



FAQ Ticketshop

Visitor

Who can participate at Global Bar Week?

The Bar Convent is a trade show only for professionals and a proof of its legitimacy must be provided.

What does Global Bar Week mean and what is the difference to Pouring Digital?

The title of the digital event is Pouring Digital. As part of a global Bar Week and networked platform, you will have the opportunity to see content from BCB Berlin, BCB Brooklyn, BCB Sao Paulo, as well as the Imbibe live. Access to Pouring Digital, as part of the Global Bar Week is valid from 12 - 18.10.2020.

Which legitimations are valid at Bar Convent Berlin for buying a ticket?

One of the following proofs must be provided for authentication. It is not necessary to provide all the evidence for each group.

Self-Employment

- Trading license with an exact specification
- Trade register excerpt with an exact specification
- Certificate from the tax office

Employees

- Certificate of employment from your employer and a copy of the trading license/ trade register excerpt from your head
- Copy of the employment contract

Eventually naming your social media accounts could help speeding up the process of receiving a legitimation approval.

How do I get a ticket for BCB Barweek digital event?

Tickets are available online. You can easily buy your ticket in advance in the ticket shop. If you have received a voucher, you can redeem it **online**.

How much do online tickets cost?

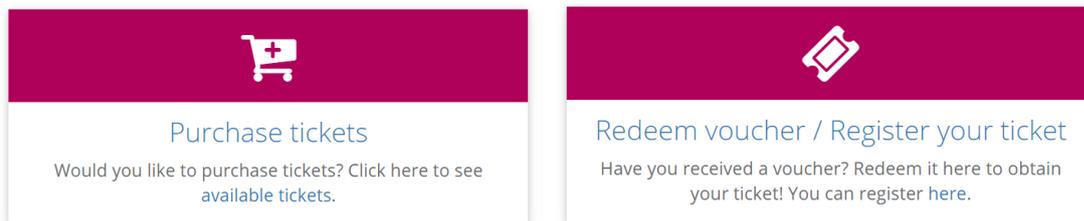
The registration for BCB Barweek is free-of-charge. The tasting boxes with shipping within Germany cost 20€ and the tasting boxes with shipping to EU countries are 30€.

How do I redeem a voucher code?

A voucher is not a ticket and it must be redeemed for an admission ticket. Access is not possible without a valid ticket.

1. Please go to www.barconvent.com/tickets

2. Here you have the possibility to buy a ticket and/or redeem a voucher. Follow the respective boxes on the ticket page and enter your voucher code there.



3. Please select the appropriate ticket in the ticket overview.

4. In the next step you can/must register. This is now also possible with the mentioned third party accounts.

The image shows a registration form. At the top, there are two options: 'Ich bin Neukunde Jetzt registrieren und Ticket personalisieren' and 'Ich habe ein Benutzerkonto Mit E-Mail-Adresse und Passwort einloggen'. Below these is a light blue box with the text 'Funktionen mit Benutzerkonto: Verwalten Ihrer Bestellungen, schneller Zugriff auf Ihre Tickets.' The form has two columns. The left column contains four input fields: 'E-Mail *', 'E-Mail Bestätigung *', 'Passwort *', and 'Passwort Bestätigung *'. Below these is a green 'Registrieren' button. The right column is titled 'Anmeldung über Drittkonten' and contains three buttons: 'Anmeldung mit Facebook', 'Anmeldung mit Google', and 'Anmeldung mit LinkedIn'.

5. After personalizing your user data, you have the option of assigning the ticket to yourself or sending it to a colleague.

If you send the ticket to a colleague, they will receive a notification by e-mail with a link to the ticket shop to complete their registration. The ticket will not be activated until the colleague is fully registered.

You will then receive a confirmation e-mail. You will receive access to Global Bar Week shortly before the event begins.

Can I redeem several vouchers?

You can redeem one voucher per day and registration.

How long is a voucher code valid/redeemable?

The vouchers are redeemable as long as contingents are available. The possession of a voucher code does not guarantee a ticket.

What are the reasons for cancelling the payment process?

The interruption may be caused by an Internet line that is too slow. If possible, please try again using a wired Internet connection (LAN). The use of another Internet browser (e.g. Firefox, Mozilla, Google Chrome) can also be helpful.

Is my ticket transferable/ Can I buy a ticket for someone else?

All tickets must be personalized. New is that you can send a purchased ticket and/or voucher code to a colleague. This colleague will then be asked to register in the ticket shop by e-mail. A maximum of one ticket per day may be purchased per registration. Any barcode that has already been validated will be recognised as such by the electronic admission control and the ticket holder of a copied or duplicated Online Ticket will be denied access.

In principle, the public sale of tickets is prohibited. Should we determine this, the tickets will be cancelled by us. If you have any questions, please contact our Customer Service Center via email csc@reedexpo.de or via phone under +49 211 90191-460 directly.

I can't find my etickets / My email inbox was deleted.

In this case, please contact our Customer Service Center:
+49 211 90191-460 or via e-mail: ticket@barconvent.com.
We will send you the ticket again.

Why do I have to specify my time zone?

This information is required for the event platform to provide you with content such as lectures, tasting sessions or unboxing videos at any time. A support team is always available for you.