

# General information

## **What are the opening hours of the Bio-beurs?**

Wednesday, 23 January 2019, 11 a.m. to 9 p.m.

Thursday, 24 January 2019, 10 a.m. to 7 p.m.

## **What are the opening hours of the catering facilities?**

### Terrace:

- Wednesday 10 a.m. to 9 p.m.

- Thursday 9 a.m. – 7 p.m.

### Restaurant:

- Wednesday 11 a.m. to 7.30 p.m.

- Thursday 10 a.m. to 7.30 p.m.

## **Can I get an Internet connection at the complex?**

Free Wi-Fi is available during the trade fair days.

## **What are the trade fair dates in 2020?**

In 2020, the trade fair will be held on 22 and 23 January 2020.

# Exhibitors

## **Stand construction and disassembly times**

### *Construction times*

- Monday noon to midnight
- Monday 8 a.m. to midnight
- Wednesday 7 – 9 a.m.
- Thursday 08.30 – 09.30 a.m.

### NOTE:

- Participants who have ordered a complete unit (stand construction) can set up their stands on Tuesday from noon.
- Other construction times are only possible in consultation.

### *Disassembly times*

- Thursday 7 p.m. to midnight
- Friday midnight to 11 a.m.

### NOTE:

- Disassembly during the night is therefore possible. Participants who have ordered a complete unit (stand construction) can only disassemble it on Thursday, 24 January until 9 p.m. at the latest. Later disassembly than the aforementioned times is not possible because of other events that will be constructed.
- Disassembly before the end of the trade fair is not allowed.

## **Can I store my empty packaging/crates/materials on site during the Bio-beurs?**

No, there is no option for storing material on site because the entire complex will be in use. You are responsible for disposing of your packaging material.

## **Are there forklift trucks on site?**

Yes, forklift trucks are available on site. You can order the forklift truck service through the web shop.

## **How can I deliver materials for the trade show at IJsselhallen?**

You can have materials sent or delivered directly to IJsselhallen. The materials must clearly show your company name and stand number. The materials can be sent or be delivered to: IJsselhallen, Rieteweg 4, 8011 AB in Zwolle. Please also send an email to [biobeurs@ijsselhallen.nl](mailto:biobeurs@ijsselhallen.nl) so that they can expect the delivery and are aware.

- Upon delivery, the driver must report to the service desk. This is indicated on site.

## **Electricity and water connections**

If you would like more information about the options related to the electricity supply connections, please send an email to [biobeurs@ijsselhallen.nl](mailto:biobeurs@ijsselhallen.nl).

## **How many parking passes will I receive as an exhibitor?**

As an exhibitor, you will receive a number of parking passes depending on your stand type and size and the time of registration. These parking passes are valid for both days.

	Free parking passes <i>Registration before 1 June</i>	Free parking passes <i>Registration after 1 June</i>
Luxury table at the Food Square ( <i>Bio-beurs</i> )	1	0
Table at the Entrepreneur Square ( <i>Bio-beurs &amp; Pureness</i> )	1	0
Presentation table ( <i>Bio-beurs &amp; Pureness</i> )	1	0
Standard stand construction ( <i>Bio-beurs &amp; Pureness</i> )	2 per 8 m <sup>2</sup>	2 per 8 m <sup>2</sup>
Free floor space ( <i>Bio-beurs &amp; Pureness</i> )	2 per 12 m <sup>2</sup>	2 per 12 m <sup>2</sup>
30 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	2	2
50 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	3	3
100 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	4	4
Market stall ( <i>BioMechaTech</i> )	2	2

#### **When will I receive the parking passes?**

The codes to order your parking passes will be sent to you as from December.

#### **What you need to do if the parking passes you receive are not enough.**

You can order additional parking passes through the web shop. A fee of € 6.61 excl. VAT per day is payable for this. They can also be obtained during the trade fair days from the desk in the registration building. A parking pass purchased at the desk will cost € 8.26 excl. VAT.

#### **What can I do with an exhibitor pass and how can I order one?**

You will receive a number of free exhibitor passes depending on the size of your stand. They will allow your stand employees to access the trade fair. If you need several passes for your employees, you can register them through the partner portal. This will cost €4.13 excl. VAT per employee. If you have any questions please contact [ticketing@bio-beurs.nl](mailto:ticketing@bio-beurs.nl). Exhibitor passes can be entered as from halfway through December. An invitation will be sent through email for this.

#### **How many exhibitor passes will I receive as an exhibitor?**

As an exhibitor, you will receive a number of exhibitor passes depending on your stand type and size.

