at the trade-fair center?

Photos may only be taken at the trade-fair center with the prior permission of Messe München.

Am I allowed to bring my dog onto the exhibition grounds of Messe München?

No, according to Messe München's house and user rules it is not allowed to bring animals onto the exhibition grounds with the exception of guide dogs and other assistance dogs.

Is there an official visitor newsletter?

Yes, a visitor newsletter will be distributed regularly from June 2017 onwards. Please click here to [sign up for our visitor newsletter](#) or choose this option when booking your ticket.

Do I need a visa to attend the trade fair?

Save the date

INHORGENTA MUNICH

Date: Feb 16 - 19, 2018

Citizens or visitors from EU member states do not normally require a visa to enter the Federal Republic of Germany. All other participants will without exception require a visa. The ticket you have booked is not a substitute for a visa letter of invitation. You can find detailed information about visa applications on our [Visa service page](#).

Questions about registration

Can I register before visiting the trade fair?

Yes, you can use our convenient online registration service, which offers some attractive discounts so you can save both time and money. Once you have registered online, you will receive your Print@home ticket via e-mail for you to print out yourself. You can then go straight through the turnstiles and into the trade fair with your Print@home ticket.

Where can I purchase a visitor ticket?

You can purchase a visitor ticket in our online store or on the door. You can buy a 1-day tick-et, 2-day ticket, or full event pass.

What are the different types of tickets and prices?

You can find here the different [ticket types and their prices](#).

How does online registration work?

If you want to register before arriving at the trade fair, use the online registration service on our website. If you are a first-time visitor, please fax your industry accreditation to +49 89 949-11399 or send it to us via e-mail to info@inhorgenta.com .

After your credentials have been checked, you will be saved permanently in our visitor database. Using the login details we provide, you can buy your entry tickets online at a reduced advanced-booking price.

Where can I order online tickets?

You can order online tickets by clicking on the following link: www.inhorgenta.com/en/ticket. Please follow our instructions here, which will take you step-by step through the ticket ordering process. Please have your online voucher number ready or pay for you order with a credit card (Visa, MasterCard, American Express) or Giropay.

How do I register at the event itself?

You can also register when you arrive at the trade fair. If you are a first-time visitor, please bring your industry accreditation with you. You will then receive

your ticket at the trade fair. Please note that registering online will save you time and money.

How do I register my employees as trade visitors?

Is the company you work at already registered with us? Company owners and managing directors at registered companies can register their employees online. Please send us written confirmation that your employees work for your registered company, that they are authorized buyers, and that they are attending the trade fair at your request.

Please note: Employees who are not yet registered will need to bring the above written confirmation with them if they wish to register at the trade fair. Exception: If you are the company owner or managing director and are present at the trade fair, you can confirm your employees' details in person.

How can online vouchers be redeemed?

You can redeem your online voucher/online voucher number until February 19, 2018 by click-ing on the following link: www.inhorgenta.com/en/ticket. You will then automatically be taken to the ticket ordering portal, where you can redeem your voucher for a free Print@home ticket. Online vouchers can only be redeemed for a Print@home ticket online and you will need to enter the 23-digit online voucher number. The Print@home ticket is free to you as an invited visitor, as the costs of the ticket will be borne by the exhibitor from whom you received the invitation. Since the exhibitor will be charged only if you actually attend the trade fair and pass through the turnstile, you do not need to inform the ticket service or cancel your ticket if you do not use it.

Can I redeem more than one voucher for myself when registering?

Yes, although the number of vouchers that can be redeemed per person is limited to the number of event days. If you have received a voucher, you will receive a free one-day ticket. The cost of the ticket will be covered by the exhibitor who invited you to attend. The exhibitor will only be charged if you attend the trade fair and pass through the turnstiles. If you do not use your ticket, you do not need to cancel your attendance.

Why do I need to register and enter my e-mail address in order to buy an online ticket or redeem a voucher online?

As our Print@home tickets are personalized, you must be registered with us. Plus, we are working continuously to develop the event further and to tailor it to your preferences and interests. By answering the registration questions, you are helping us to better fulfill your requirements.

You must enter your e-mail address because both your Print@home ticket and your customer login details will be sent to you via e-mail. Your ticket will only be sent to the e-mail address you provide when you register.

What happens to my details?

Your details will, of course, be treated as confidential and will never be passed on to third parties without your permission. If you have been invited to attend

by an exhibitor sending you a paper or online voucher, the exhibitor will receive your details when you redeem the voucher.

Further information is available in the [Messe München International data protection declaration](#).

