



FAQ—frequently asked questions

We have put together a list of the most frequently asked questions about the expo in the unlikely event if the trade fair is cancelled.

1) As an exhibitor, do I have to officially cancel my registration or stand offer

A: No, you do not need to take any action. The registration and stand offer stand automatically cancelled.

2) My company already paid the admission invoice. Will this payment be returned?

A: Yes, we will initiate a refund of your full payment less all bank transaction charges within the next 6 weeks. We will issue a refund notice to you via email when we initiate the refund. If you have not received your refund notice in the next 6 weeks, please contact us.

3) a). My company booked the stand construction through the organizers and already paid this price. Will this payment be returned?

A: Yes. Your payment will be returned less all bank charges within the next 6 weeks. We will issue a refund notice to you via email when we initiate the refund. If you have not received your refund notice in the next 6 weeks, please contact us.

3) b). My company booked the stand construction and already paid this price to a third-party vendor for the exhibition. Will this payment be returned?

A: As this payment is made to a third-party vendor, Messe Muenchen India Pvt. Ltd. is not responsible for this payment. You may contact your vendor directly for a refund.

4) Does Messe Muenchen India Pvt. Ltd reimburse costs for services booked with third parties (e. g. travel, accommodation, etc.)?

A: As this payment is made to a third-party vendor, Messe Muenchen India Pvt. Ltd. is not responsible for this payment. You may contact your vendor directly for a refund.