

FAQs – FREQUENTLY ASKED QUESTIONS

CONTENTS

1. BUYING BADGES/REGISTRATION.....	2
2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES.....	6
3. VENUE SERVICES .....	8
4. SHOW REGULATIONS .....	10
5. ACCOMMODATION, TRANSPORT AND VISAS.....	11

## 1. BUYING BADGES/REGISTRATION

### **I've got an invitation with a free entrance registration link – how do I know which type of visitor badge it is valid for?**

Click on [Buy badge](#), and the section for entering your registration link appears on the first screen just above the list of available ticket types. Enter your registration link and click on 'Validate Code'; the page will automatically show the badge for which 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?**

The invitation has a registration link which you need to use to register on the show's website and then exchange for a badge. Click on [Buy badge](#) and enter your registration link on the first screen that appears, just above the list of available tickets, and click on 'Validate code'. At the end of the registration process, remember to **print your badge**.

### **How many types of invitation are there?**

There are two types of invitation: paper and electronic. In both cases it is essential to register online first and then exchange the invitation for a badge; you cannot enter the show simply with the invitation on paper.

### **I've already bought a 1-day visitor badge and now I've been sent a 1-day invitation registration link.**

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 visitor badge and now I've been sent a registration link for a 3-days visitor badge.**

As the system does not allow refunds, you can use the invitation to upgrade your badge to a 3-days badge.

Go to the *Visitors' area* and over the purchased badge click on 'Add product/upgrade'. Enter the 3-days badge registration link in the appropriate section, click on 'Validate code' and then follow the process. The 1-day badge will be invalidated, and your badge will change to a 3-days 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 *Visitors' area* on the Fórum Gastronómico Barcelona's website.

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 3-days). 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 *Visitors' area*?**

Everyone who is registered as a visitor will be sent an email with their individual password for logging on to the *Visitors' 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 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 for each visitor.

Registered users

**How do I log on to the *Visitors' area*?**

Go to [www.forumgastronomicbarcelona.com/en/](http://www.forumgastronomicbarcelona.com/en/) where you will find a direct link to the *Visitors' 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 *Visitors' 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 *Visitors' 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.

### Can I change my badge type?

- If you have a 1-day badge you can change it for a 3-days badge by going to the additional services page. You can also change the name of the badge holder.
- If you have a 3-days badge you can only change the name of the badge holder.

Name changes can be made in the *Visitors'* 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?

Fórum Gastronómico Barcelona's system **does not allow**:

- Changes on badge 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 tickets to activities.

### I already have my badge for Fórum Gastronómico Barcelona but how do I buy tickets for the activities?

Go to the *Visitors' area* and over the badge 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 *Visitors' area* on the Fórum Gastronómico Barcelona's 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 *Visitors' area* on the Fórum Gastronómico Barcelona's website.

### Can I buy tickets to activities during the Fórum Gastronómico Barcelona show?

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

**Can I buy badges to Fórum Gastronómico Barcelona 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.

**Can I access the show showing the badge on the mobile phone?**

No, it is not possible to enter the show showing the badge in digital format. It is mandatory to print the badge on paper and in a clearly visible manner. In order to print the badge, visitors and exhibitors must go to the registration windows (with the correspondent identification) and get the badge printed. Additionally, the badge can be printed through the show's official website, in the *Visitors' area*.

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

Click on the following link to know the terms and conditions for school/university visits for students studying subjects related to food, beverages and hospitality industry:  
[www.forumgastronomicbarcelona.com/en/visit/](http://www.forumgastronomicbarcelona.com/en/visit/)

