



THAIFEX - Anuga Asia 2020 - Event Rescheduled

THAIFEX - Anuga Asia has been rescheduled to 22 - 26 September 2020

FAQ on Event Announcement (*Updated on 12 March 2020*)

GENERAL

Why have you decided to reschedule THAIFEX - Anuga Asia 2020?

In keeping up with the current situation involving the COVID-19 global pandemic and the increasing restrictions being placed on travel and tourism, we have decided to reschedule THAIFEX - Anuga Asia 2020. The safety and well-being of all our stakeholders remain of top priority to us. After a long and careful deliberation with our stakeholders, we have decided to reschedule THAIFEX - Anuga Asia to 22 - 26 September 2020.

Please click [here](#) for the official statement.

When is the new date?

THAIFEX - Anuga Asia will be held from 22- 26 September 2020. For opening hours, please click [here](#).

How do I get latest updates on the COVID-19 situation in Thailand?

The Thailand Government is taking this very seriously and has an active surveillance and screening system for disease control, thanks to its experience in dealing with medical conditions such as SARS, MERS, avian flu and others. The latest advisories are available and published by the [Department of Disease Control](#).

I have more questions. Who can I contact?

For all queries, please write to thaiFEX-anuga@koelnmesse.com.sg.



EXHIBITOR

Are we expecting any changes to the existing contractual agreement?

The signed agreement will remain in effect, as we are simply rescheduling the event. If the exhibitor does not indicate that they are no longer interested in participating in the event, based on the new date, all the arrangements will remain in place. Revised stand confirmation will be sent in due course.

I am registered as an exhibitor. Will I be reimbursed if I choose to drop out of the event at any time?

THAIFEX - Anuga Asia 2020 representatives are in contact with all exhibitors to discuss their participation at the rescheduled dates, accordance to the relevant terms and conditions outlined in the legal binding contract.

We will work closely with you to provide a strong support network, following the rescheduling of the event. Should you require urgent assistance, please email us at thaiFEX-anuga@koelnmesse.com.sg.

I have made travel arrangement prior to the event. Will I get reimbursed for my travel / accommodation or any other expenses incurred since THAIFEX - Anuga Asia is postponed?

We advise you to contact your travel or booking agent and hotel provider immediately for information and advice corresponding to their specific cancellation & amendment policies. As travel and accommodation are not booked through the organisers nor event, we are unable to facilitate any refund for your accommodation. For peace of mind, we recommend you take out travel insurance if you have not already done so.

I am an exhibitor. Why can't I access the Online Exhibitor Portal?

We have temporarily closed access to the Online Exhibitor Portal to carry out necessary maintenance. The portal will be available from early May 2020.



VISITOR

I have pre-registered my visit to THAIFEX - Anuga Asia. Do I have to register again now that the event is re-scheduled?

Your registration will remain valid and we will be in touch with you again on your plans to visit the event.

I am invited and approved as a Hosted Buyer to attend THAIFEX - Anuga Asia. What is my next step?

Your registration and status as our Hosted Buyer remain valid. Our team will be in close contact with you. Should you require urgent assistance, please contact thaifex-anuga@koelnmesse.com.sg.

I have made travel arrangement prior to the event. Will I get reimbursed for my travel / accommodation or any other expenses incurred since THAIFEX - Anuga Asia is postponed?

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I am a visitor. Why can't I access the Visitor Pre-registration Portal?

We have temporarily closed access to the Online Visitor Pre-registration Portal to carry out necessary maintenance. The portal will be available from early April 2020.