

# ***"What happens if...?"***

## **Ticket shop questions and answers for events of Leipziger Messe GmbH (as per: 31.08.2024)**

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***"What happens if...?"***  
**Ticket shop questions and answers**  
**for events of Leipziger Messe GmbH**

**1. What technical requirements are there for purchasing a ticket? How can I order?**

In order to purchase a ticket at the online shop please check the browser settings of your computer to see whether cookies are permitted. Please also have a functioning printer on hand. You can also order your ticket via mobile devices such as smartphones or tablets and open as a mobile ticket.

**2. How can I pay for my ticket?**

The ticket can be paid for with credit card, PayPal, Sofortüberweisung and soon also by paydirekt (for German bank accounts).

**3. Which credit cards are accepted?**

We accept MasterCard, VISA und American Express.

**4. What does 3-D Secure mean for credit card payments?**

For credit card payments, the legislator will require in the future a proof of identity with two security features for online transactions. From 14 September 2019, the so-called "two-factor authentication" will change the payment process for many customers. "3-D Secure" refers to a technology in which the cardholder and the online merchant identify themselves in order to minimise the unauthorised use of credit card data in the Internet. As a result, card-issuing companies comply with the security requirements for online card payments set out in the EU Directive. For Mastercard, the procedure is called Mastercard® Identity Check™ (formerly: Mastercard® SecureCode™), for VISA "Visa Secure" (formerly: Verified by Visa).

**5. How do I receive my ticket?**

After completion of the ordering process the online ticket can be displayed in pdf file for printing out the ticket directly. Alternatively, you can also open and save your ticket as a mobile ticket via mobile devices such as smartphones or tablets. You will also receive a confirmation email (see question 6).

**6. Will I receive a confirmation e-mail?**

Yes, you will also receive a confirmation e-mail. This mail contains all of the services ordered as well as a pdf file of your online ticket, which you can print out if necessary. Should you fail to receive an e-mail, please first check your spam folder.

Please contact us in the event of the e-mail not being in the spam folder either. If you have not received an e-mail, please contact us.

**7. Do I get an invoice for the ticket purchase?**

Immediately after finishing your order, tickets and invoice are available for download.

**8. Is it possible to bill the invoice to another address??**

Yes, during the ordering process you have the possibility to add a different billing address.

**9. Is the confirmation e-mail valid as a ticket?**

No, the confirmation e-mail does not replace the online ticket.

**10. What do I need to consider when printing the online ticket?**

You need to have Acrobat Reader installed on your computer in order to display the ticket.

Please use white paper to print your ticket and print it in original size (A4 format). The printed ticket should be left as it is and not cut out.

Set your printer settings to black and white or four-colour printing.

Please avoid red colouration and the "economy mode" when printing, as otherwise the system is unable to read the barcode.

**11. Can I purchase multiple tickets?**

Yes, multiple tickets can be purchased in the shop. The names of the respective ticket holders must be indicated.

**12. Can I also order on behalf of other persons??**

Yes, the booking will be made via the e-mail address you have entered and the order confirmation will be sent to this address. During the ordering process, you personalize the corresponding tickets for the respective visitor. The tickets then are immediately available for download.

**13. Can I give away tickets?**

Yes, as a buyer you do not have to be the ticket holder. You enter the first and last name of the recipient when personalizing the selected ticket. The order and payment will be made by you and via your e-mail address, but the ticket will be issued in the name of the recipient.

**14. Can special tickets (for example tickets for families or children) also be purchased online?**

This depends on the respective event. Please inform yourself on the respective event website under the category "Opening hours/prices" about the offered types of tickets and where they can be purchased (online, at ticket agencies, at the cash desks onsite). Special tickets are particularly much discounted and therefore not offered in advance sales for every event due to a necessary legitimation check. You have the possibility to purchase these tickets at the cash desks on site with appropriate proof.

**15. What is the difference between a day ticket and a season ticket?**

A day ticket entitles the holder to an one-time admission on any day during the event and is cancelled upon leaving the grounds. This does not apply if a certain day is printed on the card. A season ticket entitles you to visit the event on all days of the fair. You can also enter and exit several times a day with the season ticket.

**16. From what age is it necessary to purchase a separate ticket for children?**

Children up to five years generally have free admission, with differing regulations applying for different events.

Please see the respective website for further information.

Children and young people under the age of 14 may only enter the Exhibition Centre when accompanied by a responsible adult.

