

## **Frequently asked questions**

### **FAQ - Invitations to visit a fair, exhibition or conference**

Questions constantly arise in connection with our fair invitation service. We have summarized the most frequent questions and answers to them in the following.

#### **Why does INTERCULTURAL CONSULTING provide the invitation service and not the fair company?**

Processing and issuing invitations to fair visitors and fair exhibitors is very complicated. In the last few weeks before the fair, many inquiries have to be dealt with. Unfortunately, many people also use fair invitations to enter Germany illegally. The data of those inquiring therefore have to be checked for relevance and plausibility before an invitation can be issued. INTERCULTURAL CONSULTING has specialized in these processes and relieves the fair companies of this work so that you can receive your invitation quickly and efficiently.

#### **When should I contact INTERCULTURAL CONSULTING?**

Both the invitation process and the handling of the visa applications at the embassies and consulates take time. However, invitations for fair visits should not be older than 2 months. We therefore recommend you to contact us at the latest about 6 to 8 weeks before your travel date.

#### **When do I receive my invitation?**

You always receive your invitation as quickly as possible. You can speed up the processing time by completing our forms in full and paying our invoice as quickly as possible. If you send us proof of payment (by fax or e-mail) after transferring the invoice amount, we can already make preparations for mailing the invitation. Your original invitation is sent out after we have received the invoice amount in full. Please remember that you bear all costs of the bank transfer. The total invoice amount must be credited to our account. If we do not receive the total invoice amount, we have to subsequently request the missing amount. That again costs time and you will receive your invitation at a later date. We offer our express service for urgent cases. You will find the details on this in our information sheet.

#### **Can I also receive the invitation just by e-mail or fax?**

To put it in a nutshell: No. Invitations solely by fax or e-mail are not possible for security reasons. We send a fax copy of your invitation to the embassy or consulate and inform them that we have sent you the original invitation. You have to present this to the embassy.

#### **How can I pay your invoice?**

Firstly: please do not make any payment without having received an invoice from us! If your data is complete and we have checked that there is no impediment to the invitation, i.e. we can issue an invitation, you will receive an invoice from us. Please pay the invoice by bank transfer as quickly as possible. Please remember that you bear all the transfer costs and make sure that the total invoice amount is credited to our account.

Payment by credit card is also possible in urgent cases. Please send an e-mail with the appropriate request; you will then receive our credit card payment form. Please do not forget to indicate the full invoice number when making the payment. If the invoice number is missing when you transfer the amount, this can result in considerable delays in the issuing and mailing of your invitation letter.

**How are the invitation documents sent? Can I have the documents collected via my UPS/DHL/TNT account?**

In order to ensure that the documents reach the entitled recipient, we only send them by UPS express service via our UPS account. You cannot have the documents collected from us by another logistics company.

**Can I collect the invitation documents direct from your office or have them collected from there?**

Here, too, the direct and short answer is no. For security reasons, we only send the documents to the address of the entitled person or the company. The public has no access to our offices.

**I/We have an acquaintance/friendly company in Germany. Can they contact you in order to arrange the invitation matters?**

This person/company is welcome to contact us. However, we need to contact the company for which the people are to travel to a fair in Germany. We also only send the documents to the address of the company abroad. It is not possible to contact or send the documents solely to intermediaries.

**What documents or information do I have to submit?**

You will receive a form from us or the fair company which we would ask you to complete in full. Incomplete forms lead to inquiries and delays in the handling process. Excel tables are available for larger groups and we will be only too pleased to send them to you.

**What documents do I receive?**

You will receive from us the invitation letter stapled to a declaration on INTERCULTURAL CONSULTING, an authorisation letter of the fair company and a copy of the passport of the owner of INTERCULTURAL CONSULTING. The embassy or consulate will receive the same documents. Do not separate the documents, otherwise the invitation will become invalid.

**For what period may I be invited?**

Only invitations for the duration of the fair + 1-2 days for arriving and departing and for stand construction and dismantling may be issued. Invitations where the period exceeds the duration of the fair may only be issued in exceptional cases. In these cases, we require a detailed itinerary with the dates of entering and leaving the country and the stops during your visit to Germany.

If you want to visit other facilities, fairs or business partners, you also require under certain circumstances an invitation from them. As a rule, stays for tourism and business cannot be combined. Please allow for this when applying for a visa.

**When are group invitations advisable?**

Group invitations are only advisable when all the persons to be invited belong to the same organization. The particulars of the people to be invited must be submitted in an Excel table. Please contact us by e-mail, we will then send you a table by e-mail. Only tables completed in full can be processed. Individual members of the group invitation cannot be exchanged.

**The invitation to other fairs is free of charge. Why does this cost something at INTERCULTURAL CONSULTING?**

Fair companies which issue the invitation to you direct calculate the costs into the stand rent and the entrance tickets. These costs are paid by all the exhibitors and visitors. When we provide the invitation service, we only charge these costs to those who need it.

**How can I best contact INTERCULTURAL CONSULTING?**

The fastest and most efficient way to contact us is to use our e-mail address [service@intercultural-consulting.de](mailto:service@intercultural-consulting.de). If possible, please do not send any e-mails to personal e-mail addresses. Such an e-mail then waits for the person addressed and this results in unnecessary delays. The service address is regularly checked by all staff on duty. With this e-mail address you always obtain confirmation of receipt with further information. In isolated cases, shortly before the fairs, the processing of your inquiry may take a few days.

**Why is it so difficult to reach you by phone?**

It may be difficult to reach us by phone especially just before the fairs. As a rule, we are then on the phone with other inquirers, the embassies or other authorities. In these cases, you should always leave a message on the telephone answering machine. If you have already registered with us, please indicate your registration number. We will then phone you back as quickly as possible.

However, it is safer and generally also quicker to send us an e-mail to [service@intercultural-consulting.de](mailto:service@intercultural-consulting.de).

Please indicate your registration number in the subject line. Then the right member of staff can deal with your inquiry.