



FAQs – FREQUENTLY ASKED QUESTIONS

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1. BUYING PASSES / BADGE REGISTRATION

Invitations with free promotional codes/link

I have 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/download your badge**.

I have already bought a badge and now I have been sent an invitation code for a 4-day badge.

As the system does not admit purchase returns, with the invitation you can purchase another ticket.

Group registration

Can I register more than one person?

Yes, you can register a group of visitors given that they are all on the same type of badge. 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 to log in on to the *Registered Users area*, where they can manage any name changes, reprint/download 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.alimentariafoodtech.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 cannot remember your password, the system will let you reset it.

I am already registered, how do I print/download my badge again?

You can print/download 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.

Changes and refunds

Can I change my badge type?

- 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/download your new badge in 'My purchases'.

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

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

- Changes to pass dates.
- Refunds on badges to the show.
- Changes or refunds on badges to activities.

Activities

I already have my badge for Alimentaria FoodTech 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, do not forget **to print/download 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 FoodTech website.

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

Yes, it is very important that you **print/download 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 FoodTech website.



Can I buy badges to activities during the Alimentaria FoodTech 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.

Can I access the show with the entrance/badge in my cell phone?

Entrance badge is individual and non-transferable for all assistants to access to the venue. It will be obligatory to have the badge/entrance always available. However, we strongly recommend printing the ticket to facilitate the reading of data both at the entrances and by exhibitors who have code readers to obtain information.

In case of any incident related to the badge, the attendee must go to the registration front desk (with the corresponding identification) to have their badge reprint/resent.

Can I buy badges to Alimentaria FoodTech 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.

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 and national Buyers Programme arranged by the organisation (Hosted Buyers Programme); what should I do?

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



2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES

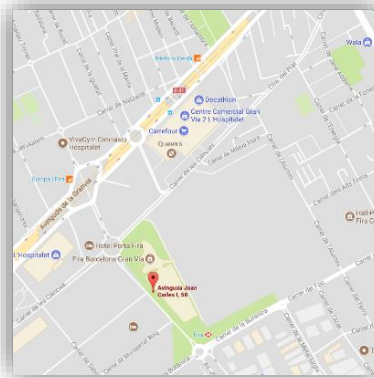
What is the address of the Gran Via venue?

Fira de Barcelona

Recinto Ferial Gran Via – M2

Avenida Joan Carles I, 58

08908 L'Hospitalet de Llobregat (Barcelona)



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

The venue is very well connected by public transport:



Metro: L9 Sud (Paradas Fira y Europa | Fira / Fira and Europa / Fira Stops)



FGC: L8, S33, S4, S8, R5, R6 (Parada Europa | Fira / Europa / Fira Station)



Bus: H12, V1, 46, 65, 79



Parking: Av. Joan Carles I, 58. 08908 L'Hospitalet de Llobregat, Barcelona



Taxi: El recinto dispone de paradas de taxi habilitadas para facilitar la llegada y salida de visitantes y expositores. Más información en la app oficial "AMB Taxi Barcelona" / The venue offers taxi stands to facilitate the arrival and departure of visitors and exhibitors. More information in the official app "AMB Taxi Barcelona"

Useful information

Which halls is Alimentaria FoodTech 2021 being held in?

Hall 1 and 2

What are the opening hours of Alimentaria FoodTech 2021?

Opening hours / Visitors			
TUESDAY 19	WEDNESDAY 20	THURSDAY 21	FRIDAY 22
9:30 - 18:30	9:30 - 18:30	9:30 - 18:30	9:30 - 16:30



3. VENUE SERVICES

Is there a car park at the venue?

The venue has 4,580 parking spaces 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.

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

Price per item: €3 (incl. VAT)

Is there Wi-Fi at the venue?

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

- For **VISITANTES**
User: A_FTech_VISIT
Password: visitantes

For **EXPOSITORES**
User: A_FTech_EXPO
Password: expositor

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



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 access the venue if I am not a professional of the industry?

Access to the Alimentaria FoodTech trade fair is exclusively for professionals from machinery, technology, processing and conservation of the food and beverage industry and its ancillary services.

To ensure an optimal professional relationship between those attending Alimentaria FoodTech, the attendees must be able to prove that they currently perform roles for commercial entities which buy, distribute, sell or offer services to this industry.

For this reason, Alimentaria FoodTech will put in place an attendee screening process (both for registered professionals and guests); through this, the Organization will be able to request the accreditation of the attendees' commercial activity.

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, to facilitate the reconciliation of work and family life of professional women in the industry.

Can I buy products from exhibitors at the show?

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



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 FoodTech 2021's official supplier: [Book your trip.](#)

Are there any travel discounts for exhibitors and visitors to Alimentaria FoodTech 2021?

Alimentaria FoodTech offers discounts with Renfe, Acciona, Trasmediterranea 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 FoodTech 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.

Once 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: visitfoodtech@alimentaria.com

or by calling [\(+34\) 93 233 20 00](tel:+34932332000)