

FAQs: Answers to frequently asked questions



Helpful answers to frequently asked questions about the leading trade fair automatica are available here.

General questions

When and where does automatica take place?

automatica, the Leading Trade Fair for Smart Automation and Robotics, takes place in Munich every two years.

Next exhibition: June 16–19, 2020

What are automatica's opening hours?

automatica is opened for visitors from Tuesday to Thursday, 09:00 to 18:00, Friday from 09:00 to 17:00, for exhibitors daily from 07:00 to 19:00.

What sectors and topics are the focus of automatica?

automatica is the leading marketplace for automated production. The trade fair brings together the world's largest range of industrial and service robotics, assembly solutions, machine-vision systems and components. Companies from all branches of industry profit from innovations, know-how and trends with a great deal of business relevance at automatica.

[automatica's exhibition sectors](#)

[automatica's trend topics](#)

Does automatica have a supporting program and how can I use it?

automatica has a [first-rate supporting program](#). Many of its events are reliable sources of orientation in the age of the digital transformation. They give you a valuable know-how edge in both theory and practice. Your automatica ticket allows you to attend most events free of charge. Tip: Go to our website shortly before the fair and gather information about the events that interest you and whether or not you may need a ticket.

How can I subscribe to the automatica Newsletter?

automatica sends out a free newsletter on a regular basis that features information about the latest industry developments, important topics and everything that you need to know about the fair.

[Subscribe to the automatica Newsletter free of charge now](#)

What is automatica Matchmaking?

automatica Matchmaking is your digital networking platform. It is a tool that promotes targeted networking with suitable partners. You can look forward to valuable new business contacts and expedient appointments. automatica Matchmaking is free of charge for [exhibitors](#) and [visitors](#) alike.

Where can I find information about getting to automatica?

Whether you travel to the trade fair by plane, train or automobile, we have put together comprehensive [information about how to get to the fair](#) and help you plan your trip.

How do I get to the Messe München trade-fair center using my navigation system?

Depending on your navigation system, you will find Messe München under the categories “event centers” or “exhibition grounds” or under the key word “trade fair”.

Some navigation systems allow you to select between the center’s East, West, and North entrances. To reach automatica, please use the East Entrance. Alternatively, you can also enter the address “Am Messeturm 4” for the East Entrance.

Does my admission ticket entitle me to use public transportation?

No. Your ticket to the fair does not entitle you to use public transportation services provided by MVV (Munich Transport and Tariff Association) free of charge. Please purchase a valid ticket.

[Getting to the fair with public transportation](#)

Where can we find information pertaining to our stand in Munich?

Are you looking for a hotel, a private room or an apartment? Please refer to our [information about hotels and accommodation](#).

Do I need a visa, and if so, how can I apply for one?

Generally speaking, citizens and/or visitors from the EU do not need a visa to enter the Federal Republic of Germany. All other participants are generally required to get a visa. Your admission ticket does not replace a visa invitation letter. Detailed information about applying for a visa is available from our visa service [for exhibitors](#) and [for visitors](#).

If you have questions about visas, please contact our [foreign representatives](#). They would also be pleased to help you with your travel arrangements.

Where can I check my coat or luggage?

The East and West Entrances at Messe München have a coat check where you can check your coat or luggage for a fee of EUR 2 per item.

Is the Messe München trade-fair center equipped for handicapped visitors?

The Messe München trade-fair center was designed and built to accommodate the needs of the handicapped. Tip: Please contact us by telephone or e-mail to inquire about special admission prices and parking alternatives. These offers may vary, depending on the event in question.

Wheel chairs are available at the entrances to Messe München. We recommend calling Veranstaltungsdienst Paul Mayr GmbH & Co.KG to make a reservation.

[Details about free parking with a handicapped ID at the West Parking Garage](#)

[Additional information about wheelchair availability at Messe München](#)

Can I use WiFi at the Messe München trade-fair center?

[Free WiFi](#) is available in the halls and on the grounds of the entire trade-fair center. Bandwidth is up to 1.5 Mbit/sec and download volume is limited to 50 MB per user per day. You only need to register for WiFi once during the entire event.

Given the above limitations, we definitely recommend that exhibitors order a LAN connection for their stands.

Am I allowed to take photos at the trade-fair center?

Photos may only be taken at the trade-fair center with the prior permission of Messe München.

Am I allowed to bring my dog onto the grounds of the Messe München trade-fair center?

No, according to Messe München's house and user rules, bringing animals onto the grounds of the trade fair center is not permitted, with the exception of guide dogs and other assistance dogs.

