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25 – 27 October 2017
itb-asia.com



ITB
Asia

Asia's Leading Travel Trade Show

ITB ASIA 2017 TRADE VISITOR FAQ

EVENT DETAILS:

Date: 25 – 27 October 2017

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

Opening Hours: 1000 to 1800hrs

Official Partner Country:



Official Partner Hotel:



Official Partner Airline:



Official Medical & Travel Security Partner:

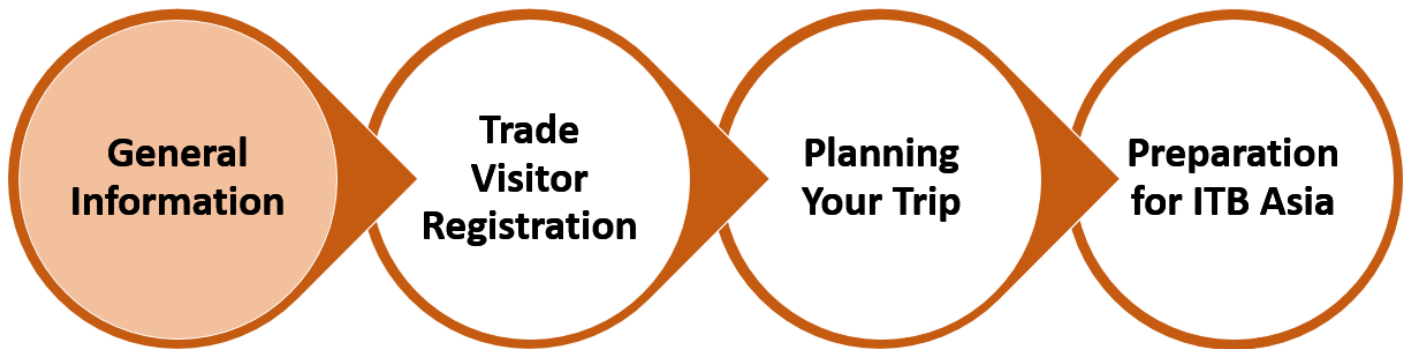


Organised by:



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1 General Information

1.1 Marina Bay Sands & ITB Asia 2017

- **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/>

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


- Access to ITB Asia 2017 Mobile App to make appointments with up to 846 exhibitors
- ITB Asia caters to MICE, Corporate and Leisure markets across 3 days
- Seize the opportunity to connect with the key decision makers
- Build connections with 10,300 attendees from 108 countries.
- Take advantage of seminars and workshop opportunities at our conferences and events
- Participate in our daily raffle draw and win exciting prizes

- **What conferences/events am I entitled to visit?**

Kindly visit our conference and event program from this link: <http://www.itb-asia.com/conference/>

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

You may view our 2017 exhibitors at our exhibitor search at this link: <http://bit.ly/ITBAsia2017ExhibitorSearch>

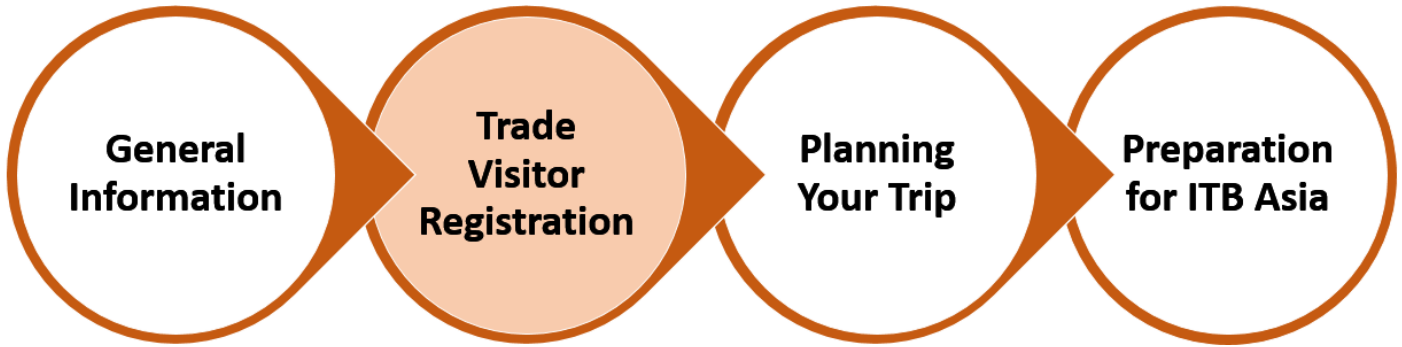
or simply click on the  button located at the right side of our webpage: www.itb-asia.com

- **Is there a minimum age to enter the event?**

The minimum age requirement for delegate to enter is 18 years old.

