

# DEVELOP YOUR BUSINESS TO THE NEXT LEVEL

19–21 October 2016  
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*Asia*

The Trade Show for the Asian  
Travel Market

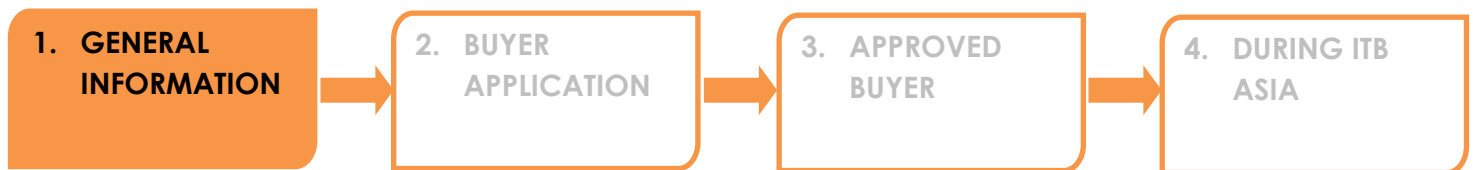
## ITB ASIA 2016: Buyers' FAQ

**Date:** 19 - 21 October 2016, Wednesday to Friday

**Location:**

Marina Bay Sands  
Sands Expo & Convention Centre, Basement 2  
10 Bayfront Avenue  
Singapore 018956

**Opening Hours:** 1000hrs to 1800hrs



### 1.1 Marina Bay Sands & ITB Asia 2016

• **How can I get there?**

More information of getting to Marina Bay Sands click: <http://www.marinabaysands.com/company-information/directions-to-marina-bay-sands.html>

• **Where can I find the floor plan?**

You may download the floor plan from <http://www.itb-asia.com/exhibiting/floor-plan/>

• **Where can I find the official program?**

You may download the Official Program from [here](#).

• **Where can I find the Conference Programme?**

You may view the conference programme at this link: <http://www.itb-asia.com/conference/>

• **What are the benefits to attend ITB Asia?**

- Secure face to face meetings with leading buyers from Asia and other continents
- ITB Asia caters to MICE, Corporate and Leisure markets across 3 days
- Enjoy 1: 1 buyer and exhibitor ratio through our appointment system
- Seize the opportunity to connect with the key decision makers
- Build connections with 10,300 attendees from 108 countries.

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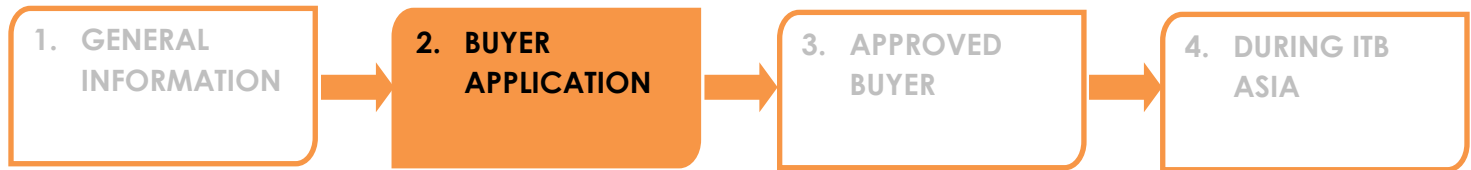


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- **Is there a dress code?**

Strictly Business Attire (Delegates dressed in shorts and slippers will NOT be allowed entry into the Exhibition Halls and Conferences).



## 2.1 Buyer Programmes

- **Who are Buyers?**

Buyers are the person in charge for procurement procedures for MICE, Corporate and Leisure travel industry.

- **Who will Buyers be meeting?**

The Buyers will be meeting travel related suppliers from different countries, product and services.

- **When will fully hosted application be available?**

Fully Hosted Individual Buyer will be available from July 13th, 2016 onwards.

- **How do I register as a Buyer?**

Kindly view the instructions of our Individual Buyer Registration Manual on this link: [Individual Buyer Registration Manual](#).

- **What are the procedures of validation?**

Buyers would need to complete a online questionnaire and ITB Asia Buyer Team will validate each registration. The buyers team may contact applicants for supporting information.