Exhibitors' questions

What are the participation fees for automatica 2020?

Prices for stand space

What stand types are available at automatica?

You can book the following stand types for automatica 2020 (Early Bird until July 31, 2018)

- Row stand (Early Bird): EUR 210/m²
 - Corner stand (Early Bird): EUR 250/m²
 - End stand (Early Bird): EUR 260/m²
 - Island stand (Early Bird): EUR 270/m²
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How can we apply to participate in automatica as an exhibitor?

To participate in automatica 2020 you can apply directly online. Based on your responses, we will decide whether your company can be admitted as an exhibitor.

How can we register our exhibition stand?

You need to send us a completed application form that has been signed and bears your company stamp. Once we receive your application, we will send you a registration confirmation by e-mail. Once allocation of stand space is complete, we will send you a stand proposal in the autumn of 2019 (by e-mail including a hall diagram). Please confirm your stand proposal in writing within the prescribed period.

If you do not accept your stand proposal, you may request an alternative stand location or withdraw your application free of charge. Once you have confirmed your stand location, cancellation is only possible against payment of a stipulated cancellation fee. Additional information is available under Item "A 2 Admission" in the General Terms of Participation.

When will we receive our stand proposal?

As an exhibitor registered for automatica 2020, you will receive a stand proposal including stand location and stand number in the autumn of 2019. Exhibitors who register later will be sent their stand proposals successively and depending on the availability of space.

Until when can we cancel my application free of charge, and as of when are cancellations subject to cancellation fees and how high are those fees?

You may cancel free of charge if you send us your cancellation before you confirm your stand proposal in writing. Cancellation fees are incurred if you want to withdraw after confirming your stand proposal in writing. Please note: Cancellations must be submitted in writing.

If we are able to rent your stand to another exhibitor, the cancellation fee is 25 percent of the participation fee. If renting your stand space to another party is not possible, you will be charged 100 percent of the participation fee. Detailed information is available in the [General Terms of Participation](#), Item "A 5 Cancellation of contract."

What services are included if our application is approved?

Your application covers actual stand space. That automatically includes the communication fee (mandatory entry in the Exhibitor Directory—online and in the catalog), the AUMA (Association of the German Trade Fair Industry) fee, and waste disposal at the trade fair center during the trade fair. Your advance payment for services is also invoiced with your registration.

You can also conveniently order additional services such as stand construction, details regarding equipment/furnishings (such as partitions, carpets and electricity) as well as advertising materials at the online Exhibitor Shop. We will inform you as soon as the Exhibitor Shop is available.

What does the mandatory communication fee include?

The mandatory communication fee of EUR 560 includes your company's basic entry in the official exhibition catalog (print and online) and in the Visitor Guide. You will receive a copy of the printed catalog at the trade fair. You will also receive an electronic press compartment as well as other communication services as defined in the [Special Terms of Participation](#), Clause B 10 "Media Services."

What is the AUMA fee?

The Association of the German Trade Fair Industry (AUMA) represents the interests of exhibitors, event organizers and visitors at trade fairs and checks and certifies all the fairs' key statistics. For this, AUMA charges a fee that is invoiced by Messe München GmbH and transferred directly to the AUMA.

What does the fixed waste disposal fee include?

The fixed waste disposal fee covers the disposal of waste produced at the exhibitor's stand during set-up and dismantling during the entire fair. During the exhibition, gray garbage bags (60 l each) will be distributed to the stands for all normal waste generated at the stand. Please place filled bags near the aisle where they can easily be seen before 20:00 each evening.

What is the down payment for services?

As part of your admission invoice, you will be charged a down payment fee for services (e.g. power and water connections, Internet access, telecommunications, additional exhibitor passes, etc.). After the fair, this down payment will be applied to your final invoice for services that were actually ordered.

What additional services can exhibitors order?

A wide variety of services are available, from stand construction to specific market measures and exhibitor passes. You can conveniently order any services you require online at the [automatica Exhibitor Shop](#).

How many exhibitor passes will we receive?

Each exhibitor receives a specific quantity of free exhibitor passes, depending on the size of their stand.

- Stand sizes up to 20 m²: Three exhibitor passes
- Stand sizes over 21 m²: One exhibitor pass for each additional 10 m² or portion thereof
- Stand sizes over 101 m²: One exhibitor pass for each additional 20 m² or portion thereof

Additional exhibitor passes will be available for a fee of EUR 44 as of February 2020 and may be ordered online at our [Exhibitor Shop](#). Exhibitor passes are only intended for stand personnel. They must be personalized and may not be passed on to third parties. Messe München reserves the right to confiscate exhibitor passes if they are misused.