- **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 Trade Visitor Registration

2.1 Trade Visitor Passes

<u>Types of Badges</u>	<u>Online Rate (USD)</u>	<u>Onsite Rate (SGD)</u>
3-Days Trade Visitor Badge ¹	USD\$100 (Subjected to 7% GST)	SGD\$180 (NETT)
1-Day Trade Visitor Badge ² (Only valid for entry on 27 th October 2017)	USD\$50 (Subjected to 7% GST)	SGD\$90 (NETT)

Please note:

¹ Rate includes access to Exhibition Halls at Basement 2 and conferences at Basement 2 and Level 3.

² Rate includes access to Exhibition Halls at Basement 2 and conferences at Basement 2 and Level 3 **only on 27th October 2017**

All registrations are non-refundable or transferrable

2.2 Trade Visitor Application

- **How do I apply for Trade Visitor Passes?**

Fill in the Online Application Form: <http://bit.ly/TradeVisitor>

- **How long does the process take?**

The process will take 3 – 5 working days. Trade Visitor Registration is confirmed after payment is made.

- **How would I know if I have been confirmed as a Trade Visitor?**

After registration, you will be notified via email in 3 to 5 working days.

- **If I have received a promo code, how do I apply it?**

For visitors with promo code, kindly insert the code at REGISTRATION page.

- **Do you have a step-by-step registration or payment guide?**

Kindly visit this link for a step-by-step registration and payment guide: <http://www.itb-asia.com/wp-content/uploads/2017/05/ITB-Asia-2017-Trade-Visitor-Registration-Guide1.pdf>

2.3 Registration Fee

When filling in the Registration Form, you will be prompted to enter your credit card details for payment of your registration fee. Payment of the registration fee can only be made via credit card (Mastercard & VISA) or PayPal.

The registration fee is non-refundable.

2.4 Payment

- **What are the methods of payment for online?**

Credit Card (Mastercard and VISA) or PayPal

- **What are the methods of payment onsite?**

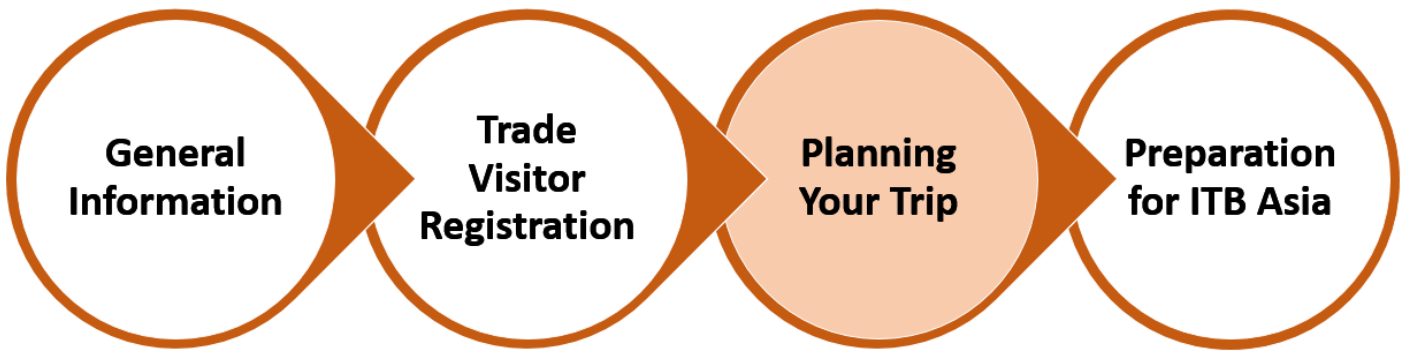
Credit Card (Mastercard and VISA), Cash (SGD or exact amount in USD)

2.5 ITB Asia Trade Visitor's Login

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

Click on the Trade Visitor login link: <http://bit.ly/ITBAsia2017TradeVisitorLogin> and enter your registered email as your Username and your reference number as your Password.

If you have forgotten your Username or Password, please contact the ITB Asia Team for assistance or email info@itbasia.com.sg



3 Planning Your Trip

3.1 VISA Application

- **Do I need a VISA to attend ITB Asia 2017?**

To find out on VISA requirements for your visit to Singapore, please click on this link:

<https://www.ica.gov.sg/page.aspx?pageid=96> . If you need to apply for a VISA, kindly write in to info@itbasia.com.sg

Please note that you must make payment and confirmed your participation as Trade Visitor to be issued the letter of introduction for VISA application.

