

Tickets/Online Tickets/Invitations FAQ for visitors to our events

Hello,

We look forward to you attending our Hamburg Messe und Congress GmbH trade fairs. Through our online ticket shops, we offer you a convenient way to purchase tickets online in advance (with or without a promo code) and use invitations to redeem tickets. You can then print your online tickets or load them directly to your smartphone – tickets are not sent by mail. By purchasing an online ticket, you get to bypass the queues at the ticket desks and enjoy fast and direct access to our events.

We have compiled some information and an FAQ on the topic of online tickets below. If you cannot find an answer to your question here, please do not hesitate to contact us by phone or email.

Best regards,

Your Service Team
Hamburg Messe und Congress GmbH
Tel.: +49 40 35 69 – 3434
Email: ticket@hamburg-messe.de

➔ Frequently Asked Questions

What (technical) requirements must be met to purchase and print online tickets?

In order to use our online ticket shops, you simply need

- ☞ a valid credit card, PayPal account or an invitation
- ☞ and a smartphone
- ☞ or have a printer ready and connected.

In the unlikely event that you experience any problems accessing our ticket shops, please check whether cookies are enabled in your browser settings.

How secure are my data during online transmission?

All activities on our online ticket shops are processed via a secure server connection. Credit card payments are handled through Saferpay, a secure external booking system.

Can I purchase several tickets at once?

Can I purchase tickets for colleagues or employees?

You can only ever purchase tickets for a single event each time you place an order via one of our online ticket shops. In each order transaction for an event, you can

- ☞ purchase several admission tickets (including different kinds of tickets) and also
- ☞ redeem tickets using invitations or
- ☞ do both if you wish.

Please note that the number of trade fair and conference tickets per user account/registration for trade fairs is limited to the number of event days. However, you have the option of purchasing vouchers for your colleagues using the Bring a Colleague (BaC) feature. You can then send these to your colleagues. With the BaC vouchers, your colleagues can then register themselves and access their ticket at no charge.

Do I have to provide my email address during registration?

Yes. Please enter a valid email address. You will receive an email confirming your registration. Also, once you have placed an order, you will receive a confirmation email with important information as well as your tickets in PDF format. You will only be able to receive this email if you have entered the correct address and your email account is operational. We will only email you other information if you consent to this during the ordering process.

Can I redeem tickets for others in their name?

No, if you create an account in your name then it is not possible to, for example, redeem a ticket or invitation for a colleague or your boss in their name. Tickets are personalised with the name of the account user. Therefore, the person concerned has to create an account in their own name.

Can I use my ticket on local public transport (HVV)?

No, the use of local public transport is not included for visitor tickets. Exhibitors: for exhibitor passes, please check in the exhibitor ticket shop for the respective event whether such usage is offered.

➔ Admission tickets

Where can I find the online ticket shop for the event I wish to attend?

Each online ticket shop is promoted prominently on the website of the respective trade fair or exhibition in the months leading up to the event.

Alternatively, you can select and access the online ticket shop you are interested in by visiting www.hamburg-messe.de/tickets if the shop is already online for the event you wish to attend.

When does each online ticket shop open?

Our online shops enable you to purchase your admission tickets in advance of trade fairs at an online price.

These open at least seven weeks before the respective event, and sometimes much earlier than that. Once open, they can be accessed seven days a week, 24 hours a day.

Our online ticket shops remain open for the duration of the respective event, up to and including the final day.

Tickets purchased online are valid immediately.

Please note: traffic on online ticket shops is particularly high in the days directly before an event and on the first day of each trade fair. In exceptional cases, this may lead to slower response times. Therefore, we advise you to use our online ticket shop service at an early stage.

How can I pay for admission tickets purchased online?

By credit card or PayPal.

How can I pay for admission tickets purchased at the venue?

Cash, debit card, American Express, Mastercard and Visa card are accepted at the ticket desks at the venue.

Is there any other way to purchase tickets in advance?

The online ticket shops are the only way to purchase admission tickets in advance.

They give you a convenient and secure way to purchase a ticket online in advance, load it to your smartphone or print it out yourself and attend our trade fairs without having to queue at the ticket desks.

Can discounted tickets be purchased online?

This is possible in principle, but varies from event to event. For more on this, please check the website for the respective event or select the online ticket shop you want by visiting www.hamburg-messe.de/tickets.

I am entitled to have somebody accompany me. Where can I get the ticket for my companion?

Companion tickets can only be obtained from a ticket desk or the helpdesk at the venue.

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

For almost all public Hamburg Messe events, a discounted admission ticket must be purchased for children aged six and older, while children younger than that can go free. However, please always check the website for the respective event.

[I have forgotten my printed online ticket. What should I do?](#)

You can access your ticket again online at any time under My Orders in the ticket shop. The QR code can always be scanned from your smartphone. Alternatively, you can have the ticket reprinted at one of our information counters at the entrances or at our ticket desks, provided that the ticket was registered/purchased in your name in the ticket shop.

