



General Terms and Conditions Governing the Purchase and Use of Admission Tickets (e-tickets) and Voucher Codes for Spielwaremesse 2025

Contract

Upon the purchase of admission tickets (e-tickets) or the use of voucher codes to buy admission tickets (e-tickets), a contract is concluded between Spielwaremesse eG and the trade visitor.

If necessary, access data will be assigned in the online ticket shop. The trade visitor is responsible for ensuring that no unauthorised third parties gain knowledge of the trade visitor's access data. The trade visitor is liable for all misuse by third parties occurring in this context, unless the trade visitor is not at fault. In the case of an online order for admission tickets (e-tickets), the trade visitor submits a binding offer to conclude a contract with Spielwaremesse eG. If, in an intermediate step, Spielwaremesse eG confirms receipt of the contract offer to the trade visitor online, this does not yet constitute acceptance of the offer, but is subject to availability of the ordered admission tickets (e-tickets) and consideration of special circumstances (e.g. security aspects). The contract between Spielwaremesse eG and the trade visitor is only concluded upon dispatch or electronic dispatch of the admission tickets (e-tickets) on the basis of these General Terms and Conditions of Use.

Entitlement

Spielwaremesse® is a trade only fair. Only trade visitors are entitled to attend.

Children and young people under the age of 16 will not be admitted, except for infants up to six months accompanied by an approved participant. Proof of age is required.

Ban on over-the-counter (OTC) sales

Acquisition in return for payment with handover of products at the Spielwaremesse ("over-the-counter sales") is forbidden. To avoid violations of the ban on OTC sales, the following additional regulations apply:

- Wheeled luggage, suitcases, large bags and the like must not be brought into the exhibition halls. Such items have to be left in the cloakroom. Spielwaremesse eG reserves the right to allow these to be taken into the exhibition centre in justified exceptional cases.
- Excessive / disproportionate collection of products is forbidden. Carrying a multitude of products will be considered an indication of a violation of the ban on OTC sales unless the visitor can prove to Spielwaremesse eG that they are a trade visitor who has received free samples from exhibitors for their business only.

Sanctions in the event of a violation of the ban on OTC sales:

- The trade fair ticket will be invalidated.
- The visitor will be required to leave the exhibition grounds immediately and will not be permitted to return.
- Spielwaremesse eG may ban the visitor from attending the Spielwaremesse in subsequent years and exclude them from participation.
- At Spielwaremesse eG's discretion, the visitor must either return the products to the exhibitors concerned or hand them over to Spielwaremesse eG for distribution to a charitable organisation. Spielwaremesse eG runs a donation project to which exhibitors can donate products, mainly those that they do not wish to take away with them from the trade fair.

In the event of a suspected violation of these regulations, visitors will be required to identify themselves to Spielwaremesse eG upon request by presenting their ID card/passport and visitor ticket.

Photography is only allowed with the permission of the organiser.

Admission tickets (e-tickets):

Only electronic admission tickets (e-tickets) are available for purchase. There are no paper tickets. Tickets will not be available for purchase at the exhibition grounds. The online ticket shop will be open in advance of the trade fair and throughout its duration.



Admission ticket as an electronic business card

The barcode on your e-ticket can be scanned using suitable QR code readers.

When you allow an exhibitor to scan your QR code, you consent to the contact details you provided at registration being passed on to them for use in the context of business relationships.

The following data is shared:

- First name
- Last name
- Company name
- Professional title
- Interests (based on product categories)
- Email address
- Telephone number
- Time zone
- Area of responsibility
- Biography profil

You may withdraw your consent to the use of this data directly with the exhibitor at any time.

Our Privacy Policy applies and can be read at www.spielwarenmesse-eg.de/en/data-protection.

Validity

The admission ticket (e-ticket) is personalised and only valid on the event days listed. A one-day ticket only entitles the holder to visit the Spielwarenmesse on the respective day of the fair and loses its validity on the other days of the fair. Tickets may not be passed on to third parties. The voucher code is only valid for Spielwarenmesse 2025 and is not transferable to subsequent years. The voucher code is to be used exclusively by the holder. External publication is not permitted. In the event of misuse of the voucher code, Spielwarenmesse eG reserves the right to take appropriate technical measures to ensure the proper functioning of the online ticket shop.

Admission regulations

Before visiting the trade fair, please inform yourself on our website about the respective applicable regulations.

Admission ticket (e-ticket) as a public transport travel pass

On the day of the trade fair visit, the admission ticket (e-ticket) is also valid as a travel pass on all VGN buses/trains (for trains: 2nd class, supplement-free trains) to/from Spielwarenmesse within the entire VGN-Area until the end of the operating hours (including nightliner services). Day tickets are only valid on the chosen day. VGN terms and conditions apply in all other respects. Otherwise, the VGN common tariff applies.

For more information, please visit www.vgn.de/verbundgebiet.

Payment

The admission ticket (e-ticket) can be paid with the following means of payment:

- Credit card (Mastercard, Visa and American Express)
- PayPal
- Apple Pay

Invoice/receipt

Upon purchase of the ticket, you will automatically receive an electronic invoice via email.

Exchange/return

It is not possible to exchange or return admission tickets (e-tickets).

Access

By creating or purchasing your admission ticket (e-ticket) for Spielwarenmesse, you agree to barcodes being displayed on the e-ticket containing data relevant to your visit to Spielwarenmesse. These include your full name, your company and the ticket ID. The barcodes will be scanned for access control by the control staff using equipment specially designed for this purpose.

Damages and retention of title

Wherever possible, damages in connection with the purchase of a ticket in advance, on whatever legal grounds, are limited to intentional or grossly negligent conduct on the part of employees and statutory agents of



Spielwarenmesse eG. The admission tickets (e-tickets) remain the property of Spielwarenmesse eG until full payment has been received.

Data Protection

Our Privacy Policy applies and can be read at www.spielwarenmesse-eg.de/en/data-protection/.

Sound, film and/or photo recordings

By creating or purchasing your admission ticket (e-ticket) for Spielwarenmesse 2025, you agree to the production of sound, film and/or photo recordings and the use of such recorded material, insofar as you are depicted, without restrictions in terms of space, time or location in all Spielwarenmesse eG media. This also includes the use of quotes in printed and/or digital media, including quotes that have been adapted. You may object to their publication at any time by emailing datenschutz@spielwarenmesse.de. If technically possible, the recordings and/or photos will then be erased immediately.

Organizer/Contact

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