

FREQUENTLY ASKED QUESTIONS

We are happy to assist you with everything from breakfast and coffee service to setups for networking events, press conferences, and product launches. Here you can find answers to common questions and concerns. If you don't find what you're looking for, don't hesitate to contact us - we'll guide you in the right direction.

Invoice and payment

Would it be possible for us to receive and invoice?

Yes! You can choose:

- Joint invoicing with the booth – the smoothest option!
- Separate invoice – in that case, we'll need your billing address and organization number

Need help deciding? Get in touch and we'll guide you!

Order and delivery

How do I place my order?

Here's how to do it:

- Go to www.monter-service.com and select Stand catering. There you find a menu and an order form to place your order.
- If you order special equipment like coffee maker, bake off oven or draft beer unit, we will contact you for details and placement in the booth in order to place the power outlet which is included.

Tip: Place a basic order well in advance so we can secure your products - this gives you peace of mind and makes it easy to add more later.

Can we place orders on site?

Absolutely! During the fair, however, we have a limited selection. Visit our Service Center in Hall D to see the menu. Welcome!

Can you arrange delivery prior to the start of the exhibition?

Yes, of course! We adapt to your schedule and make sure everything is in place so you can focus on what matters - your booth and your visitors.

Technical equipment and power

Do I need to order electricity for the machines that will serve food and drinks?

No, when you place an order it's for complete packages that include power outlets. You can find information about each product on the product page.

Equipment and return

Can we return unopened goods?

Yes, absolutely, that is possible. However, we have some conditions regarding different products, which are listed here:

- We accept unopened packages of dry goods, alcohol, and disposable materials.
- Beverages must be returned in full crates/cases and not mixed.
- Special ordered items are not accepted for return.

Call us for pickup: +46 (0)31 708 85 08. A fee may apply for unreturned empty containers.

Do you pick up leftover materials?

Disposable materials can be easily thrown into sorting bins.

Thermoses and similar items are collected at the end of the day or by prior arrangement.

Alcohol and serving

What rules apply for alcohol in the booth?

When you order alcohol, serving staff is included as we hold the serving license for the venue. You will need to answer a question about how many guests you expect at the serving so that we can plan the best possible service for you and your guests.

Can wine be served with the food?

Yes, absolutely. You can easily order wine or other beverages. According to Swedish law, alcohol may not be served before 11:00 AM.

Since Svenska Mässan Gothia Towers is a licensed area, alcohol must be served by Svenska Mässan Gothia Towers staff. When ordering alcohol, please provide the delivery time and the expected number of guests to ensure proper service.

Lunch and staff meals

How does it work with food for my staff?

Super simple! We have vouchers for our dining hall that offers a lunch buffet. You can:

- Pre-order vouchers from your sales contact
- Or buy them directly at our Service Centre

A perfect way to provide your staff with a convenient lunch solution during the fair.

You can also visit our public restaurants:

- Corner
- Heaven 23
- West Coast
- Twentyfourseven

You find the menu, can book a table and read more about opening hours at www.gothiatowers.com

Cancellation

What is your cancellation policy

It depends on the service and the specific event.

Please talk to your sales representative to get all the information you need.