**17. Who is entitled to the discount or reduction?**

The definition of the entitlement to a reduction depends on the event. Please refer to the respective event website under the category "Opening hours/prices".

Entitled persons for the price reduction after showing their printed legitimation are usually students, pupils, interns/apprentices/trainees, handicapped people from a level of 20, senior citizens, unemployed persons and welfare recipients, EU- senior citizens (=disability pensioners), volunteer in military service and civil service, owner of Ehrenamts-Pass and Leipzig-Pass. Furthermore the accompanying person of a

handicapped person with a B noted in the pass for severely disabled persons obtains free entry. The discount authorization can be checked on site. Please keep the appropriate legitimation ready.

**18. I have received an invitation. How can I redeem this?**

If you have received an invitation from an exhibitor, you will find a code on the invitation. The code has always 6 digits and consists of a letter-number combination or only letters. This code replaces the payment in the ticket shop. Please enter the valid code for this event in the appropriate query field in the ticket shop.

**19. Can customer invitations redeemed on the internet be used again on site?**

No, the customer invitations are invalidated when redeemed in the ticket shop.

**20. Can I only redeem customer invitations online?**

Invitations can only be redeemed online in advance in the ticket Shop. This allows you to enter immediately.

**21. Can I also use customer invitations for other events?**

No, the customer invitation is only valid for the event stated on it.

**22. I've lost my ticket! Can I print it out again?**

In your confirmation mail you received the ticket as pdf file. You may print out or download the ticket out again where required.

**23. What if I forget my ticket?**

Admission is only possible with a valid ticket. You can download the ticket again with your mobile device. Or you need to purchase a new ticket at the cash desks on site.

**24. If I print out the ticket multiple times, do I gain multiple admission?**

The purchaser is obliged to keep the printed online ticket in a safe place, in particular to ensure that third parties do not have access to the ticket for reproduction purposes. Access to the event is refused where another person with a ticket bearing the same barcode has been granted admission, and where the purchaser is responsible for these circumstances.

**25. Can I open my ticket on my mobile??**

Yes, the access is possible with all mobile devices (smartphones, tablets, etc.). You can easily download and save your ticket as a mobile ticket from your device. The ticket view adapts to the device. Please use the download as a pdf document only when printing out the ticket.

**26. Does my mobile need a special App?**

No, the download does not require a special program.

**27. Can I return tickets purchased at the online shop?**

A statutory right of withdrawal does not exist with regard to the services offered by Leipziger Messe by way of online purchase to be provided at a specific time or within a precisely specified period in accordance with § 312g paragraph 2 no. 9 BGB. In the case of guest events, the existence of a right of cancellation is governed by the General Terms and Conditions of the guest organizer.

**28. What if I have entered incorrect data? Is it possible to change this?**

Following completion of the order it is no longer possible to change the data in the shop itself.

**29. I would like to pass on my online ticket. Is this possible?**

The bar codes (upper part of your online ticket) are for the access to the fair only and are not bound to the person whose name is printed on the ticket. So generally, it is possible to pass on your online ticket.

Only the ticket for the public transport (lower part of your online ticket) cannot be passed on as the Local Public Transport Authorities insist that the name on the ticket and the user's name are identical. If the person to whom you want to pass on the ticket, wants to use public transport, the ticket needs to be rewritten. Please send us an email to [tickets@leipziger-messe.de](mailto:tickets@leipziger-messe.de) and tell us the name of the new ticket holder.

**30. What happens to my data? Is it safe?**

The data that you submit will be processed by the Leipziger Messe for order processing and for the provision of information, taking account of the data protection act and other statutory regulations.

You have the right to object to the use of your data for the provision of information at

any time.

**31. Can I use public transport with the online ticket?**

If this is expressly stated on the respective (online) ticket, this entitles the holder to travel to and from the event site on public transport operated by the Mitteldeutscher Verkehrsverbund (MDV) on the day of the event at no extra cost. For events taking place in the calendar year 2024, the entitlement includes the return journey free of charge in zones 110, 151, 156, 162, 163, 168, 210, 225 (2nd class). For events taking place in the calendar year 2025, the entitlement includes the return journey free of charge in zone 110 (2nd class). To this end, the name of the visitor who will be using the online ticket must be provided when the ticket is booked in the Ticketshop. Only this person will have the right to ride on public transit.

**Could we not clarify your questions with the given answers?**

**Please send us an e-mail.**

**[tickets@leipziger-messe.de](mailto:tickets@leipziger-messe.de)**