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**NEW DATES**

May 17th - 20th, 2021

**BARCELONA** - Gran Via Venue



## FAQs – FREQUENTLY ASKED QUESTIONS

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## 1. NEW DATES

### **When will the trade show be held?**

Alimentaria will be held from May 17th to 20th , 2021 in Gran Via Venue of Fira de Barcelona.

The new dates are visible on our website and have also been announced by email and in our social media profiles.

### **Do visitor tickets retain their validity?**

Visitor tickets already purchased for the postponed Alimentaria 2021 will remain valid for the corresponding day of the week, but in May.

### **Can I change the name of the person already registered?**

Name changes can be made in the Registered Users area in the User Details section – Modify

### **Can I change dates or get a refund on badges or activities?**

Alimentaria system does not allow changes of days or refunds on badges once registered.

Exceptionally, and due to the change of dates of Alimentaria & HOSTELCO 2020 because of force majeure, it is only possible to request the reimbursements for tickets paid before March 13, 2020. Only in these cases, you can contact [visit@alimentaria.com](mailto:visit@alimentaria.com) for this matter.

### **What about the cancellation fees for already booked visitor tickets?**

Rules and regulations do not include the reimbursement of purchased tickets in case of new postponement.

### **What happens with bookings already made for flight tickets, hotel accommodation, etc?**

We are unable to provide information on contracts between customers and third parties, as these have not been managed by Alimentaria Exhibitions. Please get in touch with your agency/airline/hotel directly.

Preguntas relacionadas con el aplazamiento



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## 1. BUYING BADGES/REGISTRATION

**I've got an invitation with a free badge code – how do I know which type of badge it is valid for?**

Click on the link that will take you to the screen with the promotional code entered. The page will automatically show the badge for which your code is valid and the price with the discount applied.

**How do I request invitations?**

Invitations are not on general sale; only exhibitors can purchase invitations through the *Exhibitors' Area* to send to their clients.

**How do I use my invitation?**

[Check Links/Codes User Guide](#)

At the end of the registration process, remember to **print your badge**.

**I've already bought a 1-day badge and now I've been sent a 1-day invitation code.**

As the system does not allow refunds, you can use the invitation to buy a badge for another day.

**I've already bought a 1-day badge and now I've been sent an invitation code for a 4-day badge.**

Go to the *Registered Users area* and over the purchased badge click on 'Add product/upgrade'. Enter the 4-day badge invitation code in the appropriate section, click on 'Apply code' and then follow the process. The 1-day badge will be invalidated and your badge will change to a 4-day one. Remember **to print your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria website.

Invitations with free promotional codes



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Group registration

### Can I register more than one person?

Yes, you can register a group of visitors provided that they are all on the same type of badge (1-day or 4-day). You will need to choose the type of badge and the amount on the first screen, then simply fill in the details of all the people to be registered on the following screen.

### How can the visitors registered as a group log on to the *Registered Users area*?

Everyone who is registered as a visitor will be sent an email with their individual password for logging on to the *Registered Users area*, where they can manage any name changes, reprint their individual badge, buy activities or products, and consult information on their visit to the show.

### Can I buy activities for more than one person?

If you have registered as a group of visitors, **you cannot buy activities for the group** during the process of buying the badges. Once you have completed this process, the main buyer or any member of the group can buy extra activities or products.

### Can I register more than one person using the same email address?

No. The email address identifies the user and hence must be unique to each visitor.

Registered users

### How do I log on to the *Registered Users area*?

Go to [www.alimentaria.com](http://www.alimentaria.com) and [www.hostelco.com](http://www.hostelco.com) where you will find a direct link to the *Registered Users area* (box in the top right-hand corner). Enter your username and password. Your username is the email address with which you registered to buy your badge. If you can't remember your password, the system will let you reset it.

### I'm already registered, how do I print my badge again?

You can print your badge by entering your username and password in the *Registered Users area* on the show's website, where it will always be available.

