

Do you have any other questions about LOPEC?



Here we provide answers to all the questions that visitors to LOPEC ask us most often: about tickets, online tickets, registration, and the customer profile. We hope they will help you, too.

Do you have any other questions about any of these subjects?

Registration and ordering

Where can I purchase a visitor ticket?

You can purchase your visitor ticket on our [purchase ticket](#) page.

What are the admission prices and what kinds of tickets are available?

Here you will find the different tickets and their prices for the [conference](#) and for the [exhibition](#).

What do each of the ticket types include?

The **exhibition visitor ticket** includes admission to the exhibition hall and the Foyer with the LOPEC Forum, poster session and other services. The conference catering is not included in this ticket. Food is available for purchase on site at the Lounge & Café stations.

The **conference ticket** includes admission to the conference, conference catering, and to the trade fair during visitors' opening times. After the event, all those who have attended the conference will receive an link by e-mail for getting access to the conference proceedings.

The **LOPEC Dinner ticket** includes the meal, drinks, and the entertainment program.

Are group tickets also available?

Yes, there is an attractive and low-price students' group ticket available for the conference. For groups of four or more students (bachelor's, master's, PhD), reduced 2-day tickets for the conference are available.

Ticket orders are handled centrally by the respective university/research institute—please submit your request to registrierung@messe-muenchen.de .

What are the advantages of buying an exhibition ticket online or redeeming my voucher online?

- Buying tickets and redeeming ticket vouchers via smartphone.
 - Quick and easy registration via Social Login.
 - You will receive your ticket directly by e-mail as Mobile Ticket and Print@home-Ticket.
 - Minimize your waiting time.
 - You will receive a discount if you buy an online ticket.
 - Convenient payment by credit card, Giropay or Paypal.
 - You can view your orders at any time and, if necessary, reprint your online ticket (e.g., if the first printout is illegible).
 - You can change your personal details if a mistake was made during registration.
 - You can print out a receipt or invoice.
 - An online voucher or online voucher number can only be redeemed online using the following [link](#). You will then automatically be taken to the ticket ordering portal, where you can redeem your voucher for a free Print@home-Ticket.
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What are the benefits of buying a ticket for the conference online?

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 - Minimize your waiting time.
 - You will receive a discount if you buy an online ticket.
 - Convenient payment by credit card, Giropay or Paypal.
 - You can view your orders at any time and, if necessary, reprint your online ticket (e.g., if the first printout is illegible).
 - You can change your personal details if a mistake was made during registration.
 - You can print out a receipt or invoice.
 - Student group ticket is available.
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Why do I need to register and enter my e-mail address in order to buy an online ticket or redeem a voucher online?

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.

Where and until when can online tickets be ordered?

Online tickets can be ordered via the following [link](#). Please follow our instructions here, which will take you step by step through the ticket ordering process. You can pay by credit card (Visa, MasterCard, American Express), via Giropay or Paypal. The online registration is available before and during the exhibition.

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

Please note that ticket purchases for LOPEC cannot be canceled. Please see Messe München's general terms and conditions, which can be accessed during the booking process, for special conditions.

Can I buy online tickets for other people or redeem vouchers for others?

Yes, you can buy/redeem tickets/vouchers for other people in one order process. The persons for whom you order tickets will receive an e-mail with a link to complete their data after a successful ticket purchase.

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 Print@home-Ticket or Mobile Ticket with you on each day of the event, 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.

When will I receive my ticket?

Once you have successfully completed your ticket order, you will receive your ordered ticket as a Print@home-Ticket and Mobile Ticket within 24 hours by e-mail. Please print out the Print@home-Ticket, fold it according to the instructions and carry it with you on all booked event days. Or keep your Mobile Ticket ready on your smartphone or tablet, both ticket types allow you to direct access to the event. This is done by scanning the individual barcodes.

What should I do if I do not receive an e-mail containing my Print@home-Ticket and Mobile Ticket?

- Very occasionally, e-mails may be caught by the spam filter of your mailbox. Please check your junk folder or contact your administrator.
 - It may be that you entered your e-mail address incorrectly when filling out the customer data. If this is the case, please contact the LOPEC ticket service at: registrierung@messe-muenchen.de .
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Is my ticket transferable?

No, tickets containing personal details (e.g., your name) are generally not transferable.

- Even multi-day tickets can be used by only one person.
 - Important: Since online tickets are personal and non-transferable, official photo ID must be presented when they are checked on site.
 - Any barcode that has already been validated will be recognized as such at the electronic entry gates and the holder of a copied or duplicate online ticket will be refused entry.
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Can I display the ticket on my smartphone or tablet to gain entry to the trade fair?

Yes, the readers will recognize the barcode displayed on your ticket.

On which days can I attend the exhibition with my ticket or multi-day ticket?

With a valid ticket, you may choose which day(s) you attend the exhibition within the trade fair period. A multi-day ticket does not have to be used on consecutive days.

In exceptional cases where the ticket is valid only on certain days of the exhibition, the days on which it is valid are printed explicitly on your ticket.

Customer profile

As a trade fair visitor, where can I find my Messe München customer profile?

You will receive the link to your customer profile in the e-mail in which your ticket is sent as a PDF attachment.

Please activate your customer profile using the login and password provided.

In the customer profile 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 contains all the tickets that you have bought or redeemed so that you can download them and print them out.
 - Your receipts/invoices for any purchased tickets are also available in your customer profile for you to print out.
 - You can also check and change your personal details.
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Payment

What payment options are available when booking a ticket online?

Tickets sold at the reduced online price may only be purchased online and paid for by credit card (Visa, MasterCard, American Express), Giropay or Paypal. You can print out a receipt/invoice.

What payment options are available when buying a ticket on the door?

Tickets purchased on the door can be paid for with all standard credit cards, EC cards, or in cash. Cash payment must be in euros. When tickets are purchased at the venue, the invoice will be send to you per e-mail upon payment.

How will I receive my invoice for tickets purchased?

The invoice for your online ticket purchase will be sent to you through the mail. When tickets are purchased at the venue, the invoice will also be sent to you per e-mail upon payment. You can also view and print out your invoices for trade fair and Dinner tickets in your customer profile once you have activated it.

Planning your visit

Do I need a visa to attend the trade fair?

Citizens or visitors from EU member states do not normally require a visa to enter the Federal Republic of Germany. All other participants will in principle require a visa.

You can find detailed information about visa applications on our [visa service page](#).

Am I allowed to bring my dog onto the exhibition grounds of Messe München?

No, according to Messe München's house and user rules it is not allowed to bring animals onto the exhibition grounds with the exception of guide dogs and other assistance dogs.

Visitor newsletter

Is there an official visitor newsletter?

Yes, LOPEC will be sending out a visitor newsletter at regular intervals before the event. Please click [here](#) to sign up for our visitor newsletter or choose the relevant option when [booking your ticket](#).

Contact

Where can I direct my questions if I cannot find an answer here?

Questions should be directed to our service hotline or to your local contact in our representative offices abroad. You can find your local contact [here](#).

Our service hotline for visitors is available to you using the following contact details:

Visitor hotline

Tel: +49 89 949-11618

E-mail: lopec.visitor@messe-muenchen.de
