



The Global Meetings
& Events Exhibition
Barcelona, Spain
29 November – 1 December 2011
www.eibtm.com

HOSTED BUYER PROGRAMME : FREQUENTLY ASKED QUESTIONS

1. How do I apply for a place on the EIBTM Hosted Buyer Programme?

- a) Apply online using a weblink or through www.eibtm.com
- b) Complete the Hosted Buyer registration form fully; have your credit card handy
- c) List past and future events. Please detail international events as this makes the qualification process quicker. International events are those held outside your home country
- d) The completed registration will be assessed against the EIBTM qualification criteria (see below)

2. What are the Qualifying Criteria?

Buyers must fulfil the qualifying criteria set by EIBTM. This includes:

- The number of international events held annually
- Purchasing authority
- Annual budgets
- Amount of business conducted internationally
- Potential for future international business

3. How can I register to attend the EIBTM Hosted Buyer Programme?

- As part of a Group
 - o EIBTM works with hotel chains, publications and agencies that select and invite buyers on behalf of EIBTM
 - o If you have been invited to attend as part of a group, you will need to obtain the Group Code from your Group Coordinator, and register via the weblink or on the Hosted Buyer pages at www.eibtm.com
- As an Individual Hosted Buyer.
 - o Visit the 'Hosted Buyer' registration area at www.eibtm.com and click to register as an 'Individual Hosted Buyer'

4. What is included in the Hosted Buyer Programme?

- Return economy flights from selected European and non-European airports
 - NB: Return flights will be booked to/from the same airport
- Accommodation (room only) in a quality hotel
- Coach transfers in Barcelona between airport, hotel and EIBTM (Fira Gran Via)
- Admission to EIBTM and official EIBTM networking events
- Refreshments and lunch in exclusive Hosted Buyer lounges
- Pre-Scheduled Appointments and Destination Presentations with exhibitors of Hosted Buyer's choice
- On-line diary facility for scheduling additional meetings

**EIBTM is owned and organised by
Reed Travel Exhibitions, a division of Reed Exhibitions Ltd**
Gateway House, 28 The Quadrant
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5. What is not included in the Hosted Buyer Programme?

- Travel insurance
- Private transfers
- All food and beverage
- Flight upgrades
- Hotel upgrades
- Additional nights' accommodation
- Personal extras

6. What am I committed to as a Hosted Buyer?

Qualified Hosted Buyers are committed to attend the following:

- A minimum of seven Pre-Scheduled Appointments (PSAs) with Exhibitors per day of attendance at EIBTM
- One Destination Presentation (DP) of choice per day of attendance at EIBTM
- Functions as part of a selected programme eg. Association functions on the Association programme.

7. Why do you need my Credit Card details?

All applicants for the EIBTM Hosted Buyer Programme are required to supply valid credit card details as part of the application. EIBTM also require a small fee (5 Euros) to validate your credit card, a receipt for this amount will be provided. **This fee is non-refundable, except in the event of your application being declined.** Should cancellation and No Show charges apply they will be debited from the credit card details you supply here. No other charges for cancellation, travel changes or no show will be made against a valid credit card without prior notification.

8. What are "No Show" fees?

A "No Show" is defined as a Hosted Buyer who, without giving prior written notice of cancellation by close of business on Wednesday 23rd November or, does not complete appointment requirements and/or, is not present for the Hosted Buyer activities at EIBTM 2011. Please see the Hosted Buyer Terms & Conditions for further information.

The "No Show" fee is **500 Euros** for European Hosted Buyers and **1200 Euros** for Non-European Hosted Buyers.

Charges will be debited from the credit card details provided at registration.

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9. Is there a cancellation fee?

- Cancellations received after **28 October 2011** from European buyers will incur a fee of 400 Euros
- Cancellations received after **28 October 2011** from Non-European buyers will incur a fee of 1000 Euros

10. What is a Pre-Scheduled Appointment (PSA) and how are my appointments made?

A Pre-Scheduled Appointment is a one to one appointment between a buyer and an exhibitor. Each buyer must make 10 preferences per day of attendance, in order of priority. Approximately 4 weeks prior to EIBTM, our system will match a minimum of seven of your preferences per day of attendance with exhibitor availability. Your itinerary will be shown in your Hosted Buyer Zone.

11. How do I select my Pre-Scheduled Appointments & Destination Presentations?

Qualified Hosted Buyers will be given an Access Code to login to the 'Hosted Buyer Zone' on the EIBTM website.

Once logged into the Hosted Buyer Zone, click 'Select Pre-Scheduled Appointments'. Select exhibitors of interest to you from the list. You can search alphabetically by the exhibitor name, product or by country .

