

## LASER World of PHOTONICS: tickets and vouchers



Quick, easy and convenient: purchasing tickets and redeeming vouchers for LASER World of PHOTONICS 2019.

**Save time and money with advance bookings:** Avoiding long lines at the venue in Munich and last-minute ticket purchases can reduce stress and costs. Visitors who complete their ticket purchase for LASER World of PHOTONICS online have an advantage over those who buy their tickets for the world's leading trade fair for laser technology and photonics on site in Munich.



➤ Buy your ticket or redeem voucher now  
 Get your ticket to the international photonics platform!

### Visitors can buy their tickets in three simple steps:

- ✓ Register with a quick and easy process
- ✓ Provide brief information on visitor and company
- ✓ Print ticket after completing the payment process

### Ticket prices

Ticket	At the fair	Online registration
1-day ticket	EUR 65.00	EUR 54.00

## SAVE THE DATE

**LASER World of PHOTONICS**

Date: Jun 24 - 27, 2019

2-day ticket	EUR 98.00	EUR 85.00
Permanent pass	EUR 120.00	EUR 105.00
Group ticket*	EUR 25.00	EUR 25.00
Discount ticket**	EUR 25.00	–
14th International Laser Marketplace***	EUR 630.70	EUR 630.70

\* Groups (10 people and more) \*\* Pupils, students, trainees, unemployed persons, participants in voluntary services (Bundesfreiwilligendienst, Freiwilliges Soziales Jahr, Freiwilliges Ökologisches Jahr), disabled persons (more than 50%), Pensioniers. Discounted tickets can only be bought at the exhibition center and upon presentation of corresponding legitimation. \*\*\* Includes participation in the symposium and access to the trade fair on June 26, 2019.

Our FAQs provide many answers to questions about online registration, payment options or redeeming vouchers for LASER World of PHOTONICS:

## Registration / placing orders

### What are the benefits of buying my ticket or redeeming my voucher online?

- You can go directly into the fair without waiting.
- You receive a discount when you purchase a ticket online.
- You can view your orders at any time and, if necessary, print your online ticket again (e.g. if the first printout is illegible).
- You can print out an invoice / receipt.
- If you make a mistake entering your personal data, you can change it.

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

- Print@home Tickets are personalized and registration is necessary to ensure comprehensive service and security standards when ordering and using online tickets.
- We do our best to organize the fair and continue developing it to meet your needs and interests. Answering the registration questions helps us to keep the fair even more oriented to your needs.
- We need your e-mail address to send you your Print@home Ticket and your customer login by e-mail.
- Your ticket will only be sent to the e-mail address that you provide during 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
  - A valid e-mail address so that we can send you the ticket.
  - An Adobe PDF Reader to display the online ticket.
  - A valid credit card (VISA, MasterCard, American Express) to pay for your ticket or a printed or online voucher number to redeem your voucher.
  - A printer, because you can only pass through the turnstiles with a printed ticket.
  - Your online ticket is only valid together with an official photo ID.
  - If asked, you must present your official photo ID to admission personnel.
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### **Can I purchase online tickets or redeem vouchers online for other people?**

**No**, due to data protection guidelines, everyone must purchase their own ticket or redeem their own voucher themselves.

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### **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.

If you have received a voucher, the ticket is free of charge to you because the exhibitor who invited you to the fair is paying for it. Because the exhibitor is only charged for the ticket when you pass through the turnstiles to attend the fair, there is no need to cancel or inform our ticket service if you do not use the ticket.

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### **Why does my name appear on all the tickets that I ordered?**

Each person needs to register separately to order a ticket.

If multiple vouchers for 1-day tickets are used to order tickets to attend the fair on more than one day, the name of the person placing the order will appear on all the tickets.

If various people want to use vouchers for 1-day tickets, each person must register separately.

**Important:** Because Print@home 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.

If you accidentally use the same name for multiple tickets, please contact us by e-mail: [registrierung@messe-muenchen.de](mailto:registrierung@messe-muenchen.de)

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### **How will I receive my online Print@home Ticket?**

Once you have finished ordering your ticket online, you can download and save it in PDF format. In addition, a Print@home Ticket will 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](mailto: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.

You can print out your PDF Print@home Ticket with the Adobe Reader or click on the link in the e-mail to print out your ticket.

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

Once you have placed your order, you can download and save it in PDF format. In addition, your Print@home 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 visitor hotline at the following telephone number +49 89 949-11468 or by e-mail at [info@world-of-photonics.com](mailto:info@world-of-photonics.com).

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### **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 a ticket link.

If necessary, you can download the Adobe Reader free of charge here to display your PDF ticket.

Use a black-and-white printer and standard-size paper. If you cannot or do not want to print out your Print@home Ticket right away, you may also do so later.

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.

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### **Can I use my Smartphone or tablet to display my ticket and gain access to the fair?**

**Yes**, you simply have to scan the ticket on your smartphone at the turnstiles to enter.

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### **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.

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### **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 the 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**

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### **How can I pay for my online ticket?**

We accept following credit cards:

- MasterCard
  - VISA
  - American Express
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### **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.

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### **Is my ticket transferable?**

**No**, tickets with personal particulars (e.g. your name) are not generally transferable.

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 transferable, 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-munehen.de](mailto:registrierung@messe-munehen.de) so that we can block your lost ticket.

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### **How can I receive an invoice / receipt?**

After 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.

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### **Customer profile**

#### **Where can I find my Messe München customer profile?**

Your ticket e-mail contains a link to your customer profile.

Please activate your customer profile using the login and password that is sent to you.

You can use your customer account to make address changes and to call up and print out invoices / receipts.

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#### **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.
- You can verify and update the information in your profile.