Please note: Including co-exhibitors or additionally represented companies at your stand does not increase the number of free exhibitor passes. If necessary, co-exhibitors may order exhibitor passes for a fee at the Exhibitor Shop. Exhibitor passes do not entitle the holder to use public transportation services provided by MVV (Munich Transport and Tariff Authority) free of charge.

What are vouchers/online vouchers for one-day tickets?

A voucher or online voucher for a one-day ticket is a free admission voucher for your customers. You may order these vouchers online at the [Exhibitor Shop](#) free of charge. Optimize your invitation and contact management activities: Vouchers are an attractive incentive to visit your exhibition stand.

An unlimited number of free vouchers or online vouchers for one-day tickets are available to exhibitors, co-exhibitors and companies at joint exhibition stands. All redeemed vouchers and online vouchers for one-day tickets are included in your participation fee and will not be invoiced separately.

What is a co-exhibitor?

A co-exhibitor is a company or organization whose employees present its products and services at a main exhibitor's stand. That includes the main exhibitor's group companies and subsidiaries.

Can co-exhibitors exhibit at our stand and how can they be registered?

As a main exhibitor, you must register co-exhibitors at your stand. Please use our Online Application form for co-exhibitors to do so. The application fee for each co-exhibitor is EUR 560, and it will be charged to the main exhibitor.

Like the main exhibitor, all co-exhibitors are listed as independent exhibitors in the exhibition catalog and in the online exhibitor directory. They also receive their own account for the automatica Exhibitor Shop.

Until when can we apply to exhibit at the fair?

We begin assigning stand space for automatica 2020 on May 13, 2019. Naturally, applications received after that will also be accepted. Please note: The earlier you apply, the easier it is for us to meet your stand requests. If you would like to submit a last-minute application (as of the spring of 2019), please contact the [automatica team](#).

Can we express a preference for stand location?

When you apply, you may indicate a preferred stand location. When assigning stand space, we do our best to take the stand preferences of all registered companies into account. However, please understand that we cannot always satisfy all requests. That is why we always recommend that you submit your application before we begin assigning stand space on May 13, 2019.

What is the name of the publisher responsible for official automatica media?

NEUREUTER FAIR MEDIA GmbH is exclusively authorized to handle all entries in official automatica media (online exhibitor directory, catalog, Visitor Guide). Other publishers are not legitimate. If you have any questions, please contact our media services provider directly:

NEUREUTER FAIR MEDIA GmbH

Tel.: +49 20136547-309

E-mail: automatica@neureuter.de

Please note: The deadline for entries and logo orders for automatica 2020 is mid-April 2020.

Where and how will our company be publicized?

When you register, you receive a basic entry in the official printed exhibition catalog (company name, hall and stand numbers), in the online exhibitor database and in the Visitor Guide. When the time comes, our media-services provider NEUREUTER FAIR MEDIA GmbH will notify you about additional entry options such as your address, a company profile, your company logo, etc., which are available for a fee.

What are the most important regulations regarding stand construction at automatica?

- **Maximum height:** The maximum stand height is 7.5 meters. This applies both to single and double-story designs and to the upper edge of advertising media.
- **Open stand design:** To maintain automatica's character as a communication and working exhibition, an open stand design is mandatory. Messe München GmbH is authorized to stipulate changes to stand designs as it sees fit. Stand

plans can only be approved if the open sides of the stand are designed to be completely open.

- **Side walls:** The use of closed walls is permitted if they take up no more than 70 percent of the stand side in question, and continuous walls may be no more than 6 meters long. Closed walls that are 6 meters in length must be followed by a gap of at least 2 meters. This rule does not apply if a distance of at least 2 meters from the edge of the stand is maintained.
- **Rear wall:** If the rear wall of the stand is more than 2.5 meters high, it must be neutral, white and clean. In this case, only opaque materials that do not let through light may be used (no textiles). We recommend that all exhibitors build a 2.5-meter-high partition along their rear border to neighboring stands.
- **Advertising mounts:** If advertising extends beyond the walls of the stand, please maintain a distance of at least two meters to adjacent stands. Separating walls and panels can be ordered online at the Exhibitor Shop. Advertising panels may not be equipped with flashing or blinking lights.
- **Aisles:** Nothing may be built on or over the aisles.
- **Flying objects:** The use of balloons, airships and other flying objects such as drones in the halls or on the exhibition grounds is strictly forbidden. Exemptions to this rule require the prior written consent of the Messe München Exhibitor Technical Services Division. Only firmly anchored balloons qualify for authorization. If authorization is granted, balloons may only be filled with non-combustible and non-toxic gases. The exhibitor must guarantee that the balloons remain within the boundaries of the stand and maintain a clearance of 2 meters from all stand sides and a maximum height of 7.5 meters at all times.

