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18 - 21 March, 2024  
**BARCELONA**  
Gran Via Venue



## **FAQs – FREQUENTLY ASKED QUESTIONS**

### **CONTENTS**

1. BUYING BADGES / REGISTRATION
2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES
3. VENUE SERVICES
4. RULES OF ACCESS
5. ACCOMMODATION, TRANSPORT AND VISAS



&



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## 1. BUYING BADGES / REGISTRATION

Registration

### Once your tickets have been purchased:

To access the show, remember you can access the fair with your printed badge or digital badge available in the APP.

- 1) Download the show's official App (Available February 2024).
- 2) Log in with the credentials (email and password) you used to obtain your ticket.  
If you don't remember your password, don't worry, you have the option to use a new one-time code via email.
- 3) Show your digital or printed badge at the entrance desk.

Invitations with promotional codes

### I have got an invitation with a free entrance code – how do I know which type of visitor badge it is valid for?

Click on the link that will take you to the screen with the promotional code entered. The page will automatically show the badge for which your code is valid and the price with the discount applied.

### How do I request invitations?

Invitations are not on general sale; only exhibitors can purchase invitations through the *Exhibitors' Area* to send to their clients.

### How do I use my invitation?

Check our [Codes User Guide](#). At the end of the registration process, remember to **print/download your badge**.

### I have already bought a 1-day visitor badge and now I have been sent a 1-day invitation code.

As the system does not allow refunds, you can use the invitation to buy a badge for another day.

### I have already bought a 1-day visitor badge and now I have been sent an invitation code for a 4-day visitor badge.

Go to the *Registered Users area* and over the purchased badge click on 'Add product/upgrade'. Enter the 4-day badge invitation code in the appropriate section, click on 'Apply code' and then follow the process. The 1-day badge will be invalidated, and your badge will change to a 4-day one. Remember **to download your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria & HOSTELCO's website.



&



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Group registration

### **Can I register more than one person?**

Yes, you can register a group of visitors if they are all on the same type of badge (1-day, 2 days, and 4-day). You will need to choose the type of badge and the amount on the first screen, then simply fill in the details of all the people to be registered on the following screen.

### **How can the visitors registered as a group log on to the *Registered Users area*?**

Everyone who is registered as a visitor will be sent an email with their individual password for logging on to the *Registered Users area*, where they can manage any name changes, reprint/download their individual badge, buy activities or products, and consult information on their visit to the show.

### **Can I buy activities for more than one person?**

If you have registered as a group of visitors, **you cannot buy activities for the group** during the process of buying the badges. Once you have completed this process, the main buyer or any member of the group can buy extra activities or products.

### **Can I register more than one person using the same email address?**

No. The email address identifies the user and hence must be unique to each visitor.

Registered users

### **How do I log on to the Registered Users area?**

Go to [www.alimentaria.com](http://www.alimentaria.com) and [www.hostelco.com](http://www.hostelco.com) where you will find a direct link to the *Registered Users area* (box in the top right-hand corner). Enter your username and password. Your username is the email address with which you registered to buy your badge. If you can't remember your password, the system will let you reset it.

### **I am already registered; how do I download my badge again?**

You can print/download your badge by entering your username and password in the *Registered Users area* on the show's website, where it will always be available.

### **How can I access my invoice?**

If you requested an invoice during the registration process, go to the *Registered Users area* where it will always be available in the 'Invoices' section.

### **I am already registered. Can I request an invoice?**

If you did not request an invoice during the registration process, the system will have generated a simplified invoice which you can amend to add your tax details by going to the 'Invoices' section.



&



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Changes and refunds

### Can I change my badge type?

- If you have a 1-day badge you can change it for a 2-days/4-day badge by going to the additional services page. You can also change the name of the badge holder.
- If you have a 4-day badge you can only change the name of the badge holder.

Name changes can be made in the *Registered Users* area in the *User Details* section, *Modify*. Don't forget to print/download your new badge in 'My purchases'.

### Can I change dates or get a refund on badges or activities?

Alimentaria & HOSTELCO's system **does not allow**:

- Changes to pass dates. For this reason, it is very important to select the right date in the case of 1-day badges or for any activities you may wish to attend.
- Refunds on badges to the show.
- Changes or refunds on badges to activities.