**2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES**

**What is the address of Montjuïc Venue?**

Fira de Barcelona

Trade Show Venue Montjuïc – Hall 8

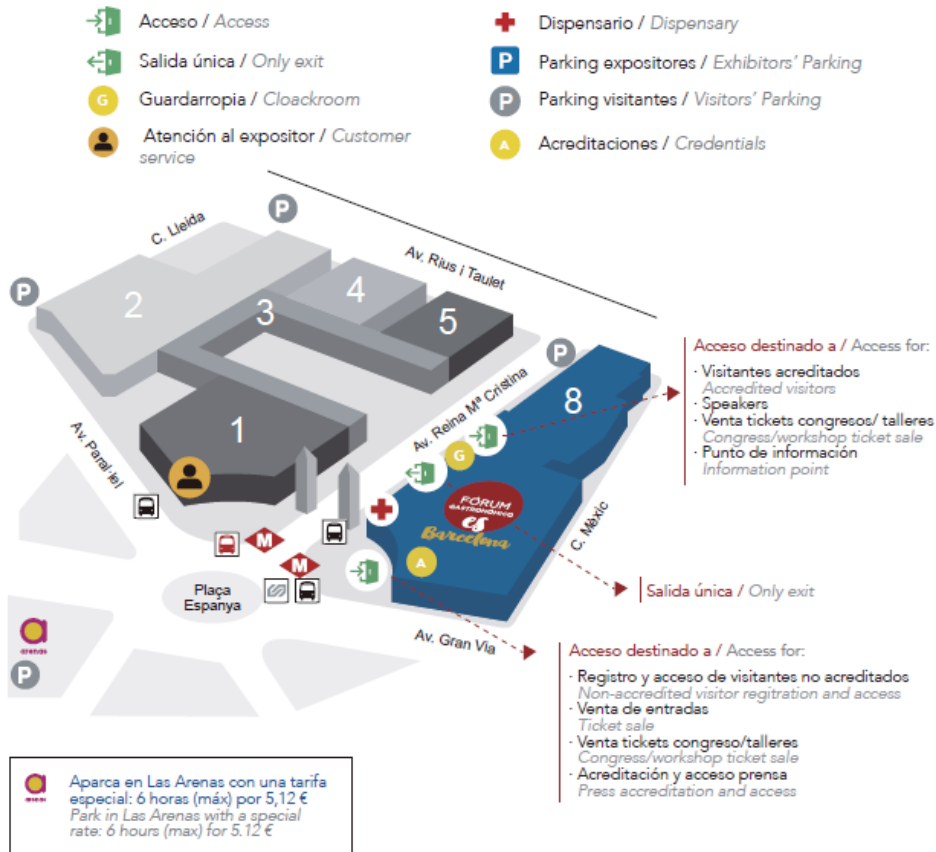
Av. Reina M<sup>a</sup> Cristina s/n

08004 - Barcelona



**How do I get to the Montjuïc venue?**

- B** Autobús: Líneas/Lines TMB : D20, D40, H12, H16, V7, 13, 23, 46, 65 , 75, 91, 109, 150, 165
- M** Metro: L3, L1 (estación/stop España) **F** FGC: Líneas /Lines: S8, S33, R6, R5, S4 (estación/stop España)
- R** Renfe: (estación/stop Barcelona-Sants)



Which halls is Fórum Gastronómico Barcelona 2019 being held in?



What are the opening hours of Fórum Gastronómico Barcelona 2019?