	Number of free exhibitor passes
Luxury table at the Food Square ( <i>Bio-beurs</i> )	2
Table at the Entrepreneur Square ( <i>Bio-beurs &amp; Pureness</i> )	1
Presentation table ( <i>Bio-beurs &amp; Pureness</i> )	2
Standard stand construction and free floor space ( <i>Bio-beurs &amp; Pureness</i> )	
Up to 25 m <sup>2</sup>	4
Up to 50 m <sup>2</sup>	6
Up to 100 m <sup>2</sup>	10
> 100 m <sup>2</sup>	15
30 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	2
50 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	3
100 m <sup>2</sup> floor space ( <i>BioMechaTech</i> )	5
Market stall ( <i>BioMechaTech</i> )	2

#### How can I invite my business contacts?

We will send you a code that you can use to invite your business contacts. You can pass on this code to your business contacts. The people that you invite can visit the trade fair free of charge. You will only pay for those business contacts who have registered. We will send you an invoice after the event. If you have questions about the codes or if you have not received the codes, please contact [ticketing@bio-beurs.nl](mailto:ticketing@bio-beurs.nl).

#### How can I book a meeting room?

Click this link to find out more about hiring a meeting room.

#### Am I allowed to sell during the trade fair?

Products may be sold provided that it will not lead to immediate consumption and the products are delivered/sold in (closed) packaging and they are related in some way to the exhibitor.

#### How does sampling work?

Exhibitors can have visitors sample their products. This is only allowed in the exhibitor's own stand. Sampling in the aisles is not allowed. This rule will be enforced during the trade fair. The organisation reserves the right to deny exhibitors access in relation to repeatedly breaching this rule. Food may consist of no more than 1 or 2 bites and drinks may not be more than 20 cc.

#### What can I do with food that is left over?

The Foodbank will be present after the second trade fair day has ended to collect leftover food and beverages.

#### Where should I deposit my waste?

Every exhibitor may pick up one rubbish bag from the Service Desk, If you have more waste, you are responsible for the waste disposal through rubbish bags or containers. They can be ordered through our web shop.

# Exhibitors' web shop

## **How can I cancel my order?**

You can cancel your order by clicking at the top on the right on My account, Customer details and then Web orders. You will see an overview of your order there. Select Change to cancel your orders. This will ensure that all items will be put in your trolley where you can delete everything and log off. Your order will then be cancelled. If you want to cancel specific items, delete the items from the trolley after clicking Change. You must reorder the remaining items.

## **Why am I suddenly being logged off when ordering from the web shop?**

You will be logged off automatically if you have not used the website actively for twenty minutes. This is for security purposes because this will ensure that unauthorised persons cannot order through your account.

## **I haven't received my login details for the web shop. How can I get them?**

You will have received the login details for the web shop through email. If this failed for some reason, please send an email to [biobeurs@ijsselhallen.nl](mailto:biobeurs@ijsselhallen.nl) asking that your login details be resent.

## **I forgot my password. What should I do next?**

If you have forgotten your password, you can click Forgotten password in the left menu under Login. Enter your username or email address there to again receive your password.

## **Until when can I place orders at the latest?**

You can place orders through de web shop until 31 December 2018, 23.59 p.m., at the latest.

## **Where can I order facilities such as furniture, catering services, stand construction, etc.?**

You can order all types of facilities such as furniture, catering services, stand construction, green facilities, etc. through the web shop.

## **I would like to order coffee and tea pots but I can't find them on the order list. Where can I do this?**

If you want to receive coffee and tea pots during the trade fair, you can get them from our restaurant. You can only do this by ordering a catering pass and taking this to the restaurant.

## **I've ordered a power point, but it needs to be split. Do you do this too?**

Unfortunately, we do not do this. You need to ensure the power is distributed.

## **How can I change my order?**

You can change your order by clicking at the top on the right on My account, Customer details and then Web orders. You will see an overview of your order there. Select Change to change your orders. Note: the COMPLETE order will then again be added to the trolley. Do not forget to again complete your order because, if you do not, the order will not be implemented.

# Visitors

## How can I register? Do I have to register?

You can register through the website. You need to register to ensure you can buy/get an entry ticket in advance. You can also register on site.

## What is the price of a ticket?

<i>Visitor</i>	<i>Exhibitor</i>
If you have a business contact code and you registered through the Internet, you pay: € 0.00	The exhibitor pays for his/her business contact € 2.50 excl. VAT for entry
If you bought an entry ticket without a code through the Internet, you pay: € 16.52 excl. VAT	N/A
If you buy a ticket at the ticket office, you pay € 20.66 excl. VAT	N/A

## What is the charge for using the cloakroom?

You pay € 1.50 per coat. You need to pay this on site.

## Is there anywhere where I can get money?

You can use the ATM. You will find it at the main entrance of IJsselhallen.

## Where can I find the workshop rooms?

The workshop rooms are located in the third building as from the entrance.

## What is the price of parking passes?

You can order parking passes through the web shop. The parking pass will cost € 6.61 excl. VAT per day. They can also be obtained during the trade fair days from the desk in the registration building. A parking pass purchased at the desk will cost € 8.26 excl. VAT.