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Reasons for postponements

- **What are the reasons for postponements?**

Messe Düsseldorf is following the recommendation of the crisis management team of the German government to take into account the principles of the Robert Koch Institute when assessing the risk of major events. On the basis of this recommendation and the recent significant increase in the number of infected persons, including in Europe, Messe Düsseldorf has reassessed the situation. Added to this is the uncertainty of numerous exhibitors and visitors at the events in March and the complicated travel situation, especially for international customers.

- **Who decided that the events would be postponed?**

The management of Messe Düsseldorf made the decision on the basis of the recommendation of the crisis management team of the German government to take into account the principles of the Robert Koch Institute when assessing the risks of major events. On the basis of this recommendation and the recent significant increase in the number of infected persons, including in Europe, Messe Düsseldorf has reassessed the situation. Added to this is the uncertainty of numerous exhibitors and visitors at the events in March and the complicated travel situation, especially for international customers.

- **Why are you reacting so late?**

Messe Düsseldorf has reassessed the situation on the basis of the current recommendation of the German government's crisis management team to take the principles of the Robert Koch Institute into account when assessing the risk of major events, and the recent significant increase in the number of infected persons, including in Europe.

We have been and continue to be in close contact with the authorities on the subject of the coronavirus. The medical facilities on the exhibition grounds are always up to date and prepared. The close contact between all the authorities involved has ensured and will continue to ensure that any new findings are discussed and that measures for the exhibition grounds are adapted accordingly.

- **Did you have to postpone the upcoming fairs because of too many cancellations?**

The decision to postpone the company's own events at the Düsseldorf exhibition centre in March 2020 was prompted by various reasons: In postponing the decision, Messe Düsseldorf is following the recommendation of the crisis management team of the German government to take into account the principles of the Robert Koch Institute when assessing the risk of major events. On the basis of this recommendation and the recent significant increase in the number of infected persons, including in Europe, Messe Düsseldorf has reassessed the situation. Added to this is the uncertainty of numerous exhibitors and visitors at the events in March and the complicated travel situation, especially for international customers.

- **Were there certain regulatory requirements that you could not meet?**

Messe Düsseldorf is following the recommendation of the crisis management team of the German government to take into account the principles of the Robert Koch Institute when assessing the risk of major events. On the basis of this recommendation and the recent significant increase in the number of infected persons, including in Europe, Messe Düsseldorf has reassessed the situation. Added to this is the uncertainty of numerous exhibitors and visitors at the events in March and the complicated travel situation, especially for international customers.

- **Can you no longer guarantee safety and hygiene? / Are your employees still safe?**

As usual, the Düsseldorf exhibition centre offers a high level of hygiene and safety as well as good medical care. The medical facilities on the exhibition grounds are always up to date and prepared. The close contact between all the bodies involved ensures that any new findings are discussed and that measures for the exhibition grounds are adapted accordingly.

Further developments / scheduling

- **What happens now?**

We ask for your understanding that we will first and foremost take care of our exhibitors and visitors who are directly affected by the postponements.

- **When will the events be rescheduled?**

We are currently finding new dates for the respective fairs in coordination with our industry partners.

- **What does "in coordination with our industry partners" mean?**

We will work together with the advisory boards and partners of the respective trade fairs to find a date.

- **How would you like to include the events in your full trade fair calendar? / Do you even have to postpone the trade fairs until next year? / Are you really postponing, or are they just veiled cancellations?**

Messe Düsseldorf is currently in the middle of a trade fair rally: by the end of June 2020, almost all of Messe Düsseldorf's world leading trade fairs are planned. Some have already taken place, six trade fairs are now being postponed. From June onwards, the Düsseldorf Exhibition Centre will be working at full capacity as usual, so that there will be sufficient scope for finding new dates for the respective trade fairs together with our industry partners.

Exhibitor and visitor numbers

- **How many exhibitors and visitors would have originally come to the respective fairs?**

	Expected Exhibitors 2020	Expected Visitors 2020
BEAUTY	600	68,000
TOP HAIR	200	42,000
ENERGY STORAGE EUROPE	180	4,500
ProWein	6,900	62,000
Wire	1,450	43,000
Tube	1,250	30,000
Total	10,580	249,500

Additional Events (Domestic/Foreign)

- **What about interpack and drupa?**

There are currently no intentions to postpone the major trade fairs interpack and drupa, which will be held in Düsseldorf in May and June. In consultation with health authorities and partners, Messe Düsseldorf will again assess the situation in good time and make an appropriate decision.

- **Why is the SPORTS INNOVATION not cancelled?**

SPORTS INNOVATION is a proprietary event with a selected group of participants in partnership with the DFL, which takes place not at the Düsseldorf Exhibition Centre but in the MERKUR SPIEL-ARENA. In coordination with our partner, the DFL, we have decided to continue to hold this event in a special location.

- **What about partner and guest events?**

Messe Düsseldorf is in close contact with its partner and guest organisers. The respective organisers have the decision-making authority over the implementation of events.

- **What about congresses and events? (DC)**

Düsseldorf Congress is in close contact with its customers. The respective organisers have the decision-making authority over the implementation of events.

- **Who guarantees that the fairs will still take place from autumn onwards (CAR-AVAN SALON etc.)?**

Of course we take the concerns of our customers, guests, partners and neighbours regarding the coronavirus very seriously. Messe Düsseldorf therefore continues to monitor current developments closely and is in direct contact with health authorities in order to be able to make appropriate decisions.

