



FAQ VINEXPO ASIA SINGAPORE 2025

<p>I have difficulties to log in.</p>	<p>Your login ID is the email address on which you received your registration confirmation. The login is the same to connect to your customer area and your COMPANY PAGE. For any questions, please contact support-asia@vinexposium.com.</p>
<p>How do I communicate about my presence on the show?</p>	<p>Through your VINEXPO ASIA Company page, your social media, website, email signatures, press releases, and advertisement. Banners kit will help to create your banners.</p>
<p>What is the Banners kit?</p>	<p>It is a tool made available for free to generate customisable banners and email signatures for your social media. They can be downloaded in the tab "Communication" in your customer area under the heading "Banners kit". It will be available once stand numbers have been allocated.</p>
<p>Where can I complete my company page?</p>	<p>On the VINEXPO ASIA website, you can complete and modify your profile anytime. You will be able to book appointments onsite with buyers through your profile. This service will open 4 to 6 weeks before the event.</p>
<p>Do I have to complete my co-exhibitor's company page?</p>	<p>No, each exhibitor and co-exhibitor has their profile and must complete their information themselves.</p>
<p>On which medium will my company page appear?</p>	<p>Your company page will appear in the online catalogue and in the mobile app VINEXPOSIUM.</p>
<p>I cannot activate my products online.</p>	<p>Adding products to your company page is a paying option and must be ordered in the online store, the module "Digital". As a reminder, product activation is an individual option and cannot be shared between direct exhibitors and co-exhibitors.</p>
<p>Where can I download my exhibitor badges?</p>	<p>Exhibitor badges must be created and downloaded in your customer area "Badges & E-invitations"</p>
<p>Do I have to print my badge or can I present from my phone ?</p>	<p>It is not mandatory to print the Exhibitor badges. You can access to the show with a digital badge</p>
<p>What is the quota for exhibitor badges?</p>	<p>All exhibitors and co-exhibitors are provided with 3 badges for free. Direct exhibitors whose stand surface strictly exceeds 9 sqm will receive an additional badge for every 9 sqm.</p>
<p>I would like an additional badge.</p>	<p>You can order additional badges in the online store (€18 per extra badge). Adding the extra badge to your quota is not automatic after purchase. It takes at least 3 hours for your account information to be updated.</p>
<p>Will there be a move-in/move-out badge?</p>	<p>The assembly and dismantling wristband pass can be ordered here. It will be given out at the entrances of the exhibition hall by the organiser's security department. This pass allows people wearing safety shoes to access the exhibition hall exclusively during the assembly and dismantling periods.</p>

I would like to order a badge reader licence.	You can order the badge scan in the online store in the “Digital” module. <i>As a reminder, the licence cannot be shared between direct exhibitors and co-exhibitors.</i>
Do I have to pay for e-invitations?	No, you have 100 e-invitations included in the Exhibitor and Co-Exhibitor Pack. Send a promo code provided in your e-invitations to allow your network to make a visitor badge free of charge. You can send them from your customer area in the “Badges & E-invitations” tab.
Do I have to send e-invitations for my co-exhibitors?	No, each exhibitor and co-exhibitor can send e-invitations from their customer area.
Does my client have to pay if they receive an e-invitation from me?	No, an e-invitation allows to generate a free entry badge after creating an account on the website . <i>As a reminder, e-invitations are individual and cannot be shared.</i>
What is included in the exhibitor kit?	<ul style="list-style-type: none"> - 1 bowl for 2 bottles - 1 corkscrew - 1 spittoon - 3 drop stoppers - 1 anti-oxidation stopper
Do co-exhibitors get a kit?	Yes, a kit will be delivered to each exhibitor and co-exhibitor who has been registered and declared to Vinexpo Asia 2025.
Where can I pick up the exhibitor kit?	The kit will be delivered directly to your stand the day before the show.
Are glasses included in the participation?	Yes, they are included in your registration with no cost. Quantity of glasses will be distributed according to the size of each stand.
Is there a charge for glass washing?	No, it is included in your registration.
Is the ice included in the participation?	Yes, the ice can be directly collected from the self-service ice point located inside the hall. For delivery to your stand, you must order it through the Catering order forms in your customer area.
Is there a spittoon emptying service?	Yes, there is a free spittoon emptying service for all exhibitors for all 3-day show.
I would like a daily cleaning.	A general cleaning is included during the 3-day show. Please refer to the Exhibitor Guide, p.15.
Is there any catering on the stand?	Yes, catering is available at the Marina Bay Sands. Orders can be made directly on the show and delivery to your stand. <i>It is forbidden to bring any food or beverage into the facility.</i>
How can I get to the event?	All the necessary information is in the “Practical Information” tab on the website . You also have this information on the Exhibitor Guide, p.3.
Do you have any suggestions for hotels?	You will find all the necessary information in the “Practical Information” tab on the website .
Where can I buy a parking pass?	There are two carpark’s entrance at the Marina Bay Sands. Please click here for the details of the parking fee.

What solution(s) do you propose for the transport of wines?	You can use our official transporter's service, W&S LOGISTICS, whose contacts are listed in the Exhibitor Guide, p.19.
Is it mandatory to go through W&S LOGISTICS?	It is not mandatory. However, only W&S LOGISTICS is authorized to deliver the boxes to the hall. Please check the process in the Exhibitor Guide, p.11-12.
What information do I need to provide for customs?	We invite you to contact W&S LOGISTICS, who will give you all the necessary information regarding customs clearance.
Will there be Wi-Fi during the exhibition?	A complimentary standard Wi-Fi will be available on the show to check your emails and social media. If you want more secure internet access, we advise ordering a wired connection for the 3-day show through the internet services order form available in your customer area .
Are on-site sales possible?	Wine sale is prohibited at the event.
Is there any restaurants offers on the show?	Yes, 13 restaurants will be available for you and your clients at the Sands Expo & Convention Centre. You can see the full list in the Exhibitor Guide, p.16.
What can I do with my goods after the show?	Upon request, you can organise the return of your promotional material after the show with WS. Please, note that wines are not allowed to be returned as they are customs for the show.