### How can I access my invoice?

If you requested an invoice during the registration process, go to the *Registered Users area* where it will always be available in the 'Invoices' section.

### I am already registered. Can I request an invoice?

If you did not request an invoice during the registration process, the system will have generated a simplified invoice which you can amend to add your tax details by going to the 'Invoices' section.



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Changes and refunds

### Can I change my badge type?

- If you have a 1-day badge you can change it for a 4-day badge by going to the additional services page. You can also change the name of the badge holder.
- If you have a 4-day badge you can only change the name of the badge holder.

Name changes can be made in the *Registered Users* area in the *User Details* section, *Modify*. Don't forget to print your new badge in 'My purchases'.

### Can I change dates or get a refund on badges or activities?

Alimentaria's system **does not allow**:

- Changes to pass dates. For this reason, it is very important to select the right date in the case of 1-day badges or for any activities you may wish to attend.
- Refunds on badges to the show.
- Changes or refunds on badges to activities.

Activities

### I already have my badge for Alimentaria & Hostelco 2021 but how do I buy badges for the activities?

Go to the *Registered Users area* and over the purchased ticket click on 'Add product/upgrade'. If you buy tickets for activities, don't forget **to print your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria website.

### Do I need to print my badge again if I have added products or activities?

Yes, it's very important that you **print your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria website.

### If I have a badge for Alimentaria, how do I buy activities for HOSTELCO?

In the *Registered Users area* of [www.alimentaria-bcn.com/en](http://www.alimentaria-bcn.com/en) you can buy badges to the paid activities at HOSTELCO (The Hostelco Experience).

### If I have a badge for HOSTELCO, how can I buy activities for Alimentaria?

In the *Registered Users area* of [www.hostelco.com/en](http://www.hostelco.com/en) you can buy badges to the paid activities at Alimentaria.



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Activities

### **Can I buy badges to activities during the Alimentaria show?**

Provided that there are still tickets available, you can buy them either online or at the badge desks set up outside the activities themselves.

General

### **Can I buy badges to Alimentaria once it has started?**

Yes, you can buy them online or at the registration windows. If you want to take advantage of any discounts and avoid the queues, we recommend you buy them online.

### **I have a badge to visit Alimentaria. Can I also visit HOSTELCO?**

Yes, the two shows are being held together so you can use your Alimentaria badge to visit Hostelco and vice versa.

### **We are a school/university group; what should we do to visit the show?**

Click on the following link for the terms and conditions for school/university visits for students studying subjects related to food, beverages and hospitality: [Student groups visit](#)

### **I would like to take part in the international Buyers Programme arranged by the organisation (Hosted Buyers Programme); what should I do?**

Go to the [Hosted Buyers Programme](#) on the Organisers' website.

### **I would like to take part in the national Buyers Programme arranged by the organisation (VIP Buyers Programme); what should I do?**

Go to the [VIP Buyers Programme](#) on the Organisers' website.



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## 2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES

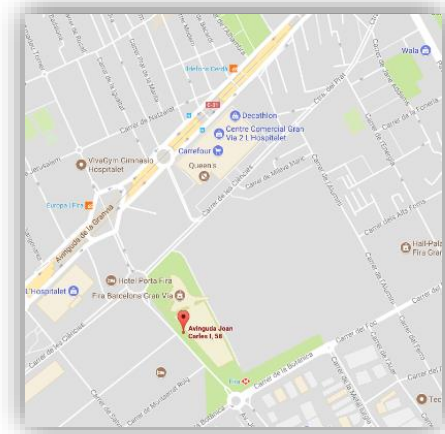
What is the address of the Gran Via venue?

Fira de Barcelona

Recinto Ferial Gran Via – M2

Avenida Joan Carles I, 58

08908 L'Hospitalet de Llobregat (Barcelona)



How do I get to the Gran Via venue?

[Map of the site](#)

Will there be any special transport laid on during the show?