Activities

### I already have my badge for Alimentaria & Hostelco 2024 but how do I buy badges for the activities?

Go to the *Registered Users area* and over the purchased ticket click on 'Add product/upgrade'. If you buy tickets for activities, don't forget **to download your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria or HOSTELCO website.

### Do I need to print/download my badge again if I have added products or activities?

Yes, it is very important that you **download your badge again**. The only valid badge is the last one you received.

You can also download it at any time from the Registered Users' area on the Alimentaria website.

### Can I buy badges to activities during the Alimentaria show?

Provided that there are still tickets available, you can buy them either online or at the badge desks set up outside the activities themselves.



&



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General

### **Can I buy badges to Alimentaria & HOSTELCO 2024 once it has started?**

Yes, you can buy them online or at the registration windows. If you want to take advantage of any discounts and avoid the queues, we recommend you buy them online.

### **Can I access the show with my mobile phone badge?**

The badge is personal and non-transferable. It will be mandatory to have the badge always available either in print or on the phone. However, we strongly recommend printing the ticket in order to facilitate the reading of the badge at the entrance also by exhibitors who have lead retrieval to obtain visitor's information.

In the event it is lost, the professional visitor/exhibitor must go to the registration front desk (with the corresponding identification) to have their visitor badge reprinted/resend.

### **We are a school/university group; what should we do to visit the show?**

Click on the following link for the terms and conditions for school/university visits for students studying subjects related to food, beverages, and hospitality: [Student groups visit](#)

### **I would like to take part in the international Buyers Programme arranged by the organisation (Hosted Buyers Programme); what should I do?**

Go to the Alimentaria [Hosted Buyers Programme](#) on the Organisers' website.

Go to the HOSTELCO [Hosted Buyers Programme](#) on the Organisers' website.

### **I would like to take part in the national Buyers Programme arranged by the organisation (VIP Buyers Programme); what should I do?**

Go to the Alimentaria [VIP Buyers Programme](#) on the Organisers' website.

Go to the Alimentaria [VIP Buyers Programme](#) on the Organisers' website.



&



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## 2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES

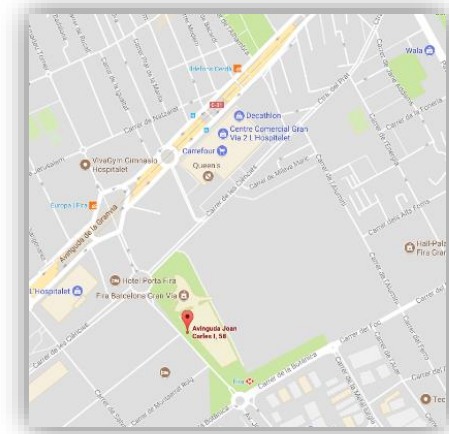
**What is the address of the Gran Via venue?**

Fira de Barcelona

Recinto Ferial Gran Via – M2

Avenida Joan Carles I, 58

08908 L'Hospitalet de Llobregat (Barcelona)



**How do I get to the Gran Via venue?**

Check public transport through our website.



**Metro**

Líneas: L10 (Parada Foc)  
y L9 Sud (Parada Europa |  
Fira)



**FGC**

Estación: Europa | Fira  
Líneas: S8, S33, R6, R5, S4



**Bus**

Estación: Pl. Europa  
Líneas: H12, V1, 46, 65, 79



**Parking A**

Dirección: Av. Joan Carles I,  
58, 08908 L'Hospitalet de  
Llobregat, Barcelona



**Taxi**

Paradas: Acceso sur,  
Acceso este y Acceso norte

[Useful information Alimentaria](#)

[Useful information HOSTELCO](#)

**What are the opening hours of Alimentaria & HOSTELCO 2024?**

Opening hours / Visitors			
MONDAY 18th	TUESDAY 19th	WEDNESDAY 20th	THURSDAY 21st
10:00 - 19:00	10:00 - 19:00	10:00 - 19:00	10:00 - 18:00