- **How can I view the exhibitors?**

You may view the exhibitor via this link: [www.itbasia.com.sg/ExhibitorSearch](http://www.itbasia.com.sg/ExhibitorSearch)

- **What are the Buyer Programme/ Packages available?**

For Individual Registrants:

Fully Hosted Buyer	Partial Hosted Buyer	Trade Buyer (Non-Singapore Based/Singapore Based)
<b>24</b> Business Appointments with Exhibitors	<b>15</b> Business Appointments with Exhibitors	<b>10</b> Business Appointments with Exhibitors
Hosted Hotel Accommodation in 5* Hotels	Hosted Hotel Accommodation in 5* Hotels	NIL
Reimbursable Air Passage into Singapore	NIL	NIL

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<ul style="list-style-type: none"> <li>• Admission to Exhibition Hall on all 3 Show Days</li> <li>• Admission to ITB Asia Clinics</li> <li>• Admission to Networking Functions</li> <li>• Admission to Buyer's Lounge</li> <li>• Airport Transfers in Singapore (Airport/Hotel/Airport)</li> </ul>	<ul style="list-style-type: none"> <li>• Admission to Exhibition Hall on all 3 Show Days</li> <li>• Admission to ITB Asia Clinics</li> <li>• Admission to Networking Functions</li> <li>• Admission to Buyer's Lounge</li> <li>• Airport Transfers in Singapore (Airport/Hotel/Airport)</li> </ul>	<ul style="list-style-type: none"> <li>• Admission to Exhibition Hall on all 3 Show Days</li> <li>• Admission to ITB Asia Clinics</li> <li>• Admission to Networking Functions</li> <li>• Admission to Buyer's Lounge</li> </ul>
Registration Fee: SGD 350	Registration Fee: SGD 250	

## 2.2 Individual Buyers Application

### • How do I apply for one of the above Buyer's Programme/ Packages?

Start by completing the online application form [www.itbasia.com.sg/buyerregistration](http://www.itbasia.com.sg/buyerregistration) by registering under the "Individual" section and click 'Next'.

Buyer's Individual Registration tutorial is available here: <http://www.itb-asia.com/wp-content/uploads/2016/01/2016-Individual-Buyer-1.pdf>.

### • How long does the qualification process take?

Qualification process generally takes up to 8 weeks and you will be notified via email on the results of your application (Eg: Approval/Rejection).

### • How would I know if I have been invited/ approved for one of the Buyer Programme/ Packages?

Upon approval of your registration, you will be notified via email on the details of your appointed Buyer Programme Package (Eg: Trade/Partial Hosted/Fully Hosted Buyer).

In the same email, click the link to access and complete the Agreement Form by agreeing to all terms stipulated and the reimbursement amount. Click 'Submit' at the bottom of the Agreement Form after completion.

Alternatively, should you missed the email, kindly access your Buyer's Login <http://www.itbasia.com.sg/buyerlogin> to review your status update (Eg: Approved/Rejected) and Agreement Form (only for Approved Buyers).

Please submit the completed Agreement Form in order to **confirm** your participation.

Note: Please read the Agreement Form carefully on hosting agreement, package details and reimbursement amount (\*it may not be the same package as you applied for).

## 2.3 Registration Fee

### • How do I pay my registration fee?

Upon completing the Agreement Form, you will be prompted to enter your credit card details for payment of your registration fee and as a guarantee for the cancellation policy.

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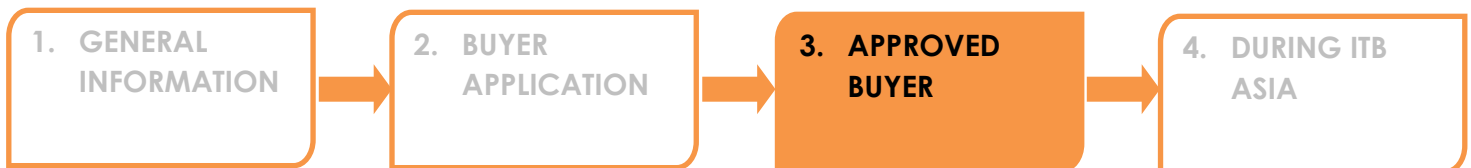
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Payment of the registration fee and guarantee can only be made via credit card. The registration fee is non-refundable.



### 3.1 ITB Asia Buyer's Login

- **How do I access my ITB Asia Buyer's Login?**

Click on the buyer login link [www.itbasia.com.sg/buyerlogin](http://www.itbasia.com.sg/buyerlogin) and enter the Username and Password sent to your registered email during application.

If you have forgotten your username or password, please contact the ITB Asia Team for assistance or email [adminbuyer@itbasia.com.sg](mailto:adminbuyer@itbasia.com.sg).

- **What information is available on my ITB Asia Buyer's Login: [www.itbasia.com.sg/buyerlogin](http://www.itbasia.com.sg/buyerlogin)?**

Upon application:

- Your application details

Upon invitation:

- Buyer's application status – Approved/Rejected
- Buyer's Programme Package (Trade/Partial Hosted/Fully Hosted Buyer)
- Your Agreement Form for your action

Upon submission of your Agreement Form:

- Your completed Agreement Form (with the option to change your flight itinerary)
- Your Pre-Scheduled Appointments and Online Diary functions
- Your hotel allocation
- Airport transfer
- Buyers' Key Events
- Buyers' Information

### 3.2 Hotel Allocation (Only for Hosted & Partial Buyers)

- **Hotel Hosting:**

- All Hosted Buyers will receive complimentary accommodation based on the appointed nights. (3 nights stay for buyers based in Asia & 4 nights stay for buyers outside of Asia, Australia and New Zealand).
- Check-in dates for all Hosted Buyers will be 18 October 2016.
- Check-out dates for all Hosted Buyers will be 21 or 22 October 2016, depending on number hosted days allotted.
- Any incidental charges or extensions of your stay before/after the hosted period will be charged to personal account.

