

## FAQ

### What happens if the trade fair is cancelled?

**1) As an exhibitor, do I have to officially cancel my registration or stand offer?**

A: No, you do not need to take any action. The registration and stand offer will be automatically cancelled.

**2) My company already partially or fully paid the admission invoice. Will this payment be returned?**

A: Yes, we will initiate a refund of your full payment less bank transaction charges within the next 6 weeks. We will issue a refund notice to you via email when we initiate the refund. If you have not received your refund notice in the next 6 weeks, please contact us.

**3)**

**a. My company booked the stand construction through the organizers and already paid the amount. Will this payment be returned?**

A: Yes. Your payment will be returned less all bank charges within the next 6 weeks. We will issue a refund notice to you via email when we initiate the refund. If you have not received your refund notice within 6 weeks, please contact us.

**b. My company booked the stand construction and already paid the amount to a third-party vendor for the exhibition. Will this payment be returned?**

A: As this payment is made to a third-party vendor, Messe Muenchen India Pvt. Ltd. is not responsible for this payment. You may contact your vendor directly for a refund.

**4) Does Messe Muenchen India Pvt. Ltd reimburse costs for services booked with third parties (e. g. travel, accommodation, etc.)?**

A: As these payments are made to third parties, Messe Muenchen India Pvt. Ltd. is not responsible for these payments. You may contact your vendors directly for a refund.