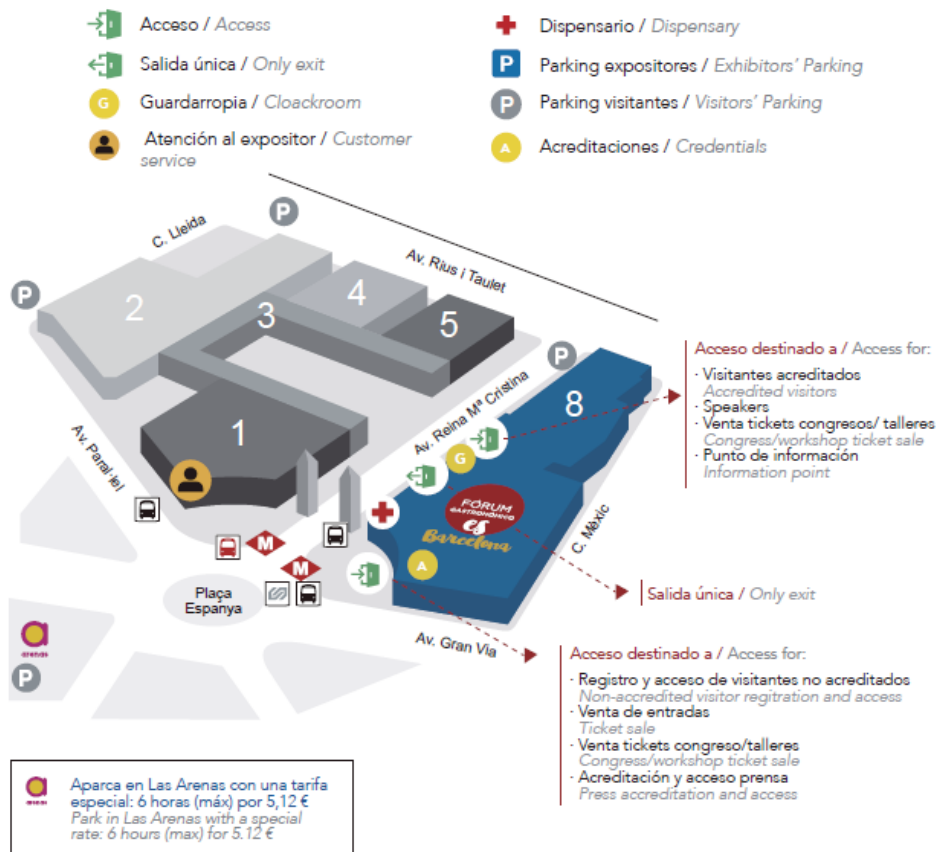
Opening Hours / Visitors		
MONDAY 18 <sup>th</sup> NOVEMBER	TUESDAY 19 <sup>th</sup> NOVEMBER	WEDNESDAY 20 <sup>th</sup> NOVEMBER
10:00 - 19:00	10:00 - 19:00	10:00 - 19:00

### 3. VENUE SERVICES

#### Is there a parking at the venue?

Visitors of Fórum Gastronómico Barcelona 2019 will enjoy special parking prices showing their badge in Shopping Center Las Arenas.

- B** Autobús: Líneas/Lines TMB: D20, D40, H12, H16, V7, 13, 23, 46, 65, 75, 91, 109, 150, 165
- M** Metro: L3, L1 (estación/stop España) **FGC:** Líneas / Lines: S8, S33, R6, R5, S4 (estación/stop España)
- R** Renfe: (estación/stop Barcelona-Sants)



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

At Hall 8, Montjuïc Venue – Fira de Barcelona, visitors will have at its disposal a catering area that includes different Foodtrucks and catering services. [www.gastrofira.com](http://www.gastrofira.com)



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

You will find a “Banco Popular” ATM at Av. Reina M<sup>a</sup> Cristina, near the access door to Hall 8.

**Is there a cloakroom service?**

The Organisers have arranged cloakroom services in Hall 8.

Price per item: 2€ (VAT included)

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

Fórum Gastronómico Barcelona 2019 offers various networks free of charge to exhibitors and visitors, all of them 5GH.

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

**Exhibitors:**

ForumGB\_EXPO\_fast

- Password: expositor

**Visitors:**

ForumGB\_VISIT

- Password: visitante

#### 4. ADMISSION RULES

Accessing the venue implies acceptance of the Trade Show Policies.

[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 (alone or accompanied by adults). Notwithstanding the foregoing, those professional employees under 18 will be allowed to enter the show will the sole aim of carrying out their professional activity. However, it is strictly prohibited to sell alcoholic beverages to any person under the age of eighteen years.

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?**

Fórum Gastronómico Barcelona 2019 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 Fórum Gastronómico Barcelona 2019's official supplier: [Book your trip.](#)

### Are there any travel discounts for exhibitors and visitors to Fórum Gastronómico Barcelona 2019??

Fórum Gastronómico Barcelona 2019 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 (*Visitors' 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?

Fórum Gastronómico Barcelona 2019 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 badge purchase process, you will find an application form for the Letter of Invitation in the *Visitors' 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: [visitarforumbcn@alimentaria.com](mailto:visitarforumbcn@alimentaria.com)  
or by calling (+34) 93 567 97 08