- **Are events abroad affected?**

Recently, public events were cancelled by Chinese authorities to contain the coronavirus. This also applies to CHINAPLAS 2020, which is organized by our partner Adsale Exhibition Services Ltd. and is part of the global portfolio around the Düsseldorf plastics trade fair K. Adsale Exhibition Services Ltd. has announced that the show will be postponed in coordination with the responsible authorities in Shanghai. It will not take place from 21 April to 24 April as planned. For further information please contact the organizer Adsale Exhibition Services Ltd. directly.

Informa Markets is postponing the FHA Food & Beverage, which was scheduled to take place in Singapore from 31 March to 3 April 2020, due to the current difficult global travel situation, especially in Southeast Asia. ProWine Asia (Singapore) 2020, which will be held parallel to FHA-Food & Beverage and is co-organised by Messe Düsseldorf Asia and Informa Markets, will also be postponed.

Economic consequences / city

- **What are the economic consequences of the shifts? / Messe Düsseldorf has forecast the best prospects for the 2020 financial year. Do you have to revise them downwards?**

Messe Düsseldorf is still at the beginning of its financial year. It is not possible at this point in time to make any statements regarding possible effects.

- **What does this mean for Messe Düsseldorf's distributions to owners?**

Messe Düsseldorf is still at the beginning of its financial year. It is not possible at this point in time to make any statements regarding possible effects.

- **Do the postponements have an impact on your investment programme?**

Messe Düsseldorf is still at the beginning of its financial year. It is not possible at this point in time to make any statements regarding possible effects.

- **How will this shift effect the local economy? (hotels, restaurants, retail, taxis, local transport etc.)**

Düsseldorf's trade fair, congress and event businesses have a positive effect on the city. According to a study by the ifo Institute, it generates average additional tax revenues of 36.3 million euros per year. Added to this are purchasing power effects of 1.66 billion euros and 16,664 jobs, which are secured by Düsseldorf's trade fair and congress organisers and their events in the region.

It is not yet possible to make any statements about possible effects on the city at this time.

Exhibitors and visitors

- **General statement:**

All parties involved are working on solutions for all open questions and will get in touch with you.

- **How do you deal with exhibitor cancellations? (keyword refund)**

Existing contracts remain valid for the alternative date of the postponed trade fairs. Should individual exhibitors not be able to adhere to the existing contracts, an individual solution must be found in consultation with all parties involved.

- **Do exhibitors get their money back if an event is postponed or cancelled?**

Existing contracts remain valid for the alternative date of the postponed trade fairs. Should individual exhibitors not be able to adhere to the existing contracts, an individual solution must be found in consultation with all parties involved.

- **What happens to stand fees?**

Existing contracts remain valid for the alternative date of the postponed trade fairs. Should individual exhibitors not be able to adhere to the existing contracts, an individual solution must be found in consultation with all parties involved.

- **Will you compensate your customers for costs incurred so far from flights booked, hotel accommodation etc?**

We are unable to provide information on contracts between customers and third parties, as these have not been concluded with Messe Düsseldorf.

- **Do you compensate your customers for costs incurred to date by booking OOS services with official exhibition service partners?**

We are in discussions with our official exhibition service partners to find the best possible solution.

- **Will exhibitors receive the same stand space at the next event?**

Despite the postponements, we are trying to maintain our current plans, but cannot make any definitive statements on this at the present time.

- **Do OOS services booked with Messe Düsseldorf have to be cancelled? How?**

Orders placed with Messe Düsseldorf shall initially remain valid for the alternative date.

- **Are the OOS services booked with Messe Düsseldorf automatically transferred?**

Yes, orders placed with Messe Düsseldorf remain valid initially for the alternative date.

- **What do we tell the stand builders on site? / Who bears the costs for dismantling already (partially) erected stands?**

We are unable to provide information on contracts between customers and third parties, as these have not been entered into with Messe Düsseldorf. We are in discussions with our official Messe Düsseldorf service partners to find the best possible solution.

- **What happens if exhibitors cannot or do not want to participate on the alternative dates?**

Existing contracts remain valid for the alternative date of the postponed trade fairs. Therefore, no generally valid statements can be made in this regard at present. In such cases, an individual solution must be found in consultation with all parties involved.

- **Have there been problems with the dispatch/acceptance of exhibition goods from China, Italy or South Korea at the German border and/or on the exhibition grounds, e.g. with forwarding agents?**

There are no restrictions on the dispatch of goods and no additional checks at Messe Düsseldorf. According to the [Robert Koch Institute](#), transmission via inanimate surfaces has not yet been documented. An infection with the 2019-nCoV via surfaces that do not belong to the direct environment of a symptomatic patient, such as imported goods, mail or luggage, therefore appears unlikely. Messe Düsseldorf has no influence on delays at the German border or in the country of dispatch; the [Federal Customs Administration](#) will provide information on current import regulations for companies from non-EU countries.

- **Do exhibitors receive assistance in communicating with their customers?**

As usual, Messe Düsseldorf will support its exhibitors as much as possible. Your individual contact persons are available to answer your questions.

- **How do you proceed with the exchange of visitor tickets?**

Visitor tickets already purchased for the postponed trade fairs will remain valid for the new date.