What does the online message "Server undergoing maintenance work" mean?

If you see this message during the online registration process, your order will not have been completed. However, a previous or subsequent registration may have been successful. The following may interrupt the registration process:

- Timeout: After 30 minutes of inactivity, the ticketing system will stop the order process for security reasons.
 - At the end of the order process, you did not click on "Order now" and therefore did not complete your booking.
 - During the order process, you clicked on the "Back" or "Next" button in your browser, which has caused problems. Please only use the "Back" or "Next" buttons that appear directly on the order screen.
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Questions about the trade-visitor network

Who belongs to the INHORGENTA MUNICH approved trade-visitor network?

Approved trade visitors to INHORGENTA MUNICH are those from the jewelry, timepiece, design, gemstone, pearl, and technology industries and areas.

[More information](#)

How can I prove that I belong to the approved trade-visitor network?

Industry accreditation can be provided in the form of copies of certain documents, including commercial registry extracts, business registrations, order invoices, proofs of delivery, master craftsman's certificates, and examination certificates.

We also accept the Zentralverband der Deutschen Goldschmiede, Silberschmiede und Juweliere (Association of German Goldsmiths, Silversmiths and Jewelers) gold membership card as proof of trade-visitor status. You will be able to enter INHORGENTA MUNICH once you have either sent in or shown definitive industry accreditation.

Is a business card acceptable as proof?

No, unfortunately we are unable to accept a business card as proof.

Can I fax my industry accreditation?

Yes, you can fax us your industry accreditation to: +49 89 949-11399.

Can I send a copy of my industry accreditation?

Yes, we can accept copies of your industry accreditation.

Questions about vouchers and online vouchers

What is a voucher / online voucher?

Vouchers and online vouchers may be given to you by exhibitors. These vouchers entitle you to a free one-day ticket. Only trade visitors who belong to the approved trade-visitor network are entitled to exchange vouchers for a free one-day ticket.

An online voucher is an electronic voucher, which can be redeemed online for an entry ticket.

What are the advantages of buying a ticket online or redeeming my voucher online?

- You will receive a discount if you buy your ticket online.
 - You can enter the trade fair directly without waiting in line.
 - You can view your orders at any time and, if necessary, reprint your online ticket (e.g., if the first printout is illegible).
 - You can print out a receipt or invoice.
 - You can change your personal details if a mistake was made during registration.
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Questions about tickets

Can I order my entry tickets online?

Yes. Every trade visitor can order entry tickets online using their login details and password. To do this, you must be registered with us as a trade visitor.

What do I need in order to buy my ticket online or redeem a voucher online, and what documents do I need to show upon entry to the trade fair?

- An up-to-date internet browser.
- A valid e-mail address so that we can send you your Print@home ticket.
- Adobe Acrobat Reader for displaying the online ticket.

- A valid credit card (Visa, MasterCard, American Express) to pay by card, a German bank account to use Giropay, or a paper voucher or an online voucher code to be redeemed.
- A printer, as you can only pass through the turnstiles with a printed Print@home ticket.

Please note: Your Print@home ticket is only valid when presented together with official photo ID. Please present your official photo ID when requested to do so by a member of staff at the entrance.

When will I receive my ticket?

Once you have successfully completed your ticket booking and order, you will receive the ticket you have ordered within 24 hours, by e-mail, as a PDF attachment for you to print out. This is your entry ticket that allows you to pass directly through the turnstiles at the venue and into the exhibition halls without having to wait in line.

Why is my name printed on every ticket ordered by me?

All tickets are personalized. Each person must be registered individually before ordering a ticket. If several one-day vouchers are redeemed in one transaction for an event lasting several days, the name of the person ordering the tickets will be printed on each ticket.

If different people want to use one-day vouchers, each must register individually. If you have accidentally ordered multiple tickets under the same name, please send us an e-mail to registrierung@messe-muenchen.de .

How will I receive my Print@home ticket?

Once you have finished ordering your ticket online, you can download and save it in PDF format. In addition, a Print@home ticket will be sent to the e-mail address that you provided. Please keep an eye out for an e-mail sent by: registrierung@messe-muenchen.de .

You can print out your Print@home ticket directly in PDF format using Adobe Acrobat Reader or you can click on the link in the e-mail to print out your ticket.

What should I do if I do not receive an e-mail containing my Print@home ticket?

Once you have placed your order, you can download and save it in PDF format. In addition, your Print@home ticket will be sent to you by e-mail. This e-mail should arrive immediately, or at the latest 24 hours after ordering.

