

# FAQs Exhibitor passes



Messe  
Düsseldorf

# Administration

## 1. What is the best way to distribute my voucher codes?

You can either send the codes individually by mail or you can use a mail merge function. You will find all information about how to distribute voucher codes in our step-by-step instruction.

## 2. I ordered exhibitor voucher codes via the Online Order System but have not yet received them.

Much like the previous exhibitor passes, the exhibitor voucher codes are only available from a certain date prior to the trade fair. You will usually receive your codes approx. 2 months prior to the start of the trade fair. The codes will then also be displayed in your exhibitor voucher code manager.

## 3. Will I be charged for every exhibitor voucher code I order, even if they are not redeemed?

No, you won't. You will only be charged for those exhibitor passes for your employees and service providers that are actually used for admission to the trade fair grounds. Exhibitor voucher codes that have not been used are automatically omitted during accounting.

## 4. Can I offset my free exhibitor passes against fee-based exhibitor passes?

Unfortunately not. We therefore recommend using your free exhibitor voucher codes first and then ordering fee-based codes via the OOS shop. To see how many free exhibitor passes you are eligible for, please refer to your registration as before or check your order quantity in the Online Order System.

## 5. I don't know how many exhibitor voucher codes I need. What should I do?

We recommend ordering more exhibitor voucher codes than required. You will only be charged for redeemed exhibitor voucher codes that were used for admission to the trade fair.

## 6. Do I need a personalised exhibitor pass for each employee, even if they work at the stand in shifts?

Yes, you do. Our exhibitor passes are personalised for security reasons, which is why we do not permit exhibitor passes to be transferred. We reserve the right to conduct random inspections.

## 7. I need more service staff than planned. How can I get more exhibitor passes?

You can order exhibitor voucher codes and forward them to your staff up until the last day of the trade fair. The exhibitor voucher codes are generally sent to you within 20 minutes. Your employees can then register and download their personalised exhibitor passes.

## 8. What do I do if one of my stand employees has forgotten their pass?

That's not a problem, just send your stand employee to one of our helpdesks. These are located in every entrance area. If your employee has already redeemed their exhibitor voucher code, we can easily print a new pass. If your stand employee has lost their exhibitor pass, we can suspend that pass and issue a new one.

## 9. One of my employees has been taken ill, can I transfer their exhibitor pass to another employee?

Unfortunately not, as the exhibitor passes are personalised and non-transferable. Instead, simply redeem a new exhibitor voucher code. You will only be charged for exhibitor passes that were used for admission to the trade fair grounds.

If the employee who has been taken ill redeemed a **free** exhibitor voucher code, please suspend their ticket in the exhibitor voucher code manager. You will then automatically receive a new, free exhibitor voucher code.

## 10. How do I know how many exhibitor voucher codes I have left?

The Exhibitor Voucher Code Manager lets you know at any time how many exhibitor voucher codes have been redeemed in exchange for exhibitor passes and how many have already been used for admission to the trade fair grounds. In the Exhibitor Voucher Code Manager, you can also download an Excel list of the codes, in which you can document and/or manage the distribution of your voucher codes.

## 11. How can I tell which employees already have their passes and which don't?

The Exhibitor Voucher Code Manager provides an overview of your exhibitor voucher codes. This shows you who has registered and even who has already come to the trade fair. In this section, you can also suspend exhibitor voucher codes if necessary.

### Do you have any other questions?

We are happy to help with any concerns related to the order process. Please contact our **OOS Support** on **+49 211 4560 400** or by email at **[online-support@messe-duesseldorf.de](mailto:online-support@messe-duesseldorf.de)**.

# Redemption

## 1. I have received an exhibitor voucher code. What do I do now?

You can redeem the exhibitor voucher code via the ticket shop link in the email. Alternatively, you can access our ticket shops directly at [exh.messe-duesseldorf.com](http://exh.messe-duesseldorf.com). Please choose your specific trade fair shop.

Enter the exhibitor voucher code (without EXH) on this page and register. You will then receive an email, which you will need to confirm. You will then be asked to set a password and will receive your pass. In the “My Orders” section, you can download your exhibitor pass again at any time.

## 2. Do you only accept digital exhibitor passes or can I print them out as well?

We accept both digital and printed exhibitor passes.

## 3. Does my exhibitor pass include the use of public transport?

Yes, it does. The printed exhibitor pass entitles you to free travel to and from the trade fair grounds by means of public transport. Please refer to your exhibitor pass for the specific conditions.

## 4. How do I gain admission to the trade fair with my exhibitor pass?

At the turnstile, simply scan your printed exhibitor pass or your digital exhibitor pass on your smartphone. Depending on the trade fair, you may be issued with a printed badge when you pass through the turnstile.

## 5. Can I redeem my exhibitor voucher code at the trade fair?

If necessary, you can redeem your code by filling out a registration form at the ticket office. However, to avoid waiting times, we recommend purchasing and/or redeeming exhibitor voucher codes in advance.

## Do you have any other questions?

If you have any questions on the redemption process, please contact our **ticket hotline** on **+49 211 4560 7600** or by email via **[ticket@messe-duesseldorf.de](mailto:ticket@messe-duesseldorf.de)**.

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