3.2 Cancellation Policy/ 'No Show' Policy

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

All passes are non-refundable and non-transferrable.

3.3 Flight Booking

- **Official Partner Airline**

Singapore Airlines, ITB Asia's Official Partner Airline, is offering exclusive rates for all attendees this October. Book your trip between 16th -27th October with the following promo code – **ITBASIA2017** to enjoy special rates. Visit Singapore Airlines Official website to book: <http://www.singaporeair.com>

- **Preferred Travel Partner**

Changi Recommends, ITB Asia's Preferred Travel Partner brings convenience to every traveller. Changi Recommends offers the following services: Rental of a local Wifi router in Singapore, Exclusive prices for all Singapore attractions and Transportation services including: Arrival pick-up, Departure pick-up, point to point transfer. Please visit this link <http://www.itb-asia.com/visiting/2017-flight-booking/> or email Travel@changirecommends.com.sg and +65 69229518 for more enquiries.

3.4 Hotel Accommodation

- **Where should I stay in Singapore during ITB Asia 2017?**

You may book with our Official Partner Hotel, Marina Bay Sands, Singapore (MBS), or any of our Preferred Partner Hotels for your stay in Singapore. ITB Asia has currently partnered with the hotels to offer exclusive rates to all attendees. You may book your hotel with these discounted rates via this link: <http://www.itb-asia.com/visiting/preferredhotels-2017/>

You may enjoy these privileges when you book with ITB Asia 2017 preferred hotel partners.

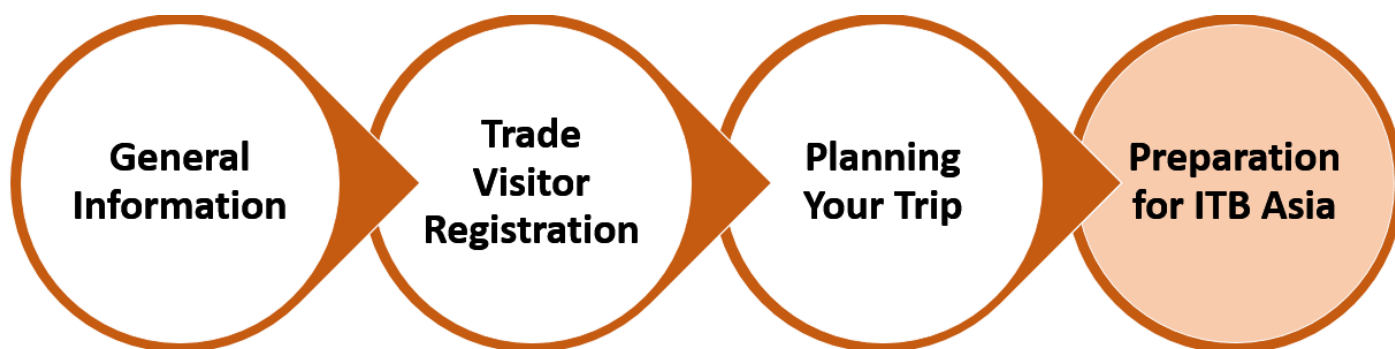
1. Discounted room rates for all delegates
2. Free shuttle bus to event venue
3. Complimentary Wi-Fi
4. Breakfast Included (Subjected to charges)

- **How should I cancel my room reservation?**

Please refer to the booking terms and conditions of the hotel property that you have booked.

3.5 Wi-Fi Accessibility

Rent a pocket wifi from our Preferred Travel Partner – Changi Recommends and Elgonet. You can easily connect to high-speed Internet through the Wi-Fi pocket device for as low as SGD\$8 per day. For more information on Wi-Fi rental, please visit here: <http://www.itb-asia.com/visiting/2017wifirental/>



4 Preparation for ITB Asia

4.1 Trade Visitor Badge

- **How do I collect my Trade Visitor Badge(s)?**

You may print the E-badge(s) which will be sent to the registered email provided during your registration 1-2 weeks prior to the Show.

Alternatively, you may print out the Confirmation Letter (with a Barcode) sent to you during registration and bring it with you to the show to collect your badge(s) at Sands Expo & Convention Centre, Basement 2.

4.2 Arrange business meeting with ITB Asia Mobile App

- You may use ITB Asia's Mobile app to request meetings with exhibitors
- Kindly download using the QR code attached below or simply search for ITB Asia on the App Store or on Google Play.



4.3 Privileges for ITB Asia Delegates

- Click [here](#) to view the guest privileges you may enjoy with ITB Asia Trade Visitor Badge.

Should you require further assistance, please contact info@itbasia.com.sg or call us at +65 6635 1188

See you at ITB Asia 2017!