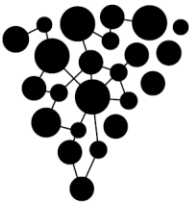


FAQ Document for exhibitors at EUROVINO 2024



EUROVINO
Trade fair for wine. Karlsruhe.

Karlsruher Messe- und Kongress GmbH | P.O. Box 1208 | D-76002 Karlsruhe

Dear exhibitors of EUROVINO 2024,

in a few weeks it is time and the first EUROVINO opens its doors. Until then, there are still many things to do, things to plan and organize. With this document, we would like to provide you with answers to the most frequently asked questions from exhibitors in order to make planning as easy as possible for all of us. Of course, the EUROVINO team is always at your disposal for detailed questions. We look forward to meeting you!

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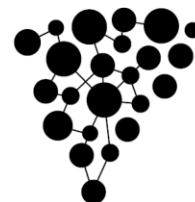
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1 BEFOR THE FAIR

1.1 When will I receive my stand confirmation and my invoice?

All exhibitors have received their stand confirmation. New exhibitors who did not register until 2024 will receive the stand confirmation as soon as they have been curated by our advisory board. In addition to confirmation of the participation costs, the stand confirmation also includes the current hall plan including the position of the stand. For joint stands, you should ideally ask the main exhibitors/organizer of the joint stand for the exact position.

Invoices were sent out already in CW 3 and at regular intervals thereafter the new exhibitors. Services will be billed after the fair, if they are not already listed on the bill.

1.2 Where can I find the OSC data and the link to the exhibitor portal where I can enter my company information and my wines?

In the stand confirmation you will find the OSC data for our Online Service Center. With these access data you can book additional services as well as exhibitor cards, parking space and customer vouchers via your customer account at any time. You can also enter further information about your company and your wines in the wineguide here.

1.3 Where do I get my exhibitor cards?

You can download your exhibitor card yourself at the OSC. We have decided to offer exhibitor card free of charge in the first year of EUROVINO, so you can order and order them yourself at no extra cost.

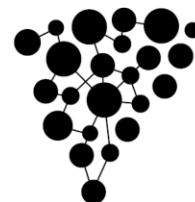
1.4 How can I increase my trade fair?

Invite your target group to visit the fair. For this purpose, we have created a registration link for you to invite all your customers. Further information can be found in the Online Service Center under the heading "Customer vouchers" under the heading "Voucher management". You have also received a VIP quota from us for your most important customers. You can also manage this in your voucher management.

1.5 Are there partner hotels for hotel bookings in Karlsruhe?

EUROVINO has negotiated special conditions for exhibitors in four hotels. Some of these hotels (the Agat as well as the Radisson Blu) are served directly by a trade fair shuttle on Sunday mornings, Sunday evenings and Monday mornings of the fair; the Premier Inn is a short walk from Karlsruhe Central Station, where also a hotel shuttle or the trade fair express departs at the station forecourt (departure column is accordingly branded EUROVINO). The shuttle times can be found on the EUROVINO website at

https://www.eurovino.info/besuchen/index.html#akkordeon_anreise



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1.6 What is the best way to get to the fair?

The exhibition grounds are easily accessible by public transport as well as by individual travellers by car. Exhibitors can book parking spaces directly at the hall via the OSC. Alternatively, you can park in the visitor car parks. Detailed information can be found at:

https://www.eurovino.info/besuchen/index.html#akkordeon_anreise

For assembly and dismantling, you can drive directly to the hall for a deposit of 50 euros. To do so, use the signs in the immediate vicinity of the fair with the signage "Gate B".

During the fair, a fair express is set up from the main station directly to the entrance of the fair, which runs regularly in both directions and can be used free of charge. The following partner hotels are also served by a hotel shuttle on Saturday and Sunday mornings and on Sunday evenings: Hotel Radisson Blu, Hotel Achat, Hotel Premier Inn (via the main station front square) – see point 1.5 .

1.7 How can I send goods/materials to the fair by parcel post before the fair?

In principle, it is possible to send parcels to the fair in advance. However, since we have a relatively short set-up time for EUROVINO 2024, due to the art Karlsruhe taking place one week before, and the freight forwarders always struggle to deliver parcels directly to the stand (especially if the stand is being built, we would recommend you to send the parcels to us in advance – ideally at the beginning of CW 9/ resp. the last week of February and thus in the EUROVINO build-up week.

Please address the packages as follows:

Messe Karlsruhe
Frau Sabine Knecht / Poststelle
c/o EUROVINO
AUSSTELLER/HALLE/STANDNUMMER
Messeallee 1
76287 Rheinstetten

If you are dealing with a large quantity of goods, please send a brief information to info@eurovino.info in advance. We will then pass this information on to Mrs. Knecht, who will accept these packages -without guarantee. You can then pick up the packages at the set-up and bring them to your stand; we will be happy to provide assistance.



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1.8 When can I set up? Where can I find a local contact person?

EUROVINO will be set up on Friday, 01. 03. 2024 and Saturday, 02. 03. from 08:00 – 20:00, as well as on Sunday, 03. 03. (on the first day of the fair) from 07:30 am. Since most of the exhibitors have booked a system stand through the fair (either in the form of a complete stand or a joint stand), we recommend setting up/occupying the stands on Saturday morning/noon.

