

## Frequently asked exhibitor questions about planning EXPO REAL 2021 and in relation to hygiene, distances, stand organization – FAQ (Status: March 17, 2021)

### Planning questions for exhibitors at EXPO REAL 2021

#### 1. When will the EXPO REAL 2021 online registration be available?

You can register for EXPO REAL 2021 online starting end of March. We will contact you by e-mail before registrations go live.

#### 2. When will the placement proposals be sent out?

We will start sending placement proposals from May 17, 2021.

#### 3. What is the deadline for exhibitors to accept their placement proposals?

We will start sending placement proposals from May 17, 2021. Once you receive your placement proposal, you will need to RSVP within 4 weeks of receipt.

#### 4. What costs will Messe München reimburse if EXPO REAL is cancelled?

The deadline for the final decision to hold EXPO REAL 2021 as a physical trade fair is June 15, 2021. If EXPO REAL 2021 is nevertheless cancelled at short notice, exhibitors will be under no obligation to pay the participation fee; participation fees already paid will be refunded within 4 to 6 weeks of the event being cancelled. However, any services that have already been ordered and provided must be paid for (e.g. communication fee for catalog services provided, rigging or electricity services).

Messe München will not reimburse any costs for services booked with third parties (e.g. travel, accommodation, etc.).

In the event of cancellation on the part of the exhibitor after acceptance of the placement proposal, the Messe München [cancellation and withdrawal policies](#), which deviate due to the current Covid-19 situation, shall apply.

#### 5. Will EXPO REAL 2021 be using the same halls as the 2019 trade fair?

Yes, based on our current planning, Halls A1, A2, A3, B1, B2, C1 and C2 will be used. In addition, the ICM – Internationales Congress Center München will also be used.

#### 6. What are the opening hours for exhibitors and visitors in 2021?

The scheduled opening hours for visitors are Monday and Tuesday from 09:00 to 19:00, Wednesday from 09:00 to 16:00. Exhibitors will be able to access the exhibition grounds from 07:30.

We are currently evaluating the flow of visitors, but cannot make any definitive statements on this at present. In order to streamline the arrival and departure of visitors and exhibitors, we reserve the right to amend the opening times. Earlier opening and later closing times will then be considered.

**7. Have you set a date for a final decision on whether it is unlikely that EXPO REAL will be able to take place and must therefore be cancelled?**

Yes. The deadline for the decision to hold the physical EXPO REAL 2021 trade fair is June 15, 2021.

**8. Do the registration forms include the latest Covid-19 prevention plans?**

Together with your registration, we will provide you with an excerpt of our health and safety protocols, which contain the passages relevant to you. However, please note that the health and safety protocols is fundamentally dependent on the pandemic situation and the resulting decisions / guidelines of federal and state governments. This means that we may need to update our health and safety protocols at any time, therefore all EXPO REAL participants will need to be as flexible as possible.

**9. What is Messe München's general approach to incidence rates?**

Federal and state governments have linked restrictions / relaxations to specific incidence rates in each region. Messe München itself does not specify any further restrictions.

**10. Who grants permission to hold EXPO REAL 2021?**

Permission to hold EXPO REAL 2021 is granted by municipal authorities. These are based on the conditions set by the Free State of Bavaria.

## **Questions relating to hygiene, distance, stand organization**

**11. How should minimum distances / alternatives to minimum distances be handled at the stand?**

As a rule, a minimum distance of 1.50 m must be maintained. At counters, reception desks, etc., sneeze guards provide additional protection.

In addition, masks are required in all indoor areas, regardless of whether the minimum distance can be maintained.

**12. When and where are masks compulsory? Which masks are allowed?**

Masks are required in all **indoor areas**, regardless of whether the minimum distance can be maintained. The organizers will keep a contingent of masks at the entrances in case of need.

Masks are required in **outdoor areas** where it is not possible to ensure that the minimum distance of 1.50 m can be maintained at all times.

