

FAQs Tickets and registration

Questions and answers about online registration, purchasing tickets and redeeming vouchers

Registration/Placing orders

What types of tickets are available and how much do they cost?

The ticket types and prices are available [here](#).

Does my admission ticket entitle me to use public transportation?

No. The use of public transportation is not included in the price of admission.

How do I benefit from purchasing my ticket online or redeeming my voucher online?

- Purchase your ticket and redeem ticket vouchers using your smartphone.
 - Easy and quick registration by social login.
 - You receive your ticket directly by e-mail as Mobile Ticket and as Print@home-Ticket.
 - You can enter the fair directly without having to wait in line and without printing the ticket just with your Mobile Ticket on your smartphone or tablet.
 - Tickets purchased online are much cheaper.
 - You can order easily via credit card, Giropay and Paypal.
 - You can view any orders that you place at any time and, if necessary, print out your online ticket again.
 - You can print out an invoice/receipt.
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How are vouchers redeemed?

Vouchers can be redeemed at the following link until April 14, 2019:

[Redeem voucher](#)

You will then automatically be taken to the ticket ordering portal, where you can redeem your voucher for a free ticket. Online vouchers can only be redeemed for a ticket online and you will need to enter the online voucher number or use the online voucher link.

Let's meet again

bauma

Date: Apr 4 - 10, 2022

Redeeming or exchanging vouchers at the fair is **not** possible.

The ticket is free to you as an invited visitor, as the costs of the ticket will be borne by the exhibitor from whom you received the invitation. Since the exhibitor will be charged only if you actually visit the trade fair and pass through the turnstile, you do not need to inform the ticket service or cancel your ticket if you do not use it.

Why do I have to register and enter my e-mail address to purchase an online ticket or redeem a voucher?

To guarantee comprehensive service and security standards when ordering and using online tickets, Tickets are personalized and registration is necessary.

We do everything we can to organize and further develop the exhibition in keeping with your wishes and interests. By answering the registration questions, you help us ensure that the fair is oriented more strongly to your needs.

You must provide your e-mail address because your Print@home-Ticket / Mobile Ticket and your customer login codes are sent to you by e-mail.

Your ticket will only be sent to the e-mail address that you provided at registration.

What do I need to purchase my ticket or redeem a voucher online, and what documents must I present to gain admission to the fair?

- An up-to-date Internet browser. Please note: Naturally you can use the ticket ordering portal as well on your smartphone or tablet.
- A valid e-mail address so that we can send you your Print@home-Ticket / Mobile Ticket.
- A valid credit card (Visa, MasterCard, American Express) to pay or a German bank account to use Giropay or a Paypal account or possibly a voucher number / online voucher link to redeem.
- A printer for using the Print@home-Ticket or a smartphone / tablet to scan your Mobile Ticket at the turnstile.

Your ticket is only valid in conjunction with an official photo ID. You may be asked to present an official photo ID by admission personnel.

Can I purchase online tickets or redeem online vouchers for other people?

Yes, you can purchase/redeem tickets/vouchers for other persons in one order. After the successful purchase, the persons that you have ordered tickets for will receive an e-mail with a link to complete their data.

Is my ticket transferrable?

No. Tickets with personal particulars (e.g. your name) are not generally transferrable.

Multiple-day tickets may also only be used by one person.

Important: Because online tickets are only valid for a specific individual and are not transferrable, you may be required to present an official photo ID at the fair.

Every validated barcode is recognized as such by the electronic access control system, and ticket-holders who try to use a copied online ticket will be denied access.

If you lose your ticket and are afraid that whoever finds it might use it to attend the fair, please contact us by e-mail at registrierung@messe-muenchen.de so that we can block your lost ticket.

When I register, can I redeem multiple vouchers for myself?

Yes. But the number of vouchers that each person can redeem is limited to the number of days of the fair.

Important: Your name appears on all redeemed vouchers. If various people use vouchers for 1-day tickets, each person needs to register separately.

How will I receive my ticket?

Once you have finished ordering your ticket online, you can download and save it in PDF format or as Mobile Ticket. In addition, an e-mail with the ticket attached will be sent to the e-mail address that you provided. Please keep an eye out for an e-mail sent by ticketing@messe-muenchen.de

Please take your Mobile Ticket or Print@home-ticket with you on each day of the trade fair, as it entitles you to direct access to the event for every day that you have booked. Simply scan the unique barcode which can be found on every ticket. Tickets will not be exchanged at the venue.