[Will I be admitted using the PDF of the online ticket on my smartphone?](#)

Yes, provided that the QR code on the ticket is legible, then it can also be scanned from your smartphone.

[My name is spelt incorrectly on the ticket – is that a major issue?](#)

No, that is not a major issue. However, please contact ticket@hamburg-messe.de if you would still like to have the name on the ticket changed.

[Can I cancel online tickets?](#)

No, it is not possible to cancel them.

[Can I exchange online tickets...?](#)

...for another kind of ticket or a ticket for another trade fair?

No, neither of these is possible as the QR code on your online ticket is specific to the event and kind of ticket selected by you. However, you do have the option of passing on the ticket you have purchased.

[Can I use an online ticket multiple times?](#)

Two one-day tickets or tickets for the entire duration of a trade fair entitle you to admission on multiple days, but only once per day. The printed QR code ensures that multiple people are not admitted at the same time with the one ticket or with copies.

[Will I receive confirmation after I place my order?](#)

Yes, you are emailed a confirmation on placement of your order. This includes a PDF of your ticket and a link that you can use to return to the online ticket shop and print out your ticket again (under My Orders) if necessary.

Please retain this email until after you have visited the event.

[Is the confirmation email considered a valid ticket?](#)

No, the confirmation email does not replace your online ticket. It serves only to confirm your purchase of a ticket online and to provide you with the link that you can use to access your ticket again.

[I have not received an email confirming my registration – what should I do?](#)

Please check first whether our email may have been filtered into your Spam folder. In some cases, it may take up to 20 minutes to receive the confirmation email. If you have still not received our email after that, please let us know by emailing ticket@hamburg-messe.de.

[I have not received my ticket – what should I do?](#)

Please check first whether our email may have been filtered into your Spam folder. If it is not there, please let us know by emailing ticket@hamburg-messe.de.

➔ Invitations & vouchers

[Can I redeem invitations/vouchers online?](#)

You can conveniently exchange one or more invitation/voucher codes online for a valid online ticket:

- ☞ In the ticket shop for the event concerned, select “Redeem Invitation”
- ☞ Following successful registration, you will be asked to enter the code.

An invitation can only be used once, after which it is invalidated.

Can I use an invitation/voucher for another event as well?

No, that is not possible. An invitation entitles you to gain admission to the indicated event in the current year.

How can I obtain an invitation/voucher?

Free invitations are only issued/sent by exhibitors to their customers. It depends on the respective event whether there are vouchers and how these are distributed/sent (newsletter/mailings).

Can I also redeem invitations/vouchers at the venue?

Invitations and vouchers must be redeemed in the online ticket shop.

If invitations are exchanged in the online shop, can they be used again at the venue?

No, they are automatically marked as used.

Can I use an invitation as credit towards a two-day ticket or a ticket for the entire duration of an event?

No, that is not possible.

➔ Printing out online tickets

Generally speaking, there is no need to print out your online ticket. You can also save your ticket directly to your smartphone and have the QR code scanned from your smartphone at the entrance. Think green!

What are the key things to remember if I decide to print out my ticket?

Please use normal white paper when printing out your online ticket and print it in its original size (A4 format). Do not edit or cut out the ticket once it is printed. Select black-and-white or four-colour printing.

Never print in red, as the scanner cannot then read the QR code. Make sure that the QR code is easily legible. If it is not, please use the link sent with your confirmation email to print your ticket again.

Please avoid using economy mode when printing your ticket.

I cannot print out my online ticket.

Please check the connection between your printer and computer and make sure the printer is ready to print. **Alternatively, you can also save the ticket directly to your smartphone and have it scanned from your smartphone at the entrance, without the need for any printout.**

My ticket does not appear on the screen – what should I do?

Please check whether Adobe Reader is installed on your computer. If it is not, you can download it free of charge via this link: <http://get.adobe.com/de/reader/>

How can I print out my ticket again?

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

Immediately on placing your order, a confirmation email is automatically sent to the email address you specified. This confirmation email contains a link reserved for you, which you can use to retrieve your purchased tickets and save or print them. A PDF of your ticket is also attached to this email.

What happens if I print out my ticket several times – will I then have multiple admissions?

No, each ticket has an individual QR code. Once this has been scanned for admission, it is not possible to re-enter using this QR code.

Do I have to cut out my printed ticket? Will it be passed through a device?

No, what matters is that the QR code is shown. Your ticket will be placed on a pedestal at the venue so that the QR code can be scanned. Alternatively, the QR code can be scanned directly from your smartphone.

→ Invoices

There is an error in my invoice data, can this be corrected?

If you wish to correct the invoice address, please email ticket@hamburg-messe.de.

Can visitor tickets be purchased without VAT?

No, visitor tickets are always inclusive of VAT.

Can I include my company's VAT ID number on the invoice?

Yes, please email ticket@hamburg-messe.de for this. Please note that the invoice for visitor tickets is still issued with VAT, even if the VAT ID number is included.

→ Account deletion

How can I delete my ticket shop account?

Please email us at ticket@hamburg-messe.de.