Very occasionally, e-mails may be caught by the spam filter of your mailbox. Please check your junk folder or contact your administrator.

It may be that you entered your e-mail address incorrectly when filling out your customer details. Please contact our visitor hotline on +49 89 949-11398 or send an e-mail to registrierung@messe-muenchen.de .

Do I need to print out my Print@home ticket?

Yes, you must bring a printout of your Print@home ticket. The turnstile readers can only process barcodes that can be clearly read on the printed Print@home tickets. For every order you place, you will receive a Print@home ticket as a PDF document in an e-mail with a ticket link.

Please print your ticket in black and white and use normal DIN A4 paper. If you are unable or do not wish to print your Print@home tickets straight away, you can, of course, print it later. If you do not have a printer, you can forward the Print@home ticket PDF to a friend or acquaintance you trust so they can print your ticket for you.

Can I display the ticket on my smartphone or tablet to gain entry to the trade fair?

No, the readers at the turnstiles will recognize the barcode only if your Print@home ticket is printed out on paper.

On which days can I attend the trade fair with my ticket or multi-day ticket?

With a valid ticket, you may choose which day(s) you attend the trade fair within the trade fair period. A multi-day ticket does not have to be used on consecutive days.

In exceptional cases, your ticket will only be valid on specific days of the trade fair. The days on which your ticket is valid will be printed on the ticket itself.

Is my entry ticket also valid for use on local public transport?

No, only the INHORGENTA MUNICH CARD includes the use of local public transport.

Can I print out my ticket again?

Yes, you can always print out the ticket you have ordered again. If you want to print out your ticket again (e.g., if you lose it) or if you prefer to do so only just before you travel, you can easily do so at any time using the access data to your Messe München customer profile. You can find the access data in the confirmation e-mail that you will receive once you have successfully ordered your ticket. If you have any questions about this or need any support, please contact the INHORGENTA MUNICH ticket service at ticket-service@messe-muenchen.de.

Questions about payment

What payment options are available when buying a ticket on the door?

Tickets purchased on the door can be paid for with all standard credit cards, EC cards, or in cash. Cash payment must be in euro. When tickets are purchased at the venue, the invoice will be given to you in person upon payment.

How will I receive my invoice for tickets purchased?

The invoice for an online ticket purchase will be sent to you by post. In addition, your Messe München customer profile will subsequently also contain an overview of your orders and invoices. When tickets are purchased at the venue, the invoice will be given to you in person upon payment.

Can I pay by invoice?

No, entry tickets can only be issued if payment is made in advance. You cannot be invoiced for the ticket after receiving it.

How much do online tickets cost?

You can find the [prices for INHORGENTA MUNICH 2018](#) here.

How do I pay for my online tickets?

You can pay online using a credit card or Giroipay. The counter at the trade fair accepts cash, credit cards, and EC cards.

Is my ticket purchase binding?

Yes, your ticket purchase is binding. If the customer is a consumer in the terms of Section 13 of the German Civil Code (BGB), the customer can cancel the contract in writing (e.g., by post, fax, or e-mail) within two weeks without having to provide any reason. Even within this cancellation period, cancellation is only possible until the point at which the ticket loses its validity.

Is my ticket transferable?

No, tickets containing personal details (e.g., your name) are generally not transferable. Even multi-day tickets can be used by only one person.

Please note: Since online tickets are personal and non-transferable, official photo ID must be presented when they are checked on site. Any barcode that has already been validated will be recognized as such at the electronic entry gates and the holder of a copied or duplicate online ticket will be refused entry.

If you have lost your ticket and are afraid that the person who finds it might use it to gain access to the trade fair, please send an e-mail to registrierung@messe-muenchen.de to have your lost ticket blocked.

How will I receive a receipt or invoice?

After you have placed your order, your Print@home ticket will be sent to the e-mail address you provided. This e-mail will contain an activation link for your customer profile. Under the "Tickets" tab you will be able to open and print out your receipt or invoice approximately 24 hours after ordering the ticket.

Questions about the customer profile

Where can I find my customer profile?

The link to your customer profile is in your ticket e-mail. Please activate your customer profile using the login and password provided. In your customer profile, you can change your address, and open and print out tickets, receipts, and invoices.

Why should I activate my Messe München customer profile?

- Your customer profile contains all the tickets that you have bought or redeemed so that you can download them and print them out.
 - Your receipts and invoices for any purchased tickets are also available in your customer profile for you to print out.
 - You can also check and change your personal details.
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