Generally, masks must be worn at all **exhibition stands**, although this does not apply at the stand, provided that the minimum distance of 1.50 m can be safely maintained. Exhibitors are also required to record the contact details of stand visitors.

The regulations for wearing masks can change depending on the current state of the pandemic. This also applies to the type of masks. Messe München will communicate the latest requirements before the start of the event. Compliant masks will also be available at the trade fair center for a fee.

**13. Registering visitors at the stand—How should exhibitors control access to their stands? How can Messe München’s lead tracking solution help?**

For information on visitor registration at the booth, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section C.

**14. Are there any guidelines as to the maximum number of people who may be present at an exhibition stand at any one time?**

There are no mandatory requirements for the exhibition stand. Given the basic requirement to wear masks, there is no need to restrict the maximum number of people at a stand at any one time. However, the general distance rules do apply.

Please plan appropriate areas at your stand for waiting customers.

For information on booth design, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section B.

**15. Are there any specifications for aisle widths in the exhibition halls?**

At EXPO REAL 2021, a universal aisle width of at least 3 m will be maintained in the halls. This dimension is not a requirement for the aisles at exhibition stands.

For information on visitor management at the booth, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section B.

**16. Will one-way traffic be implemented at EXPO REAL?**

One-way traffic in the halls is not envisaged at this stage, as sufficiently wide aisles have been planned.

**17. Are there any special requirements for two-story stands?**

Upper levels should have stairways wide enough to accommodate ascending and descending streams of visitors; either, two stairways or a single stairway with controlled flows (e.g., through the assistance of a hostess).

**18. Are there any restrictions on physical contact points?**

You will need to make sure you reduce physical contact points at your trade fair stand. This includes checking that all exhibits, brochures, marketing material and freebies comply with health and safety protocols. If in doubt, you will need to reduce the volume of such materials at your stand.

**19. How does cleaning and disinfection operate on the stand?**

For information on stand cleaning and disinfection, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section A.

**20. What about cleaning / disinfection at the event site?**

We regularly and frequently clean and disinfect the entire event site and all premises (with the exception of the exhibition stands).

Our washrooms are cleaned at a high frequency. Hand washing and disinfection facilities are provided at convenient locations.

We also set up disinfection dispensers at all key locations on the premises. Regularly touched surfaces (e.g. counters, tables, handrails) are cleaned more intensively.

**21. Are there any specifications for stand catering?**

For information on booth catering, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section D.

**22. Are we still allowed to organize presentations with an audience at our stand?**

If you do organize presentations at your stand, the minimum distance of 1.50 m must be observed. This also applies to the audience. Presentation areas must be planned in such a way that groups do not form in the aisles. The audience may only be present at the exhibition stand.

**23. Will there be evening events (stand parties) at EXPO REAL 2021?**

According to Messe München GmbH's Covid-19 prevention protocols (last revised October 2020), exhibitor events at the exhibition stand are generally not permitted. Messe München GmbH may permit exhibitor events subject to health and safety protocols.

**24. How are entrance areas, halls and meeting rooms ventilated?**

Messe München has its own ventilation plan. Our exhibition halls, the ICM – Internationales Congress Center München and the Messe München Conference Center Nord, are all equipped with modern ventilation systems that provide the highest possible level of fresh air and the lowest possible level of recirculated air. In addition, room air is constantly replaced by fresh outside air.

Messe München has a ventilation concept that meets the requirements of the Bavarian state government.

**25. Are enclosed rooms allowed at the stand (e.g. kitchens, storage rooms, meeting rooms, etc.)?**

Enclosed rooms are permitted at exhibition stands, but these may not be used as permanent recreation rooms. In such cases, sufficient air exchange or fresh air supply must be provided.

For information on booth catering, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section D.

**26. What are the distance rules at exhibition stand?**

For information on generally applicable distance rules, please refer to our [Covid-19 health and safety protocols for booth design and use](#) under section A.

Messe München GmbH reserves the right to make changes and additions; exhibitors will be promptly informed of any such changes.