

FAQs – FREQUENTLY ASKED QUESTIONS

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1. BUYING BADGES/REGISTRATION

Registration

Once your tickets have been purchased:

To access the show, remember you must use the digital ticket that you will find in the show's official APP.

- 1) Download the show's official App (Available January 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 ticket at the ticket desk where we will print your paper pass.

Invitations with registration code/link

I've got an invitation with a free entrance registration link/invitation code– how do I know which type of visitor badge it is valid for?

Click on the registration link and will show you the type of badge it is valid for. The page will automatically show the badge for which 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 [Code users guide](#). At the end of the registration process, remember to **print/download your badge**.

I've already bought a 1-day visitor badge and now I've been sent a 1-day invitation registration link/code.

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

I've already bought a 1-day visitor badge and now I've been sent a registration link/code for a 3-days visitor badge.

As the system does not allow refunds, you can use the invitation to upgrade your badge to a 3-days badge.

Go to the *Registered Users* link and over the purchased badge click on 'Add product/upgrade'. Enter the 3-days badge registration link/code in the appropriate section, click on 'Validate code' and then follow the process. The 1-day badge will be

invalidated, and your badge will change to a 3-days one. Remember **to download your digital 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 Barcelona Wine Week's website.

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 or 3-days). 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 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 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 for each visitor.

Registered users

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

Go to www.barcelonawineweek.com/en/ 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'm already registered, how do I print/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.

Changes and refunds

Can I change my badge type?

- If you have a 1-day badge you can change it for a 3-days badge by going to the additional services page. You can also change the name of the badge holder.
- If you have a 3-days 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?

Barcelona Wine Week's system **does not allow**:

- Changes on badge 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 tickets to activities.

Activities

I already have my badge for Barcelona Wine Week 2024 but how do I buy tickets for the activities?

Go to the *Registered Users Area* and over the badge click on 'Add product/upgrade'. If you buy tickets for activities, don't forget **to download your digital 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 Barcelona Wine Week's website.

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

Yes, it's very important that you **download your digital 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 Barcelona Wine Week's website.

Can I buy tickets to activities during the Barcelona Wine Week show?

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

Can I buy badges to Barcelona Wine Week once it has started?

Yes, you can buy them online. If you want to take advantage of any discounts and avoid the queues, we recommend you buy them online during the early bird.

Can I access the show showing the badge on the mobile phone?

The badge is personal and non-transferable. It will be mandatory to have the badge/ticket always available either printed or on the phone. However, we strongly recommend printing your badge to facilitate the reading of data at the entrance and by exhibitors who have code readers to obtain your information.

In case of loss, all professional Visitors/Exhibitors must go to the registration desks (with the corresponding identification) to have the accreditation/badge reprinted/resent.

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

Click on the following link to know the terms and conditions for school/university visits for students studying subjects related to wine industry:

<https://www.barcelonawineweek.com/en/visit/student-groups-visit/>

I would like to participate in the Buyers Invitation Programs hosted by the Organisation. What should I do?

Check the Buyers Invitation Programs for Barcelona Wine Week.

- [Hosted Buyers Programme](#)
- [Vip Buyers Programme](#)

2. USEFUL INFORMATION: TRANSPORT AND OPENING TIMES

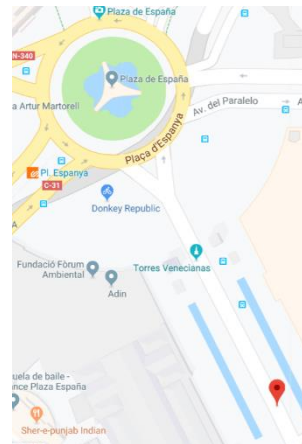
What is the address of Montjuïc Venue?

Fira de Barcelona

Trade Show Venue Montjuïc – Hall 8

Av. Reina M^a Cristina s/n

08004 - Barcelona



How do I get to the Montjuïc Venue?

Cómo llegar / How to get there

Direcció / Address: Av. Reina Maria Cristina s/n 08004, Barcelona

B Autobús TMB: Líneas / Lines: D20, D40, H12, H16, V7, 13, 23, 46, 65, 75, 91, 109, 150, 165

R Renfe: Estació / Stop Barcelona - Sants

M Metro: L3, L1 (estació / stop España)

S FGC: Líneas / Lines S8, S33, R6, R5, S4 (estació / stop España)



BWW
BARCELONA WINE WEEK
THE SPANISH WINE EVENT

[Useful information](#)

Which halls is Barcelona Wine Week 2024 being held in?

Trade Show Venue Montjuïc – Hall 8



What are the opening hours of Barcelona Wine Week 2023?



Opening Hours / Visitors		
MONDAY 5th FEBRUARY	TUESDAY 6th FEBRUARY	WEDNESDAY 7th FEBRUARY
10:00 - 19:00	10:00 - 19:00	10:00 - 17:00

3. VENUE SERVICES

Is there a parking at the venue?

Visitors of **Barcelona Wine Week 2024** will enjoy special parking prices showing their badge in Shopping Center Las Arenas.

Visitors will also find some paying public parking near the venue.

-  **Parking público** / Public parking
-  **Las Arenas Parking**
(tarifa especial / special rate). 6h (máx): 5,12€.



Are there any ATMs at the venue?

You will find a ATM at Av. Reina M^a Cristina, near the access door to Hall 8.

Is there a cloakroom service?

The Organisers have arranged cloakroom services in Hall 8.

Price per item: 3€ (VAT included)

Is there Wi-Fi at the venue?

Barcelona Wine Week 2024 offers various networks free of charge to exhibitors and visitors, all of them 5GH.

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

Exhibitors:

BWW_EXPO

- Password: expositor

Visitors:

BWW_VISIT

- Password: visitante

4. ADMISSION RULES

Accessing the venue implies acceptance of the Trade Show Policies.

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

Can I access the Venue if I am not a professional related to the wine industry sector and/or foodservice sector?

Access to the Barcelona Wine Week trade fair is **exclusively for professionals** from the Wine Industry sector, which includes the production, distribution, and marketing of all types of products in this sector as well as Food Service Sector.

To ensure an optimal professional relationship between those attending the Barcelona Wine Week trade fair, 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, Barcelona Wine Week will put in place an attendee screening process (both for registered professionals and guests); through this, the trade fair's organisers 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 Access with my bicycle?

Either bicycle, skateboard, scooter or similar are not permitted.

Can I bring children to the show?

Children under 18 are not allowed (alone or accompanied by adults). Notwithstanding the foregoing, those professional employees under 18 will be allowed to access the show with the sole aim of carrying out their professional activity. However, it is strictly prohibited to sell alcoholic beverages to any person under the age of eighteen years.

Exceptionally, and only while the event is being held, the Organisation will allow the access of breastfeeding women with babies of up to one (1) year of age, in order to facilitate the work-life balance of women working in the sector.

Can I buy products from exhibitors at the show?

Barcelona Wine Week 2024 is a professional trade show and the direct sale of products from stands is not permitted, nor is any form of itinerant selling.

5. ACCOMMODATION, TRANSPORT AND VISAS

How do I go about organising my trip to Barcelona?

Check out our special travel and accommodation offers with Barcelona Wine Week's official supplier: [Book your trip](#).

Are there any travel discounts for exhibitors and visitors to Barcelona Wine Week 2024?

Barcelona Wine Week 2023 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?

Barcelona Wine Week 2024 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 badge 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



Contact

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Mail: infofira@firabarcelona.com

Business hours: 08:00-20:00

Weekend hours: according to availability