

Who to Contact for Support

Exhibitor Support – Operational & Technical Questions

Our Exhibitor Support team is your primary point of contact for operational, technical, and general exhibiting queries. They can help guide you through processes, timelines, and required actions as you prepare for IBC2026.

Email: Support@ibc.org

When in the [IBC Help Centre](#), a Help Bubble is available in the bottom right-hand corner so you can chat directly to the IBC Support team.

Sales – Stand Upgrades & Opportunities

For enquiries relating to stand upgrades, additional space, sponsorship, or promotional opportunities, please contact the dedicated Sales representative for your hall.

If you're planning to attend any tradeshows between now and IBC2026, please do let us know, and a member of the team would be happy to meet you there in person.

Your Exhibitor Contract

Your signed contract will have been emailed to you from - dse@eumail.docusign.net. These documents outline your stand details, terms, and important responsibilities as an exhibitor. If you cannot find your contract, please reach out to support@ibc.org and we can provide a copy.

Managing Your IBC Contacts

Each exhibiting company has a **Primary Exhibition Coordinator** who receives all official communications and has access to manage company contacts.

Take a look at our helpful guide here: [Managing Exhibitor Contact Information](#).

Important Dates

E-Zone

The E-Zone is your central hub for managing your exhibitor tasks, including company listings and required submissions. We will notify you as soon as the E-Zone opens for IBC2026 – it is due to go live at the end of March.

RAI Webshop

The RAI Webshop allows exhibitors to order technical services and onsite requirements directly with the venue. The RAI Webshop is due to launch alongside the E-Zone at the end of March.

IBC Help Centre

The [IBC2026 Help Centre](#) is your go-to resource for official guidance, including rules and regulations, technical requirements, build guidelines, and key deadlines.

We strongly recommend reviewing the Exhibition Manual and Stand Builder Rules and Regulations to ensure compliance and avoid last-minute issues.

What's New for 2026

Important update to exhibitors and stand builders constructing space only stands (non-RAI built stands). A reminder that stand construction must be completed by the end of Wednesday 09 September. Any stand not having finished construction on Wednesday 09 September will be fined and risks fines/penalties if the delays cause any issues on **Technical Setup Day (Thursday 10 September)** or Show Opening (Friday 11 September).

All Stands must complete their technical set up by the end of Thursday 10 September. There is limited time for testing/final checks before the show opens on Friday 11 September.

Any stand not having finished set up will be fined and risks fines/penalties if this causes any delays to Show Opening at 10:30am Friday 11 September

We have a dedicated **IBC2026 Updates** article outlining what's new, what's changed, and what to be aware of for the upcoming edition of the show. This includes a key update about phasing out the use of raised platform floors across all Content Everywhere shell scheme stands.

Travel & Accommodation

RAI Hotel Services

RAI Hotel Services are the exclusive official housing agent offering hotel accommodation for IBC2026 at special event rates. RAI Hotel Services have secured discounted rates with many hotels for IBC2026. By booking through RAI Hotel Services, you benefit from a wide selection of hotels and no administration fees or hidden charges. Furthermore, there are no minimum stay restrictions when you book through RAI Hotel Services.

The IBC2026 hotel booking portal is now live – [Book your Hotel for IBC2026.](#)

To benefit from discounted rates, we recommend reserving your hotel accommodation early as availability is becoming increasingly limited.

For any housing related enquiries, please contact RAI Hotel Services on **hotelservices@rai.nl** or +31 (0)20 549 1927.

Air France & KLM Discounts

IBC have partnered with Air France and KLM to offer IBC2026 exhibitors and attendees **discounts of up to 10%* on a wide range of Air France, KLM, and code-share flights.** For more information, booking instructions and conditions please click here: **[Travel.](#)**

For any questions, please contact **globalmeetings@airfrance.fr**.

Important Notice: Avoid Scammers

Please be aware of unauthorised third parties claiming to represent IBC, particularly in relation to data sales, accommodation, or services. IBC does not sell exhibitor or visitor data. Always refer to official IBC communications or the Help Centre if you are unsure.

Scam Emails: A Warning to IBC Exhibitors

Hints & Tips:

- We recommend bookmarking the IBC Help Centre or certain articles and keeping an eye on future exhibitor updates as we get closer to IBC2026.
- Review your contract to make sure all information is correct
- Update you IBC Exhibitor Contacts: **[Managing Exhibitor Contact Information.](#)**

If you have any questions, our team is here to help – **support@ibc.org**.