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- **How many complimentary hotel room nights am I entitled to?**

Please refer to your Agreement Form for the allocated hosting dates.

Please note that these dates are fixed and any extensions of your hotel stay before or after the allotted dates will be charged to personal account upon checkout.

ITB Asia will host 3 nights stay for buyers based in Asia & 4 nights stay for buyers outside of Asia, Australia and New Zealand.

- **When and how will I be notified of my hotel allocation?**

Please refer to your Buyer Login link [www.itbasia.com.sg/buyerlogin](http://www.itbasia.com.sg/buyerlogin) for your hotel allocation. Hotel allocation will be announced by early October.

- **Can I change my hotel allocation?**

Hotel allocation is up to the organizer's discretion.

- **How can I extend my stay at my allocated hotel?**

You can indicate the extension of your hotel stay in your Agreement Form before submission or alerting the ITB Asia Team of your interest upon submitting the Agreement Form.

All extensions booked through the ITB Asia Team will depend on rooming availability at the allocated hotel. Deadline of notification of extension is 19 September 2016.

All extensions will be at the buyers' own cost and no shifting of dates is allowed beyond those stated in your Agreement Form.

- **What if I need to check-in early (before 1400hrs) or check-out late (after 1100hrs)?**

Please note that early check-in before 1400hrs and late check-out after 1100hrs will be subject to availability and it will be at the buyers' own expense.

Early check-in and late checkout will require additional room night at buyer's own expense. Additional room night is subjected to room availability.

- **Can I share my allocated room with my colleague?**

Please indicate that you would like a double room in your Agreement Form or contact the ITB Asia Team for assistance, [adminbuyer@itbasia.com.sg](mailto:adminbuyer@itbasia.com.sg).

Any extra charges (for the additional bed and breakfast) will be at the buyer's own cost. Please contact the ITB Asia Team for the rates once you have been notified of your hotel allocation.

Please note that your colleague will need to apply for his/her own Buyer Programme separately or purchase a 1-Day or 3-Days Trade Visitor pass to enter the exhibition hall.

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### 3.3 Airport Transfers (Only for Fully and Partial Hosted Buyers)

- **Will airport transfers be provided?**

Airport transfers will be provided on 18, 21 (after the end of the show) and 22 October based on a fixed timetable which will be released in your ITB Asia Online Account nearer to the date.

Airport transfers will only be provided by ITB Asia 2016 Partner Hotel – Marina Bay Sands.

- **How should I secure my airport transfer?**

For airport transfers, please submit your flight itinerary to the ITB Asia Team before 1 September 2016 and indicate that you will require transfers in your Agreement Form.

Any changes to your flight itinerary may be submitted to the ITB Asia Team before 19 September 2016.  
Transfers route would be: 1) Airport – Partner Hotel and 2) Partner Hotel – Airport.

No airport transfers will be arranged for Buyers who did not submit their flight itinerary. For departure airport transfers, please approach the front desk.

### 3.4 Pre-Scheduled Appointments (Only for Approved Buyers)

- **How can I pre-schedule my appointments?**

An email notification will be sent to all buyers of the commencement of the pre-schedule appointment selection.

Alternatively, access Buyer's Login link [www.itbasia.com.sg/buyerlogin](http://www.itbasia.com.sg/buyerlogin) and click the red button on the left column titled – Pre-Scheduled Appointments.

Please select 65 preferred exhibitors to expedite appointment matching.

Results of the Pre-Scheduled Appointment selection would be depicted on the Online Diary section – an automated timetable based on your 65 selections.

### 3.5 Online Diary (Only for Approved Buyers)

- **What is Online Diary?**

Online Diary is a final timetable with dates, time, booth number and scheduled meeting appointments for Buyers.

Online Diary is a portal for all Buyers to manage their daily timeline and meetings. You may schedule more meetings and send meeting requests via the Online Diary until 1 day before the show dates.

- **How do I manage my Online Diary?**

3 weeks after Pre-Scheduled Appointments, an email notification will be sent to all Buyers of the commencement of Online Diary.

Alternatively, access Buyer's Login link [www.itbasia.com.sg/buyerlogin](http://www.itbasia.com.sg/buyerlogin) and click the last button on the left

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column titled – Online Diary. You may add more meetings by sending more meeting requests via the Online Diary.

