

Webshop FAQ

1. Do I have to pre-order food in advance?

We strongly recommend placing a pre-order to ensure availability, as on-site kitchen capacity is limited. While some meals may be available without pre-ordering, we cannot guarantee stock on the day.

2. When is the order deadline?

All pre-orders must be submitted and paid by August 27, 2025

3. Can I still order after August 27?

Yes, we may accept late orders based on available capacity. However, late orders are subject to full list prices and are not guaranteed.

4. How do I place an order?

Visit our webshop (link available from August 4). Select your desired items, set the quantity and preferred delivery time, then complete checkout with your billing information and exhibitor stand number.

5. What payment methods are accepted?

You can pay by credit card directly through the webshop.

For orders over 50,000 HUF, bank transfer is also accepted.

In this case, the order must be placed via email to: sportparkevent@complet.hu.

A pro forma invoice will be issued and sent to you by email.

6. How do I know my order is confirmed?

Your order becomes valid only after full payment is received and you have received an official order confirmation by email.

7. What are the delivery time slots for meals?

- Breakfast: 9:00–10:00 or 10:00–11:00
- Lunch: 11:00–12:00, 12:00–13:00, or 13:00–14:00
- Afternoon Snacks: 15:00–16:00, 16:00–17:00, or 17:00–18:00

All meals are delivered in boxed form to a designated location at the venue.

8. Are there dietary options available?

Yes. We offer breakfast and snack packages that are gluten-free, dairy-free, vegan, and vegan & gluten-free.

9. Can I modify or cancel my order after payment?

Please contact us directly via email or phone for any changes. Modifications are subject to our capacity and timeline.

10. How will the food be delivered and presented?

All meals—including soups, salads, main courses, and sandwiches—are delivered in individual, properly packaged containers. Our team will deliver the boxed items directly to your designated stand or event location at the agreed time. We also provide the appropriate quantity of disposable cutlery, which is biodegradable and environmentally friendly.



11. Who can I contact for help or questions?

Email: sportparkevent@complet.hu

Phone: +36 30 997 8075