Important: If you have a stand from the fair and still want to refer the stand already on Friday, we ask you for information in advance, so that these stands can then be set up earlier. Please send an e-mail to info@eurovino.info. However, we recommend exhibitors who have their own stand construction to come on Friday.

During the entire set-up you will find the EUROVINO team in the exhibition management in the back area of Hall 1.

1.9 How long can I book additional services such as wall lettering or carpeting?

In principle, we ask for orders for all services up to four weeks before the start of the fair. After this date, the punctual implementation of various services, such as print orders, can no longer be guaranteed. From this point on, orders are associated with a significant additional effort.

An express surcharge of 25% must be charged for orders from one week before the fair. If services are ordered only during the set-up in the Service Center in Hall 1, we will of course try to implement them before the start of the trade fair, but we cannot provide any guarantee for this.

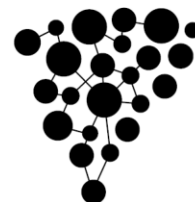
2 AT/DURING THE FAIR

2.1 Where can I find a contact person?

During the entire set-up, as well as on all fair days and during dismantling, you will find the EUROVINO team in the exhibition management in the back area of Hall 1.

2.2 How do I get wine glasses? How's the handling?

We have entrusted the handling of the wine glasses to the service provider WMS Kohler. The company WMS is a professional in this field and will supply you with fresh wine glasses during EUROVINO and rinse the used wine glasses. This service takes place at the trade fair stand; you will receive wine glasses before the trade fair, which are then regularly exchanged at the company. The company WMS will also pass on emergency phone numbers to you for urgent cases, so that a supply of wine glasses should be ensured at all times.



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2.3 Where do I get bread, water and crushed ice? Where can I cool my Easy Cooler elements?

Before the fair starts you will receive a case of water from our sponsor Griesbacher (medium and natural available) as well as one of our EUROVINO breads (already sliced). You are always welcome to get supplies at a specially equipped counter in Hall 1 at any time. There you can also get crushed ice or ice cubes and have your Easy Cooler elements stored for cooling during assembly and during the fair. For this purpose, we keep TK-chests available for you (delivery of the items is at your own risk).

2.4 What about the power breakfast?

On both fair days, the exhibition hall opens its doors at 10:00 a.m. However, it is already possible to meet in the action hall of EUROVINO at 09:00 a.m. in a relaxed atmosphere before the hall opens and have breakfast together. Our caterer offers healthy snacks on a self-pay basis for a perfect start to the day. At the same time, there will be short lectures from our Expert Area on relevant topics of the visitors on stage. Since the action hall is regularly open as an entrance hall from 09:00 a.m. o'clock, you can of course also make appointments with customers or network with industry colleagues during this time.

2.5 What is the Networking Evening and when and where does it take place?

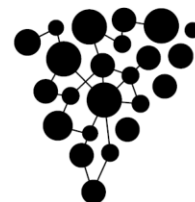
On the Sunday of the fair, we invite you to our networking evening in the action hall of Messe Karlsruhe from 06:00 p.m. Here, exhibitors and visitors meet for a common, cosy evening – enjoy a delicious finger food buffet and cool drinks. Sponsor of the evening is the Baden state brewery Rothaus, which will be on site with its complete assortment. We expect an end around 9:30 p. m.

2.6 Is there still an after show party after the networking evening?

The Hotelbar Santo, one of the best hotel and cocktail bars in Baden-Württemberg, invites you to an after show cocktail party! The “last” hotel shuttle at 10:00 p.m. will also serve the Hotel Santo, where the party can continue (on a self-pay basis).

2.7 When can I start dismantling?

We ask you to start dismantling only on Monday evening from the end of the fair. From 6:30 p. m., visitors can enter the courtyard without a deposit if they have not booked a parking space at the hall. After that, dismantling is possible on Monday evening until 22:00. On Tuesday, dismantling is possible between 08:00 and 20:00. If your dismantling takes longer than Tuesday evening, we ask you to inform us in advance, as this affects the staffing of our security service.



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3 AFTER THE FAIR

3.1 Can I get an overview of which customers I have invited have visited the fair?

Yes – you can find this overview in the OSC under the heading “Voucher Management” in the tile “Customer Vouchers”. Here you can see who has registered and who has joined. This allows you to use this data for your further sales after the trade fair.

3.2 When are services booked subsequently billed?

We try to bill for these services by the end of March. Since feedback from our executing service providers is necessary for this, small delays are to be expected.

3.3 Where and when can I register for the next EUROVINO?

The date of EUROVINO 2025 will be the 9th and 10th of March. You have the opportunity to book your participation in EUROVINO 2025 under the same conditions as in 2024 (not valid for joint stands). This preferential price is valid until 30.04.2024 and is indicated on the registration form, which you will receive at EUROVINO and also in digital form after the fair. This “booking price” is only valid for you as an exhibitor and is not available for new exhibitors.

From 01.05.2024 the “Early Booking Discount” is valid, which also applies to new exhibitors, as well as from 01.07.2024 the regular participation price for EUROVINO 2025. You will find all prices (Rebooking – Early Bookers – Regular) transparently on the registration documents.

3.4 My question was not listed in the FAQ list. Who can answer these for me?

Of course, the entire EUROVINO team is always at your disposal to answer your questions. You can reach us by e-mail at info@eurovino.info or if you have a question for a specific contact person, you can find these contact details at <https://www.eurovino.info/de/kontakt/>.