

Answers to FAQs



You can find helpful answers to frequently asked questions about the world leading trade fair transport logistic here.

SAVE THE DATE

transport logistic

Date: May 4 - 7, 2021

What are the different types of tickets and prices?

Revisit this page from January 2019 to [different types of tickets and prices](#).

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

To guarantee comprehensive service and security standards when ordering and using online tickets, Tickets are personalized and registration is necessary. You must provide your e-mail address because your Print@home-Ticket / Mobile Ticket and your customer login codes are sent to you by e-mail.

Your ticket will only be sent to the e-mail address that you provided at registration.

Where and until when can online tickets be ordered?

Online tickets can be ordered until June 7, 2019 via the following link: www.transportlogistic.de/tickets. Please follow our instructions here, which will take you step-by step through the ticket ordering process. Please have your online voucher number / voucher link ready or pay for your order with a credit card (Visa, MasterCard, American Express) Paypal or Giropay.

How will I receive my ticket?

Once you have finished ordering your ticket online, you can download and save it in PDF format or as Mobile Ticket. In addition, an e-mail with the ticket

attached will be sent to the e-mail address that you provided. Please keep an eye out for an e-mail sent by: ticketing@messe-muenchen.de

Please take your Mobile Ticket or Print@home-ticket with you on each day of the trade fair, as it entitles you to direct access to the event for every day that you have booked. Simply scan the unique barcode which can be found on every ticket. Tickets will not be exchanged at the venue.

When I register, can I redeem multiple vouchers for myself?

Yes, but the number of vouchers that each person can redeem is limited to the number of days of the fair.

If you have received a voucher, the ticket is free of charge to you because the exhibitor who invited you to the fair is paying for it. Because the exhibitor is only charged for the ticket when you pass through the turnstiles to attend the fair, there is no need to cancel or inform our ticket service if you do not use the ticket.

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.
- Important: 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.

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 email, as Mobile Ticket or Print@home-ticket PDF attachment for you to download or 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.

What should I do if I do not receive an email with my ticket?

Once you have placed your order, you can download and save it in PDF format or as Mobile Ticket. In addition, your ticket will be sent to you by e-mail. You should receive that e-mail right away, but in some cases it may take up to 24 hours after you place your order.

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 the customer data. If this is the case, please contact the transport logistic ticket service at : ticketservice@messe-muenchen.de

Can I change my mind about a ticket purchase and cancel my ticket?

Please note that ticket purchases for transport logistic cannot be canceled. Please see Messe München's general terms and conditions, which can be accessed during the booking process, for special conditions.

Can I buy online tickets for other people or redeem vouchers for others?

Yes, you can buy/redeem tickets/vouchers for other people in one order process. The persons for whom you order tickets will receive an e-mail with a link to complete their data after a successful ticket purchase.

Are there any types of tickets that cannot be bought online?

Concessionary tickets cannot be pre-ordered and can only be purchased onsite upon presentation of the relevant documentation.

Group tickets cannot be bought online either, but these can be pre-ordered. To inquire about this, please send an e-mail to registrierung@messe-muenchen.de or give us a call on +49 89 949-11368.

What should I do if I have forgotten my printed online ticket?

Please report to the registration management team at the entrance areas. They will be able to print out another copy of your ticket as it will be saved on the system.

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

Yes, the readers at the turnstiles will recognize the barcode displayed on your ticket.

What payment options are available when booking a ticket online?

Tickets sold at the reduced online price may only be purchased online and paid for by credit card (Visa, MasterCard, American Express), Paypal or Giropay. The invoice for the ticket purchase will be sent to you by e-mail. In addition, your Messe München account also contains an overview of your orders and invoices.

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

Tickets purchased at the door can be paid for with generally available credit cards, EC cards or in cash. Cash payment must be in euros. When tickets are purchased at the venue, the invoice will be sent to you via e-mail.

How can I receive an invoice/receipt?

This e-mail contains the activation link for your customer profile/account.

To call up and print out your invoice/receipt, click on the "Tickets" tab.

Where will I find my Messe München account?

The link to your Messe München account can be found [here](#).

Please activate your Messe München account using your e-mail address and an individual password. In the account you can download and print tickets and invoices.

Where can I find information about my journey to the trade fair?

Whether you're coming to the trade fair center by air, by car, by rail, or using local public transport, we've put together all the [information and research tools](#) you'll need to plan your journey.

Where can I find information about accommodation?

Whether you are looking for a hotel, a private room, or an apartment, or need other tips for arranging aspects of your stay that aren't related to trade fair events, we've put together all the [information and research tools](#) you'll need.

Do I need a visa? If so, how do I go about getting one?

Citizens or visitors from EU member states do not normally require a visa to enter the Federal Republic of Germany. All other participants will in principle require a visa. Your entry ticket is not a substitute for a visa letter of invitation. You can find detailed information about visa applications on our [visa service page](#).

If you have any questions relating to visas, our [representative offices abroad](#) are always on hand and happy to help with all your travel arrangements.

What shall I put into my GPS navigation system to get to Messe München?

Depending on which navigation system you have, you may be able to find the Messe München International site under the "Exhibition center" or "Trade fair center" categories or using "Trade fair" as a search term.

Some navigation systems will even allow you to select the relevant entrance at the center from East, West, and North. For transport logistic, you will need to head to the West or East entrance. Alternatively, you can just put in the "An der Point" address for the West entrance or "Am Messeturm 4" for the East entrance.

Will there be WiFi at the trade fair center?

Free WiFi service is available to visitors throughout the trade-fair center and in the halls. Once you have entered the access code, you may use it for one day and for a data volume of up to 50 MB. Additional information about using the [visitor WiFi](#) is available [here](#).

This is how it works:

- Turn on WiFi functionality on your device.
- Search for wireless networks and connect to the **messeWifi** network.
- Start your internet browser.
- Enter any internet address.
- The portal page of the free WiFi will appear on screen.
- Once you have accepted the General Terms and Conditions, you may access the internet.

You only need to register **one time** during the entire event.

Who can help me with more detailed questions?

Our transport logistic visitor hotline colleagues will be happy to help you:

Tel.: +49 89 949-11368

Fax: +49 89 949-11369

E-mail: info@transportlogistic.de

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.
