

# FREQUENTLY ASKED QUESTIONS

## 1. What happens if I make a binding registration and payment, but the trade fair is cancelled due to the pandemic situation?

Messe Essen GmbH will reimburse you in full for any stand rental fees already paid. No service charges will be levied or similar payments retained. Any other costs already incurred by you must be borne by you.

## 2. Does this also apply in the event of a cancellation due to force majeure?

Yes, that also applies in the event of a cancellation due to force majeure.

## 3. Does it make a difference whether the event is cancelled by official order or due to Messe Essen's decision?

No, that doesn't make a difference.

## 4. What happens if I cancel my participation as an exhibitor? Is it possible to cancel the registration free of charge and if so, until when?

If you withdraw from the contract yourself, 100 % of the stand rent is due. The advance payment for ancillary costs will of course be refunded.

## 5. What costs do I incur as an exhibitor after admission has been granted?

After registering, you will initially not incur any costs. The contract is not legally binding until you have received the admission and the hall planning with stand proposal. If you were an exhibitor at the previous event, we will reserve your stand area for you at most until the planning date or registration deadline. The invoice(s) is/are then due for payment within the specified period.

## 6. What happens if the event is postponed?

The original contracts remain valid for the new date.

## 7. Is there a digital substitute format if the presence fair cannot take place?

No, the fair is planned as a presence fair.