As well as the public transport system, Alimentaria y HOSTELCO 2021 is offering visitors the following transport services during the show:

- **Shuttle bus Station Barcelona Sants – Plaza España – Feria recinto Gran Via**

[Useful information](#)

What are the opening hours of Alimentaria & HOSTELCO 2021?

Opening hours / Visitors			
MONDAY 17	TUESDAY 18	WEDNESDAY 19	THURSDAY 20
10:00 - 19:00	10:00 - 19:00	10:00 - 19:00	10:00 - 18:00



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### 3. VENUE SERVICES

**Is there a car park at the venue?**

The venue has 4,580 parking spaces and the [map](#) below shows the areas set aside for Visitors and Exhibitors

**Which restaurants will be open during the show?**

The Gran Via venue has many restaurants and catering services; view them at [www.gastrofira.com](http://www.gastrofira.com)





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### **Are there any ATMs at the venue?**

At the Gran Via venue you will find the following ATM:

- CaixaBank: South entrance

### **Is there a cloakroom service?**

The Organisers have arranged the following cloakroom services:

- South entrance
- East entrance
- North entrance

Price per item: €3 (incl. VAT)

Please remember that you may not bring cases larger than 45 x 35 x 20 cm (briefcase size), trolley bags or backpacks into the show.

### **Is there Wi-Fi at the venue?**

Alimentaria y HOSTELCO 2021 offers various networks free of charge to visitors and exhibitors.

#### **For VISITORS**

A&H\_VISIT

Password: visitantes

#### **For EXHIBITORS**

A&H\_EXPO

Password: expositor

Information on how to access these networks will be displayed at the venue during the show.



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## 4. RULES OF ACCESS

**Accessing the venue implies acceptance of the Rules of the Show.**

[Check out the full regulations for the show.](#)

### **Can I bring my dog/pet into the venue?**

We regret that no animals are allowed into the venue apart from those permitted by law.

### **Can I bring children to the show?**

Children under 18 are not allowed. Exceptionally, and only during visitor opening times of the event, the Organisation will allow the entry of breastfeeding babies up to 1 year old, in order to facilitate the reconciliation of work and family life of professional women in the industry.

### **Can I buy products from exhibitors at the show?**

Alimentaria is a professional trade show and the direct sale of products from stands is not permitted, nor is any form of itinerant selling.

### **I'm a visitor: can I take away samples from exhibitors?**

- Visitors are not permitted to leave the venue with more than one bag of product samples.
- The organisers reserve the right to examine the content of bags if they suspect this regulation is being flouted, as well as the confiscation of any such products in these circumstances.
- All the material confiscated by the organisers at the exit security control, due to breach of the regulations will be handed over to the Food Bank for management and use.



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## 5. ACCOMMODATION, TRANSPORT AND VISAS

### How do I go about organising my trip to Barcelona?

Check out our special travel and accommodation offers with Alimentaria 2018's official supplier: [Book your trip.](#)

### Are there any travel discounts for exhibitors and visitors to Alimentaria 2018?

Alimentaria offers discounts with Renfe, Acciona, Trasmediterránea and Iberia.

You can get access to these offers with your exhibitor badge or, as a visitor, once you have bought your badge (*Registered Users area, in the Visas and Travel section*)

### I'm an international visitor and I need a visa for Spain; how do I get an Invitation Letter?

Alimentaria offers accredited international visitors the opportunity to obtain a Letter of Invitation to take to your consulate to get a visa for your trip to Spain on the dates of the show.

When you have completed the registration and pass purchase process, you will find an application form for the Letter of Invitation in the *Registered Users area* in the *Visas and Travel* section.

Click on this link to see the [countries whose nationals are required to have a visa.](#)

### Any queries?

You can contact us as follows

by e-mail: [contact@alimentariaexhibitions.com](mailto:contact@alimentariaexhibitions.com)

or by calling (+34) 93 567 97 08