### 3.6 VISA Application

- **Do I need a VISA to attend ITB Asia 2016?**

Click [here](#) to find out on VISA requirements for your visit to Singapore.

If you need to apply for a VISA, please indicate in your Agreement Form (\*only for Approved Buyers).

Please note that you must submit your Agreement Form and confirmed your participation of a Buyer's Package to be issued the letter of introduction for VISA application.

### 3.7 Cancellation Policy/'No Show' Policy

- **How should I cancel my registration?**

All cancellations must be sent to the ITB Asia Team in writing via email to [buyer@itb-asia.com](mailto:buyer@itb-asia.com).

- **When is the deadline to cancel my registration?**

All cancellations must be sent to the ITB Asia Team in writing via email (as stated above) by 1 September 2016.

A cancellation fee will apply for any cancellations received on/after 1 September 2016 or a "No Show" on arrival date.

Buyers who are not present at any of the buyer activities, including appointments, official ITB Asia functions (including the invitation to social and networking functions) will be deemed as "No Show". The registration fee is non-refundable and will be forfeited upon cancellation (if applicable).

- **Can I recommend colleague to replace me?**

Hosted Buyers who are unable to attend the exhibition may nominate a substitute. The substitute attendee must be from the same organization/company of the registered Buyer, and has to be approved by Messe Berlin (Singapore) Pte Ltd beforehand.

To start the replacement/recommendation process:

- Step 1: Kindly create a new Buyer's registration for the substitute with the same Buyer's Package selection via : <http://itbasia.com.sg/buyerregistration>
- Step 2: Please email [buyer@itb-asia.com](mailto:buyer@itb-asia.com) with your request to nominate a substitute by providing your Buyer's Registration ID and the substitute Buyer's Registration ID to proceed with the validation process.
- Step 3: ITB Asia Team would inform both parties of the success/failure of the substitution within 2 weeks via email.

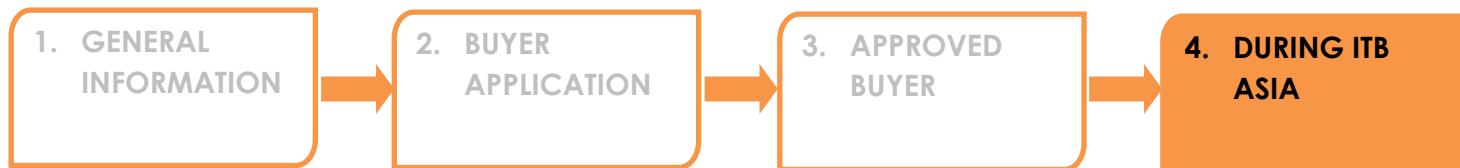
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## 4.1 Scheduled Appointments

- **What time are the Scheduled Appointments and how many appointments are there daily?**  
Appointments schedule is from 1000 hrs and ends at 1700 hrs daily.  
We recommend a maximum 11 appointments daily and each appointment is estimated to be approx. 20 min.
- **Can I attend only 1 out of the 3 exhibition days as a Hosted Buyer?**  
All buyers are required to attend the entire 3 days of the exhibition and reimbursement of flights will be conducted on the last day of ITB Asia.

Please note: Minimum number of appointments per Buyer Programme must be fulfilled. ITB Asia 2016 will have full rights to blacklist or disqualify Buyers whom did not meet their contractual obligations.

## 4.2 Flight Reimbursement (Only for Fully Hosted Buyers)

- **Where is the Reimbursement Room?**  
Basement 2, Sands Expo & Convention Centre.
- **When will the Reimbursement Room be open?**  
The reimbursement is only open on 21<sup>st</sup> October 2016, 1100 hrs – 1700 hrs
- **What documents do I need to prepare for reimbursement?**  
Copies of personal passport, flight ticket and boarding pass must be submitted at the Reimbursement Room on 21<sup>st</sup> Oct 2016, during ITB Asia 2016.

Please bring along the original completed Appointment Sheet. Reimbursement will only be possible for buyers whom had completed the agreed number of appointments.

Please bring along your passport for verification as well.

- **How much will I be reimbursed?**  
All Hosted Buyers will be reimbursed a capped flat rate based on point to point, economy class airfare, as stated in their Agreement Forms.  
  
Should a Buyer purchase flight ticket at a higher/cheaper rate, he/she may simply pay/absorb the difference.
- **How will I be reimbursed?**  
All reimbursement will be made in cash – Singapore Dollar (SGD).



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Please proceed to Buyer's Reimbursement Room (as stated above) with the required documents (as stated above) to proceed with reimbursement.

For more assistance, contact the ITB Asia Team at [buyer@itb-asia.com](mailto:buyer@itb-asia.com) or call +6635 1188