



Question 1:

“What happens to the personal information I provide during ticket registration?”

- Your information will be provided to outside parties only in individual cases where you have given us your prior approval. You can view, update or delete your personal profile at any time (on the Internet only!)
- We will not provide your information to any outside parties. An exception to this rule involves visitors who register a complimentary admission ticket. Here, we will inform the exhibitor who invited you about your prospective visit and provide him with your address. (This is stipulated in the terms of use for ticket registration.)
- You can cancel your receipt of information involving Deutsche Messe events at any time (assuming you even selected the information option when registering).
 - Reuse of your login data for other Deutsche Messe events (please keep a record of your login details)

Question 2:

“I entered my ticket code during registration but never received a confirmation by e-mail. Is my ticket still registered anyway?”

- When registering a printed ticket (which has a code beginning with “P”), no confirmation e-mail is sent.
- Your ticket registration was successful if you see the word “registered” under “Validity” in the left-hand column.
- When registering an eTicket code (beginning with “R”), you will receive a confirmation e-mail with your actual ticket. Please print the ticket and take it along to the show for entry. Your eTicket registration was successful if you see the word “registered” under “Validity” in the left-hand column.



Question 3:

“Do I need to register my complimentary admission ticket?”

- Yes, the ticket must be registered before you can gain admission to the show. We recommend registering online, since you will otherwise need to register at the gates, which can be time-consuming.

Question 4:

I have logged in, but my ticket registration code won't work.

- Please verify that you are using the right login data..
- Please verify whether you are properly logged in. You should see “You are logged in as: YOUR NAME” at the top right-hand corner of the screen.
- Only when properly logged in can you register complimentary tickets.

Question 5:

“I wanted to register a number of tickets (e.g. 8), but was only able to register 5 of them.”

- Complimentary tickets are registered in connection with your personal account, and you should therefore only register tickets intended for your personal use. *(This is particularly important in the case of eTickets, which are printed out with the intended user's name on them.)*
- HANNOVER MESSE 2010 lasts for 5 days, so 5 is the maximum number of complimentary tickets you may register.



Question 6:

“I have made a mistake and registered a complimentary ticket for the wrong person. What now?”

- In the case of an incorrectly registered **printed ticket**, delete the ticket by clicking on the trash symbol in the table view. The registration code used is then once again available for use by a different person.
- In the case of an incorrectly registered eTicket, it is no longer possible to change the name of the ticket holder. Please contact the exhibitor who invited you to the show and request a new registration code.