Under what circumstances do we need to have our stand design approved by Messe München?

Approval is required if:

- Your stand and advertising height is more than 3 meters
- Your stand is larger than 100 m² in size
- A stand ceiling is planned

If that is the case, please submit your stand design for approval to Messe München GmbH, [Exhibitor Technical Services](#), together with scale stand design plans (floor plan, elevation and cross-section drawings) at least six weeks prior to the official beginning of the fair.

Where can we find stand-building and technical guidelines and information about building materials and fire-resistance classifications?

Stand-building guidelines and information about stand safety such as fire protection for automatica can be found in the [Technical Guidelines of Messe München GmbH](#).

What are the setup and dismantling times for automatica?

Setup for automatica 2020: June 8 to 15 2020, daily from 08:00 to 18:00

Dismantling for automatica 2020: From June 19, 2020, 17:00 until June 22, 2020, 18:00

Who can answer questions of a technical nature regarding stand construction, setup and dismantling?

If you have questions of a technical nature, please contact our [Exhibitor Technical Services Department](#).

Can vehicles access the trade-fair center during the actual fair?

During the entire fair, vehicles may only enter the grounds of the trade-fair center for a period of 1 hour and against a deposit of EUR 100. Please note: Only until 12:00 on Friday, June 20, 2020.

If the 1-hour limit is exceeded, the deposit will be forfeited and the vehicle will be towed away at the owner's expense. Additional information will be available in our online [Traffic Guide](#) approximately six weeks prior to the beginning of the fair.

How can we book advertising and sponsorship offers for automatica 2020?

[Advertising and sponsorship offers](#) at and in the vicinity of the trade-fair center are available exclusively to exhibitors, co-exhibitors and companies at joint exhibition stands.

Can we carry out promotional activities outside our own exhibition stand at the trade-fair center?

As a rule, promotion teams are not permitted. You may not use stationary or mobile electronic sales and advertising aids, carry or drive around with advertising media or distribute printed materials, stickers or samples outside the area of your rented stand.

Exhibitors are welcome to book advertising space and sponsorship offers through our [Media Sales department](#).

What are automatica's most important dates and deadlines?

[Overview of important dates, deadlines and logistics information for automatica](#)

What is our delivery address for automatica 2020?

Please keep in mind that this address is only valid during the actual exhibition and that a contact person who is authorized to accept delivery must be available at your stand:

automatica 2020

Exhibitor name

Hall and stand number

Messegelände / Willy-Brandt-Allee

81829 München

Germany

For deliveries prior to the fair, please contact our freight forwarding partners:

Schenker Deutschland AG

Tel.: +49 89 949-24300

Fax: +49 89 949-24339

E-mail: fairs.muenchen@dbschenker.com

Kühne-Nagel AG Co. KG

Tel.: +49 89 949-24400

Fax: +49 89 949-24409

E-mail: exposervice.muenchen@kuehne-nagel.com

Please keep in mind that employees of Messe München are not authorized to accept delivery of goods that are intended for exhibitors' stands or third parties.

Whom can we contact if we have questions that are not answered here?

Do you still have questions about participating in automatica? Or are you interested in custom solutions? We would be pleased to support you in any way possible:

[automatica team](#)

[automatica foreign representatives](#)

Visitors' questions

Registration, purchasing tickets and redeeming vouchers

Where can I purchase a visitor ticket, and what do tickets cost?

You may [purchase your visitor ticket online](#) starting in February 2018. Admission prices for automatica 2018 will be posted online as of mid-2017.

What are the advantages of purchasing an admission ticket or redeeming a voucher online?

- You receive an attractive discount if you purchase your ticket online.
- You can enter the trade fair directly without having to wait in line.
- You can view your orders at any time and, if necessary, print out your online ticket again.
- You can print out a receipt or invoice.

- You can edit your personal details yourself.

How do I redeem my online voucher for a one-day ticket to the trade fair?

Online vouchers or online voucher numbers can only be redeemed online at our [ticket portal](#), which will be available starting at the end of 2017. You will need your 23-digit online voucher number to do so. You will then receive your personal Print@home ticket, which you can print out yourself.

Print@home Tickets are free of charge for invited guests. There is no need to inform the ticket service or cancel your ticket if you do not use your ticket.

