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HOSTED BUYER PROGRAMME : FREQUENTLY ASKED QUESTIONS

1. How do I apply for a place on the GIBTM Hosted Buyer Programme?

- Hosted Buyer registration will be live in January 2012
- Apply online using a weblink or through www.gibtm.com.
- Complete the Hosted Buyer registration form fully. The system will request your credit card and passport information.
- The completed registration will be assessed against the GIBTM qualification criteria (see below)

2. What are the Qualifying Criteria?

Buyers must fulfil the qualifying criteria set by GIBTM. This includes:

- Future international business to place (especially in the Middle East region)
- Evidence of past business placed outside your home country
- Be a senior decision maker with the authority to procure MICE and Business Travel products and services

You also need to

- Indicate the number of events/business travel you place annually
- Where you plan to place future events/business travel
- Annual budget you manage

3. How can I register to attend the GIBTM Hosted Buyer Programme?

- As an Individual Hosted Buyer.
 - Visit the 'Hosted Buyer' page at www.gibtm.com and click to register as an 'Individual Hosted Buyer'
- As part of a Group
 - GIBTM works with hotel chains, publications and agencies that select and invite buyers on behalf of GIBTM
 - If you have been invited to attend as part of a group, you will need to obtain the Group Code from your Group Coordinator, and register via the weblink or on the Hosted Buyer pages at www.gibtm.com

4. If I attended GIBTM 2011 as a Hosted Buyer can register for 2012?

GIBTM's policy is to not offer a place on the hosted buyer programme to Non Middle East and UAE buyers two years in a row, unless there are special circumstances. If you are a Non Middle East and UAE buyer who attended the programme last year, please contact the hosted buyer team before registering gibtm-hosted@reedexpo.co.uk



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5. What is included in the Hosted Buyer Programme?

- Return economy flights on Eithad Airways (if required and route permitting)
NB: Return flights will be booked to/from the same airport
- Accommodation (room only) in a 4/5 star Official GIBTM hotel in Abu Dhabi
- Coach transfers in Abu Dhabi between airport, hotel and GIBTM (Abu Dhabi National Exhibition Centre)
- Admission to GIBTM and official GIBTM networking events
- Refreshments in the exclusive Hosted Buyer lounge at GIBTM
- Pre-Scheduled Appointments with exhibitors of Hosted Buyer's choice
- On-line diary facility for scheduling additional meetings
- Abu Dhabi Familiarisation Tour

6. What is not included in the Hosted Buyer Programme?

- Travel insurance
- Visa applications & fees
- Private transfers
- All food and beverage
- Flight upgrades
- Hotel upgrades
- Additional nights' accommodation
- Personal extras

7. What am I committed to as a Hosted Buyer?

Qualified Hosted Buyers are committed to attend the following:

- A minimum of thirty (30) Pre-Scheduled Appointments (PSAs) with Exhibitors over a three-day period.
- Hosted Buyer networking receptions
- Pre-selected education sessions
- Abu Dhabi Familiarisation Tour

8. What is a Pre-Scheduled Appointment (PSA) and how are my appointments made?

A Pre-Scheduled Appointment is a one to one appointment between a buyer and an exhibitor. Each buyer must make a set number of preferences per day of attendance, in order of priority. Approximately 4 weeks prior to GIBTM, our system will match a maximum of 30 of your preferences with exhibitor availability. Your itinerary will be shown in your Hosted Buyer Zone.

9. How do I select my Pre-Scheduled Appointments?

Qualified Hosted Buyers will be given an Access Code to login to the 'Hosted Buyer Zone' on the GIBTM website. Once logged into the Hosted Buyer Zone, click 'Select Pre-Scheduled Appointments'. To select exhibitors you would like to meet with during GIBTM. You can search alphabetically by the exhibitor name, product or by country.



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10. How can I view my travel and accommodation details?

Qualified Hosted Buyers will be given an Access Code to login to the 'Hosted Buyer Zone' on the GIBTM website. Once logged in (to the zone), you will have the option to 'view flights and accommodation'.

NB: Only confirmed travel and accommodation details will be available in the Hosted Buyer Zone. For some hosted buyers all the details may not appear until mid March.

11. My Access Code for the Hosted Buyer Zone is not working, what should I do?

Copy and paste the Access Code from your Hosted Buyer Zone e-mail, directly into the login box. If you are still unable to access the site, please contact gibtm-hosted@reedexpo.co.uk.

12. Where is my full GIBTM schedule?

Log in to the Hosted Buyer Zone on www.gibtm.com with your unique Access Code, and click to see your full itinerary. This will include your travel details and your personal appointment diary.

13. What should I do if I need to change my travel and/or accommodation arrangements?

Contact the GIBTM Hosted Buyer Team at gibtm-hosted@reedexpo.co.uk.

