

Frequently Asked Questions (FAQ)

1. How does the pre-order voucher system work?

Food and beverage consumption during Affiliate World Europe Budapest at MTK Sportpark will primarily operate through a voucher system. Vouchers can be purchased in advance via our webshop and redeemed on-site for products within the corresponding category.

2. What voucher categories are available?

The following voucher types can be purchased:

- 2-Drink Voucher (hot drinks, soft drinks, and water)
- Hot Meal Voucher
- Cold Meal Voucher
- Salad Voucher
- Dessert Voucher

3. Can I choose any product within the voucher category?

Yes. Vouchers may be redeemed for any available item within the selected category, even if the item's on-site selling price is higher than the voucher value.

4. Will I receive a refund if I choose a lower-priced item?

No. Refunds, credits, or partial reimbursements cannot be provided for unused voucher value.

5. Why are there separate voucher categories?

Certain freshly prepared food items benefit from a reduced 5% VAT rate, while others are subject to 27% VAT. Separate voucher categories allow us to offer the most favorable pricing structure based on product type.

6. What are the benefits of pre-ordering vouchers?

Guests and exhibitors who purchase vouchers in advance receive:

- Complimentary takeaway packaging
- Access to a dedicated exhibitor and partner dining area
- Priority service at buffet stations during peak periods
- 10% early booking discount when ordered and paid before the deadline

7. What is the ordering deadline?

All voucher orders must be submitted by **July 6, 2026**.

8. Can I place an order after the deadline?

Late orders may be accepted depending on available capacity and product availability.

However, late orders are charged at the full list price and are not eligible for the early booking discount.

9. Is the ordering deadline ever extended?

In some cases, the deadline may be extended. Any extension depends entirely on operational capacity and cannot be guaranteed.

10. What payment methods are accepted?

Payment is available exclusively by credit card through our webshop.

11. Are the listed prices gross or net?

All prices displayed in the webshop are gross prices. With VAT (5% or 27%, depending on the product category).

12. Who issues the invoices?

All voucher purchases, invoicing, and pro forma invoices are managed by COMP-LET PARTY SERVICE KFT.

13. How can I contact the catering team?

For any questions or assistance, please contact us:

Phone: +36 30 997 8075

Email: ajanlat@complet.hu

14. Can vouchers be transferred to another person?

Yes. Vouchers are not linked to a specific individual and may be used by any member of your team during the event.

15. Can vouchers be used throughout the entire event?

Yes. Vouchers remain valid throughout the event and can be redeemed at any participating food & beverage outlet within the applicable category, subject to product availability.