NÜRNBERG MESSE

FAQ´s
digital trade fair logistics system

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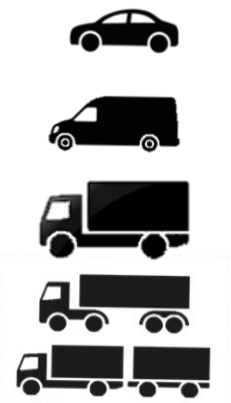
- **Where do I book an entry slot?** An entry slot can be booked at **https://nuernbergmesse.transit-fair.com/** Registration is required for the initial login.

- **For which vehicles does TransITfair of NürnbergMesse GmbH apply?** For all vehicles that want to enter the loading yards of the exhibition center.

- **What are the categories of vehicles?**



category 1: vehicles up to 5 m length

category 2: vehicles up to 7 m length

category 3: vehicles up to 10 m length

category 4: vehicles longer than 10 m total length

- **I would like to enter with a car + trailer. What do I have to consider?** For your car with trailer, please select the correct vehicle category based on the total length of the car with the trailer.

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- **I have booked an entry slot, what happens then?** Please enter your driver's data into the system as soon as possible. You can do this immediately after booking the entry slot or at a later time. Inform your driver about the booked entry slot and send the docket with it. On the docket your driver will find all further information, time and location details.

- **How does the call-off to my entry slot take place?** Please refer to the information on your docket.

- **Can you guarantee the entry slot?** Due to delays in the loading yards and disruptive factors beyond our control, your entry slot may also be delayed. However, TransITfair dynamically adjusts entry slots, minimizing delays.

- **When booking category 4 (>10m), the booking of a forklift is mandatory. Why is this the case and how can I remove the forklift if it is not needed?** External forwarding services are not permitted and booking via the trade fair forwarding companies is mandatory. If you do not require a forwarding service, please contact our service: Service hotline (service times: Mon-Fri from 08:00 to 18:00): tel:+49 911 8606-64 00 logistic.support@nuernbergmesse.de

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- **Can I enter the exhibition grounds without prior registration?** It is not possible to enter the exhibition grounds without prior registration. Registration is possible and necessary either in advance via https://nuernbergmesse.transit-fair.com/ or on site at the designated check-in areas. We recommend booking your entry slot in advance to avoid longer waiting times. Please also note that entry slots that are not booked until the same day will cost more due to the short notice of the booking.

- **What happens if I do not arrive at the time indicated on the docket?** Please register at the check-in area indicated in the logistics guide. TransITfair will attempt to assign you the next possible entry slot. Alternatively, you can also change your booking free of charge via our service: Service hotline (service times: Mon-Fri from 08:00 to 18:00: tel:+49 911 8606-64 00 logistic.support@nuernbergmesse.de)

- **What if my entry slot was booked without license plate- and driver information?** In order for the call-off to take place, the missing data can either be added independently in the system or must be added at the latest upon arrival at the designated check-in area.

- **What happens if I need a forklift service for loading or unloading?** Please add the required service to your entry slot booking. On-site ordering is possible - but there may be longer wait times.

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- **Why can't I book an entry slot for trucks larger than 10 m on the first dismantling evening?** Due to the high volume of smaller vehicles on the first dismantling evening and for safety reasons, entry for vehicles larger than 10 m is not permitted on the last day of the exhibition.

- **My exhibit is heavier than 3 tons and/or larger than 3 meters x 2 meters x 2 meters (length x width x height). When can this be delivered?** As the halls and the hall aisles are usually very full during the set-up period, the delivery of these exhibits must take place as early as possible. Either directly on the morning of the first set-up day or, if possible, during the early set-up (subject to a charge). For the dismantling this applies accordingly vice versa. Here, collection can only take place towards the end of dismantling. If these time periods are not observed, proper delivery of these exhibits can no longer be guaranteed.

- **When can I book an entry slot?** All exhibitors will be informed by a mailing about the start of the booking period.

- **What else do I have to consider?** After selecting the trade fair, you will find all the important information about booking at **https://nuernbergmesse.transit-fair.com/**

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- **How much will the entry slot cost me?** The cost of the entry slot depends on the vehicle category according to the vehicle length. You can find the overview of the costs in the logistics guide of the event.

- **What are the payment options for entry slots?** We offer a variety of payment options like Credit card or PayPal.

- **I need to rebook my booked entry slot. Is that possible?** Yes, all booked entry slots can still be edited afterwards. However, please note that if you change the vehicle category, you may be asked to pay again if you choose a larger vehicle category. Alternatively, you can also change your booking free of charge via our service: Service hotline (service times: Mon-Fri from 08:00 to 18:00: tel:+49 911 8606-64 00 logistic.support@nuernbergmesse.de)

- **I need to cancel my booked entry slot. Is this possible?** Yes, all booked entry slots can be cancelled. However, please note that for cancellations at short notice from 3 days before the date of the booked entry slot, cancellation fees will apply and the amount paid will not be refunded, or only partially.

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- **Do I need an assembly and dismantling pass in addition to the entry slot docket?** Once the vehicle driver has been assigned to the entry slot and registered in person in advance or on site, he or she does not require an assembly and dismantling pass. Please note, however, that possible additional vehicle occupants still require personalized assembly and dismantling passes. Persons who do not possess valid passes must leave the vehicle before entering the site and re-register with the staff at the entrance gate. In this case, only the vehicle driver will be granted access to the grounds.

- **I accidentally selected the wrong vehicle category. What do I have to do?** If you notice this in time before claiming the entry slot, you can easily change the vehicle category via TransITfair. If you arrive on site with a larger vehicle than selected, you may be denied access to the site until the correct vehicle category is selected for your entry. This may result in longer wait times, especially if there are no spaces available for the correct vehicle category at the time selected. Selecting the correct vehicle category is essential for the logistical processes in the loading yards.