NB: Changes to flights or accommodation are subject to availability and buyers would be responsible for any costs incurred.

14. When will I receive my flight tickets?

For the majority of flights, E-tickets will be issued by e-mail approximately two weeks prior to the show as part of your itinerary document. Please be aware, the E-Ticket reference is often called a "LOCATOR". On arrival at the airport present your passport/Photo ID (as appropriate) and E-ticket reference at check-in.

Where required paper tickets will be sent to you approximately two weeks prior to the show by first class mail.

15. When will I receive my badge?

You will receive your badge prior to GIBTM. If it does not arrive before you arrive at the show, please go to the Registration desk on arrival and collect a replacement badge.



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16. What do I do if I need to cancel my attendance?

You must provide written notice (by email to gibtm-hosted@reedexpo.co.uk), prior to the cancellation deadline of **17 February 2012**. Your cancellation will not be effective until you have received a written acknowledgement from GIBTM.

Cancellations received on or before 17 February 2012 do not incur a fee, unless the flight has been agreed and confirmed. If the flight has been confirmed the cost of the flight will be charged.

Cancellations after the 17 February 2012 will incur a cancellation fee.

17. Is there a cancellation fee?

- Cancellations received after **17 February 2012** from International buyers (buyers outside the Middle East) will incur a fee of 900 USD
- Cancellations received after **17 February 2012** from Middle East Buyers (buyers outside the UAE) will incur a fee of 200 USD
- Cancellations received after **17 February 2012** from UAE buyers (buyers from Abu Dhabi & Dubai) will not be charged a cancellation fee unless accommodation is provided by GIBTM.

18. What happens if I can't make it to the show at the last minute?

If you are unable to attend GIBTM and do not advise us in writing prior to close of business on Friday 23 March 2012, you will be classed as a "No Show" and will incur a fee of

- 1000 USD for International buyers (buyers outside the Middle East)
- 300 USD for Middle East Buyers (buyers outside the UAE)
- UAE buyers (buyers from Abu Dhabi & Dubai) will not be charged a no show fee unless accommodation is provided by GIBTM

Charges will be debited from the credit card details provided at registration.

Please let GIBTM know in writing by emailing gibtm-hosted@reedexpo.co.uk as soon as possible.

19. What if I miss an appointment?

Please visit that exhibitor at the earliest opportunity to arrange another time for the appointment. Exhibitors will report missed appointments to the Hosted Buyer team so it is important that you make contact with the exhibitor onsite.



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20. What are “No Show” fees?

A “No Show” is defined as a Hosted Buyer who, without giving prior written notice of cancellation by close of business on Friday 23 March 2012 or, does not complete appointment requirements and/or, is not present for the Hosted Buyer activities at GIBTM 2012. Please see the Hosted Buyer Terms & Conditions for further information.

The “No Show” fee is

- **1000 USD** for International buyers (buyers outside the Middle East)
- **300 USD** for Middle East Buyers (buyers outside the UAE)
- UAE buyers (buyers from Abu Dhabi & Dubai) will not be charged a no show fee unless accommodation is provided by GIBTM

Charges will be debited from the credit card details provided at registration.

21. Who do I contact if I have any problems or queries in the run up to the show?

If you are travelling as part of a group, you should contact the Group Co-ordinator that has invited you.

If you are travelling as an Individual, then please contact the Hosted Buyer Team at GIBTM on gibtm-hosted@reedexpo.co.uk. They will be happy to assist.

22. How do I get to GIBTM from the airport?

On arrival at Abu Dhabi airport, you will be greeted by GIBTM staff, who will direct you to the Hosted Buyer transportation. Dependent upon arrival date and time, you will either be transferred directly to the exhibition venue or to your hotel.

23. How do I contact the Hosted Buyer Team once they are on-site?

The Hosted Buyer Team can be reached by email and by telephone. During show times please visit the Hosted Buyer Lounge.

24. Are there any fees?

There is no financial commitment to attend GIBTM and **registration for the programme is free**. To ensure the success of the Hosted Buyer Programme, however, GIBTM Hosted Buyers are required to supply valid credit card details as part of the application. GIBTM also require a small fee (5 USD) to validate your credit card, a receipt for this amount will be provided. **This fee is non-refundable**. Should cancellation and No Show charges apply they will be debited from the credit card details you supply here. No other charges for cancellation, travel changes or no show will be made against a valid credit card without prior notification.



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25. Why do you need my credit card details?

All applicants for the GIBTM Hosted Buyer Programme are required to supply valid credit card details as part of the application. Credit card details are also required for the purposes of charging for additional travel costs for changes required by the Hosted Buyer, cancellation fees and no show fees. These charges will be notified to the Hosted Buyer prior to any monies being taken and a receipt will be provided.

26. What are the Hosted Buyer Team contact details?

HOSTED BUYER TEAM CONTACTS

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