

FAQ

Registration & Account

Why do I have to register?

In order for us to be able to generate your personal ticket with your name and barcode, you must complete an individual registration. You can then pick up your ticket at any time under "Your orders" and print it using any computer with an internet connection and printer. If you are already a customer, please enter your email address and password. Your personal details in our system will then be displayed, and you will be able to update these. Now all you need to do is personalise the ticket and select the means of payment, then you can submit your order.

If you are here for the first time, simply fill out the online registration form. Login data from previous years up to and including 2018 are no longer valid.

How can I change my password?

You can change your password for your "Messe-Login" at any time. To do so, simply open "Messe-Login" by clicking on the link in the upper right-hand corner of the online shop. Once you have logged in by entering your email address and password, you will be able to set a new password under "Your profile -> Your settings".

My password doesn't work. What can I do?

If the password you have entered is not accepted, please check the following items: - Did you enter your password manually? Please make sure that you have entered the upper-case and lower-case letters correctly, and check to see if the "Caps Lock" button has been activated. - Did you copy and paste your password? Please make sure that you only copied and pasted the password itself. If you are not certain, please enter the password manually or count how many characters you entered. If you continue to have problems logging in with your password, simply click on "Forgot your password? Here you can request a link that allows you to reset your password.

I forgot my password. How can I get a new one?

If you require a new password, you can go to "Forgot your password?" and request that your password be reset. Within a few minutes, you will receive an email with a link that allows you to set a new password.

Ordering admission tickets / redeeming vouchers

How can I order multiple tickets?

If you would like to order multiple tickets, go to "Product selection" and select the quantity of the desired type of ticket you wish to order. A maximum of 10 tickets is possible per order process and ticket type.

Please note that the tickets will be personalised, and that you must enter the visitor details for each ticket in the "Personalisation" step.

Which browser is best for ordering tickets?

We recommend using one of the following browsers to order tickets: Mozilla Firefox, Google Chrome or Internet Explorer/Microsoft Edge.

How can I pay?

You can pay by credit card or by PayPal. The details entered will only be used for this order, and will not be saved for future payments.

I received a voucher. What do I need to do?

In the first order step, please select "Redeem a voucher". Once you have done this, you can enter the voucher number, and the ticket for this voucher will automatically be assigned to your order. It is neither possible nor necessary to select a ticket type when redeeming vouchers. This applies to both visitor and VIP vouchers. Mesago Messe Frankfurt will not charge you anything for this.

Can I change the personalisation of the tickets?

You can change the details of the individual tickets at any time up to the point that the order is sent. To do so, go to the "Overview" and click on the pencil icon for the ticket you wish to edit. Once an order has been sent, however, it is not possible to retroactively change the personalisation.

How can I transfer my ticket to a colleague?

Every visitor ticket is personalised and therefore non-transferable. Your colleague also needs a ticket issued for him or her. A transfer or transcription is not possible.

How do I cancel my ticket?

Your ticket cannot be cancelled.

I forgot my ticket on site. How do I get access to the event?

Your ticket can be accessed online at any time via your My Account or your e-mail account and can also be scanned from your mobile phone.

How long in advance can I book a ticket?

As soon as ticket registration is possible, you can book your ticket. You can find this information on the event homepage.

Can I also buy a ticket on site?

Yes, you can buy a ticket both online and in person during the event. Please note, however, that a processing fee may apply if you purchase a ticket at the cash register.

I would like to register a colleague, is that possible?

Yes, you are welcome to register yourself and/or a colleague. Follow the instructions on the ticket portal.

Do I have to print out my ticket in colour?

This is not decisive for admission.

Admission tickets & invoice

How will I receive my tickets?

Once your order has been accepted, three emails will be sent to the email address saved for your account. One of these emails contains the tickets that have been ordered, while the other email contains a confirmation of your order and, if you have ordered tickets for which there is a fee, the third mail contains an invoice. In addition, by using the link in the confirmation email you can open and print your tickets at any time from any computer with an internet connection and printer. You will need your password for this.

I haven't received one or both of the emails. What can I do?

Please check your spam filter.

Can I change the details on my invoice?

Our system generated your invoice on the basis of the information you provided. You can change the invoice details while placing your order. Once an order has been sent, however, it is not possible to retroactively change the invoice details.

How do I (again) get the invoice for my ticket?

Your invoice can be called up at any time in your My Account or you have received it by e-mail directly after your ticket registration.

Use of public transport

Do tickets entitle the holder to free travel to and from the trade fair using the Nuremberg public transport system (VGN)?

Purchased tickets, visitor vouchers and tickets registered with vouchers are not entitled to use the VGN.

Information for your tickets on public transport in Nuremberg can be found at www.vgn.de/en/tickets/.

I have further questions about online ticketing for visitors. Who can help me further?

If you have any further questions, please feel free to contact our service.

You can reach us by e-mail at tickets@mesago.com