&



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### 3. VENUE SERVICES

#### Is there a car park at the venue?

The venue has 4,580 parking spaces and there are areas set aside for Visitors and Exhibitors

#### Which restaurants will be open during the show?

The Gran Via venue has many restaurants and catering services; view them at [www.gastrofira.com](http://www.gastrofira.com)

#### Are there any ATMs at the venue?

At the Gran Via venue you will find the following ATM:

- CaixaBank: South entrance

#### Is there a cloakroom service?

The Organisers have arranged the following cloakroom services:

- South entrance
- East entrance
- North entrance

Price per item: €3 (incl. VAT)

Please remember that you may not bring cases larger than 45 x 35 x 20 cm (briefcase size), trolley bags or backpacks into the show.

#### Is there Wi-Fi at the venue?

Alimentaria y HOSTELCO 2024 offers various networks free of charge to visitors and exhibitors.

##### For **VISITORS**

A&H\_VISIT

Password: visitante

##### For **EXHIBITORS**

A&H\_EXPO

Password: expositor

Information on how to access these networks will be displayed at the venue during the show.





&



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Gran Via Venue



## 4. RULES OF ACCESS

**Accessing the venue implies acceptance of the Rules of the Show.**

[Check out the full regulations for the show.](#)

### **Can I access the venue if I am not a professional in the agri-food, beverage and / or Horeca sector?**

Access to the Alimentaria & HOSTELCO trade fair is exclusively for professionals from the agri-food, beverage and catering equipment industry in foodservice sector, which includes the production, distribution and marketing of all types of products in these sectors.

To ensure an optimal professional relationship between those attending Alimentaria & HOSTELCO, the attendees must be able to prove that they currently perform roles for commercial entities which buy, distribute, sell, or offer services to this industry.

For this reason, Alimentaria & HOSTELCO will put in place an attendee screening process (both for registered professionals and guests); through this, the Organization will be able to request the accreditation of the attendees' commercial activity.

### **Can I bring my dog/pet into the venue?**

We regret that no animals are allowed into the venue apart from those permitted by law.

### **Can I bring children to the show?**

Children under 18 are not allowed. Exceptionally, and only during visitor opening times of the event, the Organisation will allow the entry of breastfeeding babies up to 1 year old, to facilitate the reconciliation of work and family life of professional women in the industry.

### **Can I buy products from exhibitors at the show?**

Alimentaria is a professional trade show and the direct sale of products from stands is not permitted, nor is any form of itinerant selling.

### **I am a visitor: can I take away samples from exhibitors?**

- Visitors are not permitted to leave the venue with more than one bag of product samples.
- The organisers reserve the right to examine the content of bags if they suspect this regulation is being flouted, as well as the confiscation of any such products in these circumstances.
- All the material confiscated by the organisers at the exit security control, due to breach of the regulations will be handed over to the Food Bank for management and use.





&



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## 5. ACCOMMODATION, TRANSPORT AND VISAS

### How do I go about organising my trip to Barcelona?

Check out our special travel and accommodation offers with Alimentaria & HOSTELCO official supplier: [Book your trip.](#)

- Alimentaria 2024 Travel agency - <https://alimentaria.bnetwork.com/>
- HOSTELCO 2024 Travel agency - <https://hostelco.bnetwork.com/>

### Are there any travel discounts for exhibitors and visitors to Alimentaria & HOSTELCO?

Alimentaria offers discounts with Renfe.

You can get access to these offers with your exhibitor badge or, as a visitor, once you have bought your badge (*Registered Users area, in the Visas and Travel section*)

### I'm an international visitor and I need a visa for Spain; how do I get an Invitation Letter?

Alimentaria offers accredited international visitors the opportunity to obtain a Letter of Invitation to take to your consulate to get a visa for your trip to Spain on the dates of the show.

When you have completed the registration and pass purchase process, you will find an application form for the Letter of Invitation in the *Registered Users area* in the *Visas and Travel* section.

Click on this link to see the [countries whose nationals are required to have a visa.](#)

### Any queries?

#### You can contact us as follows

by e-mail: [visit@alimentaria.com](mailto:visit@alimentaria.com)  
or by calling [\(+34\) 93 233 20 00](tel:+34932332000)