When will I receive my ticket?

Once you have successfully completed your ticket booking and order, you will receive the ticket you have ordered **within 24 hours**, by email, as Mobile Ticket or Print@home-ticket PDF attachment for you to download or print out. This is your entry ticket that allows you to pass directly through the turnstiles at the venue and into the exhibition halls without having to wait in line.

What can I do if I forgot to save my ticket when I was finished with the ordering process AND did not receive an e-mail with my ticket?

- Once you have placed your order, you can download and save your Print@home-Ticket / Mobile Ticket. In addition, your ticket will be sent to you by e-mail. You should receive that e-mail right away, but in some cases it may take up to 24 hours after you place your order.
- In rare cases, e-mails may end up in your e-mail account's spam filter. Please check your spam folder or contact your administrator.
- It is also possible that you made a mistake when you entered the e-mail address in your customer profile. Please contact our ticket hotline at the following telephone number +49 89 949-55338 or by e-mail at registrierung@messe-muenchen.de .

May I print out my Print@home-Ticket again?

Yes, you can always print out the ticket you have ordered again. If you want to print out your ticket again (e.g. if you lose it) or if you prefer to do so only just

before you travel, you can easily do so at any time using the access data to your Messe München account. You can find the access data in the confirmation e-mail that you will receive once you have successfully ordered your ticket. If you have any questions about this or need any support, please contact the bauma ticket service at registrierung@messe-muenchen.de .

Can I use my smartphone or tablet to display my ticket and gain admission to the fair?

Yes, the readers at the turnstiles will recognize the barcode displayed on your ticket. Please note: You can also enter the fair with the Mobile Ticket on your Smart Watch.

On which days of the fair can I use my ticket/multiple-day ticket to attend the fair?

If you have a valid ticket, you may attend the fair on the day or days of your choice. Multiple-day tickets do not have to be used on consecutive days.

What does the message “Maintenance work on server” mean?

If you receive a message with this system-generated text, your order was not processed. However, an earlier or a later order may still have been successful. The process may have been interrupted for one of the following reasons:

- Timeout: After a standby period of 30 minutes, the ticket system interrupts the ordering process for security reasons.
 - At the end of the ordering process, you did not click on “Order now,” which completes the order.
 - You used the Back/Forward button in your browser during the ordering process, which resulted in complications. To move to the previous or the next page, please only use the Back or Forward button on the order form.
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Payment

How much do online tickets cost?

The prices for bauma are available [here](#). Generally speaking, online tickets are less expensive than tickets purchased at the fair.

How can I pay for my online tickets?

Tickets at the less expensive online price may only be purchased online. We accept the following credit cards:

- MasterCard
- Visa Card
- American Express Card

You may also pay using Giropay and Paypal.

Is my ticket order binding?

Yes. The ticket order is binding.

If the customer is a consumer as defined by Section 13 of the German Civil Code (BGB), the customer may cancel the transaction in text form (e.g. letter, fax, e-mail) without providing a reason within 2 weeks.

Cancellation within the cancellation deadline is only possible until the point in time that the ticket loses its validity.

How can I receive an invoice/receipt?

If you purchase your ticket online, after you place your order, the invoice will be sent to the e-mail address that you provided.

If you purchase your ticket at the fair, the invoice/receipt will be given to you personally.

Moreover you can download your invoice in your Messe München account at any time.

Customer profile

Where can I find my Messe München account?

The link to your Messe München account can be found here. Please activate your Messe München account using your e-mail address and an individual password. In the account you can enter a change of address or download and print tickets and invoices.

Why should I activate my Messe München customer profile?

- Your customer profile allows you to download and print out any tickets that you purchase or redeem.
 - It contains a link for invoices/receipts for any tickets that you purchase.
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Contact

Who can I contact about questions that are not answered here?

If you have any additional questions, please contact the service hotline or the foreign representative responsible for your country, which is available [here](#).

The service hotline for visitors is as follows:

Ticket hotline

Phone: +49 89 949-55338

Fax: +49 89 949-55339

E-mail: registrierung@bauma.de