The same process applies for Destination Presentations. These appointments are presentations given to a group of individual hosted buyers who are interested in that particular destination.

12. How can I view my travel and accommodation details?

Qualified Hosted Buyers will be given an Access Code to login to the 'Hosted Buyer Zone' on the EIBTM website. Once logged in (to the zone), you will have the option to 'view flights and accommodation'.

NB: Only confirmed travel and accommodation details will be available in the Hosted Buyer Zone. For some hosted buyers all the details may not appear until mid November.

13. My Access Code for the Hosted Buyer Zone is not working, what should I do?

Copy and paste the Access Code from your qualification e-mail, directly into the login box. If you are still unable to access the site, please contact eibtm-hosted@reedexpo.co.uk. Your Group Co-ordinator can also obtain this code from their EIBTM Account Manager.



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14. What is my schedule at EIBTM?

Log in to the Hosted Buyer Zone on www.eibtm.com with your unique Access Code, and click to see your full itinerary. This will include your travel details and your personal appointment diary.

15. What should I do if I need to change my travel and/or accommodation arrangements?

If you are travelling as part of a group, contact your Group Co-ordinator with your request.

If you are travelling as an individual, contact the EIBTM Hosted Buyer Team on eibtm-hosted@reedexpo.co.uk.

NB: Changes to flights or accommodation are subject to availability and buyers would be responsible for any costs incurred.

16. When will I receive my flight tickets?

For the majority of flights, E-tickets will be issued by e-mail approximately two weeks prior to the show as part of your itinerary document. Please be aware, the E-Ticket reference is often called a "LOCATOR". On arrival at the airport present your passport/Photo ID (as appropriate) and E-ticket reference at check-in.

Where required paper tickets will be sent to you approximately two weeks prior to the show by first class mail. To check whether you will have an E-ticket or paper ticket and for your flight itinerary, please log in to the Hosted Buyer Zone using your Access Code on www.eibtm.com.

17. When will I receive my badge?

Your badge will be sent to you by post approximately two weeks prior to EIBTM. If it does not arrive before you travel, please go to the Registration desk in the Hosted Buyer Lounge on arrival and collect a replacement badge.

18. What do I do if I need to cancel my attendance?

You must provide written notice (by email to eibtm-hosted@reedexpo.co.uk), prior to the cancellation deadline of **28 October 2011**. Your cancellation will not be effective until you have received a written acknowledgement from EIBTM. Cancellations received on or before 28 October 2011 do not incur a fee, unless the flight has been agreed and confirmed. If the flight has been confirmed the cost of the flight will be charged. Cancellations after the 28 October will incur a cancellation fee.

19. What happens if I can't make it to the show at the last minute?

If you are unable to attend EIBTM and do not advise us in writing prior to close of business on Thursday 25th November 2011, you will be classed as a "No Show" and will incur a fee of 500 Euros for European Hosted Buyers and 1200 Euros for Non-European Hosted Buyers. If you advise us before close of business on Wednesday 23rd November you will be charged the lower cancellation fee of 400 Euros for European Hosted Buyers and 1000 Euros for Non-European Hosted Buyers. Charges will be debited from the credit card details provided at registration.

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Please let EIBTM know in writing by emailing eibtm-hosted@reedexpo.co.uk as soon as possible.

20. What if I miss an appointment?

Please visit that exhibitor at the earliest opportunity to arrange another time for the appointment.

21. Who do I contact if I have any problems or queries in the run up to the show?

If you are travelling as part of a group, you should contact the Group Co-ordinator that has invited you.

If you are travelling as an Individual, then please contact the Hosted Buyer Team at EIBTM on eibtm-hosted@reedexpo.co.uk. They will be happy to assist.

22. How do I get to EIBTM from the airport?

On arrival at Barcelona airport, you will be greeted by EIBTM staff, who will direct you to the Hosted Buyer transportation. Dependent upon arrival date and time, you will either be transferred directly to the exhibition venue or to your hotel.

Please note that there are separate shuttle buses operating between the airport and EIBTM for all other visitors. Please make sure you look for the 'Hosted Buyer' signs and EIBTM staff. If you are transferred directly to EIBTM, your luggage will be taken to your hotel and will be waiting for you on arrival later that day.

23. How do I contact the Hosted Buyer Team once they are on-site?

The Hosted Buyer Team can be reached by email and by telephone. During show times please visit the Hosted Buyer Lounges.



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24. What are the Hosted Buyer Team contact details?

HOSTED BUYER TEAM CONTACTS

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