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

To maintain our comprehensive service and security standards when it comes to ordering and using online tickets, all Print@home tickets are personalized. That is why registration is required. We also want to refine automatics and develop it further in keeping with your wishes and interests. The answers that you provide during registration allow us to tailor the event more closely to your needs.

You must enter your personal e-mail address because both your Print@home Ticket and your customer login will be sent to you by e-mail. Your ticket will be sent only to the e-mail address that you provided during registration.

Can I change my mind about a ticket purchase and/or cancel my ticket?

Please note that ticket purchases cannot be canceled. Please refer to the General Terms and Conditions of Messe München, which are made available to you during the booking process.

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

No. Due to data protection regulations, everyone must purchase their own ticket or redeem their voucher themselves.

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.

Why does my name appear on each of the tickets that I ordered?

Each person needs to register personally to order tickets. If multiple vouchers for one-day tickets are used to order tickets, the name of the person placing the order appears on all the tickets.

If various people want to use vouchers for 1-day tickets, each person must register separately. If you accidentally use the same name for multiple tickets, please contact us by e-mail: registrierung@messe-muenchen.de .

Please note: Print@home Tickets are only valid for specific individuals and are not transferrable, so you may be asked to present an official photo ID at the fair.

How will I receive my Print@home-Ticket?

Once you finish ordering your Print@home Ticket online, you can download and save it in PDF format. A Print@home Ticket will also be sent to the e-mail address that you provided. Please keep an eye out for an e-mail sent by: registrierung@messe-muenchen.de .

In exceptional cases, e.g. if the server is busy, it may take up to 24 hours to send your ticket. Please print out your Print@home-Ticket and bring it with you to the fair. That way you can pass through the turnstiles without waiting.

What should I do if I don't receive an e-mail with my Print@home Ticket?

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.

You may also have made a mistake when you entered the e-mail address in your customer profile. If so, please contact the automatica ticket service: registrierung@messe-muenchen.de .

Do I have to print out my Print@home Ticket?

Yes, you need a printout of your Print@home Ticket to attend the fair because the readers at the turnstiles can only read clearly legible barcodes on printed Print@home Tickets.

For each order, you will receive an e-mail with a Print@home Ticket in PDF format as well as an online link to your ticket.

Please print out your ticket on a black-and-white printer using standard-size paper. If you do not have a printer, you can forward the Print@home Ticket PDF to someone whom you trust and have them print out the ticket for you.

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

No, the readers at the turnstiles only recognize the barcode if the Print@home Ticket is printed on paper.

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.

If (in exceptional cases) your ticket is only valid on a specific day(s), the day(s) on which the ticket is valid will be printed explicitly on the ticket.

What does the message "Maintenance work on server" mean?

If you receive a message with this system-generated text, your order was not processed. Processing 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 the browser during the ordering process. 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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Is my ticket also valid for the partner exhibitions The smarter E?

Your automatica ticket entitles you to free admission to The smarter E which includes the exhibitions Intersolar Europe, ees Europe, EM-Power and Power2Drive Europe. Please keep in mind that some events may begin or end on different days.

[automatica's partner exhibitions](#)

Payment

How can I pay for my online ticket?

We accept Giropay as well as the following credit cards:

- MasterCard
 - Visa Card
 - American Express Card
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What payment options are available if I purchase my ticket at the fair?

Tickets purchased at the venue can be paid for in cash, with your EC card or with the following credit cards: Visa Card, MasterCard and American Express. Cash payment must be in euros.

Is my ticket transferrable?

- No, tickets with personal particulars are not generally transferrable.
 - Multiple-day tickets may also only be used by one person.
 - 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.
 - Please note: Because online tickets are only valid for a specific individual and are not transferrable, you may be asked to present an official photo ID at the fair.
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Is my ticket order binding?

Yes, your 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 get an invoice/receipt?

When you place your order, your Print@home Ticket will be sent to the e-mail address that you provided. This e-mail contains the activation link for your customer profile/account. To call up and print out your invoice/receipt, click on the "Tickets" tab.

Customer profile

Where can I find my Messe München customer profile?

The e-mail that contained your ticket in a PDF enclosure also contains a link to your customer profile. Please activate your customer profile using the login and password that were sent to you. You can use your customer account to make address changes and to call up and print out invoices/receipts.

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 to invoices/receipts for any tickets that you purchase.
 - You can verify and update the information in your profile.
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Contacts

Who can I contact if I am unable to find answers to my questions here?

Please contact our service hotline for visitors or your local contact at one of [our representatives' offices](#) abroad.

Visitor hotline for automatica

Tel: + 49 89 949-11538

E-mail: info@automatica-munich.com
