Frequently asked questions

How do I book meetings at IMEX?

Our FAQs are here to help you book meetings easily, but if you need more help read our Help Guides and general FAQs. Or contact us at hello@imexevents.com

⊘ Who can book meetings?

Only hosted buyers and buyer attendees can book meetings with exhibitors.

⊘ How do I find my schedule?

There are three easy ways:

Sign in to your IMEX account

1. Go to Networking in the left-hand menu, then click My Schedule

2. From the top menu, click My Dashboard

3. From your profile (top right corner) click Networking in the dropdown, then My Schedule

Frequently asked questions

→ What will I see once I start booking meetings or adding education and activities?

At the top of your schedule you'll see IMEX show dates.

You can add education and activities to your schedule from Monday, October 6 (meetings with exhibitors start from Tuesday, October 7).

View your schedule as a list ▤ or in calendar view. 📅

In calendar view, hover over any meeting or event to see the full details, including who you're meeting, booth number and location.

In calendar view, all group appointments, confirmed meetings and blocked times are on the left. All optional activities including education sessions and exhibitor events are on the right.
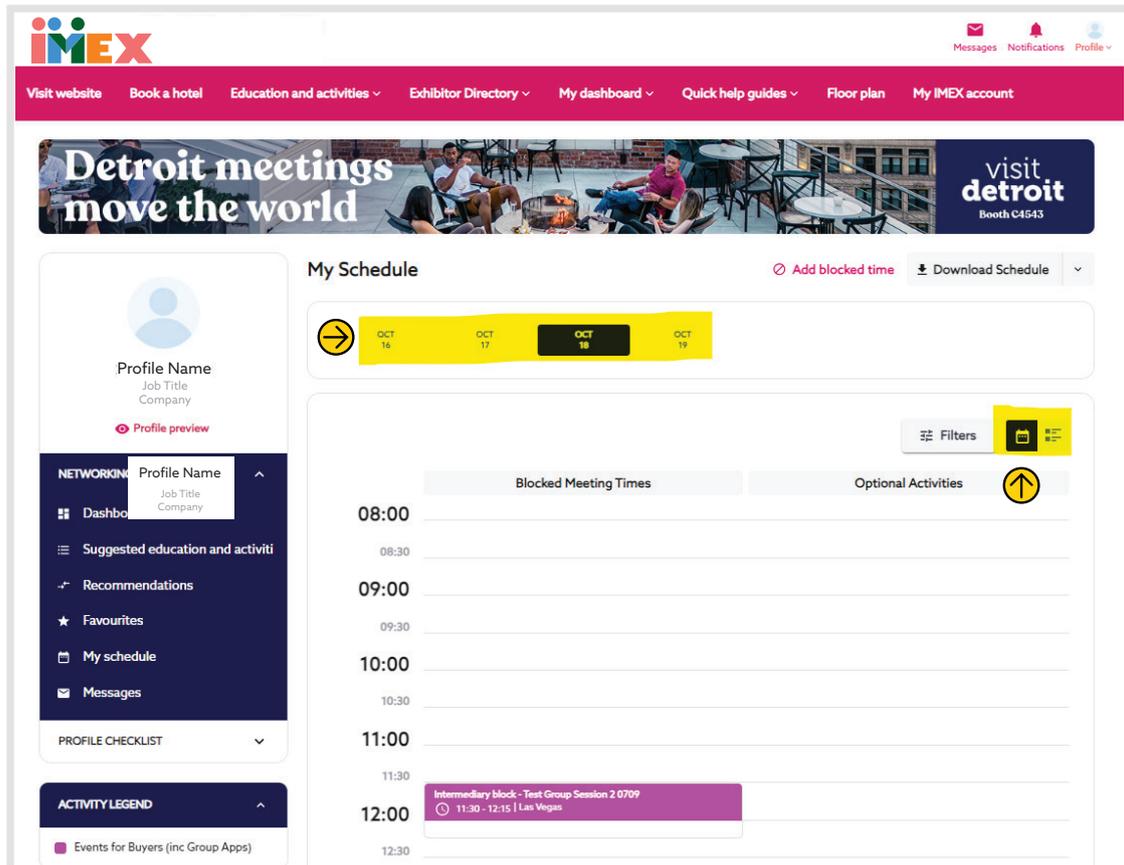
Frequently asked questions

→ What blocks time in my schedule?

- Individual meetings you've booked
- Group appointments (added automatically)
- Booth presentations you've booked
- Any times you or your intermediary/group leader have blocked

Our system prevents double-booking for meetings. You can book meetings at the same time as optional activities (such as education sessions or booth events) on the right-hand side of your schedule.

→ When can I book meetings with exhibitors?

Meetings with exhibitors can be booked between:

- **10am and 5:30pm on Tuesday and Wednesday**
- **10am and 4:00pm on Thursday**

The last meeting slot starts at 4:30pm Tuesday and Wednesday, and 4pm on Thursday.

→ Can I sync my schedule with Outlook/email?

Yes. This feature is available in your schedule close to the show.

→ Why do meetings and optional activities appear in different colors?

The colors are there to help you quickly understand your schedule:

Green: confirmed meeting with an exhibitor
Pink: buyer events (including group appointments)
Grey: blocked time
Orange or blue: exhibitor events and education sessions

→ Can I add multiple education sessions or activities happening at the same time?

Yes you can. These appear under optional activities and don't block time in your schedule.

→ What if I've booked a meeting but want to attend an education session or booth event at the same time?

Meetings with exhibitors take priority. Keep your commitment to the exhibitor, unless you can reschedule with at least 24 hours' notice.

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Frequently asked questions

→ How do I find exhibitors to book meetings with?

- Start with the Exhibitor Directory
- Search by country, products and services, or exhibitor name. Use filters to narrow your search
- Click x to remove individual filters or Reset Filters to clear them all
- Click +My Schedule from the search page or exhibitor profile to book a meeting

→ Are there other ways to find exhibitors?

Yes, look for the calendar icon in:

- Recommendations
- Favorites
- Attendee list
- Floor plan: Use the Exhibitor Directory to search for an exhibitor. Click the booth number to open the floor plan, then click the calendar icon next to the exhibitor's name to book a meeting. Use the search box on the floor plan to find exhibitors by name.
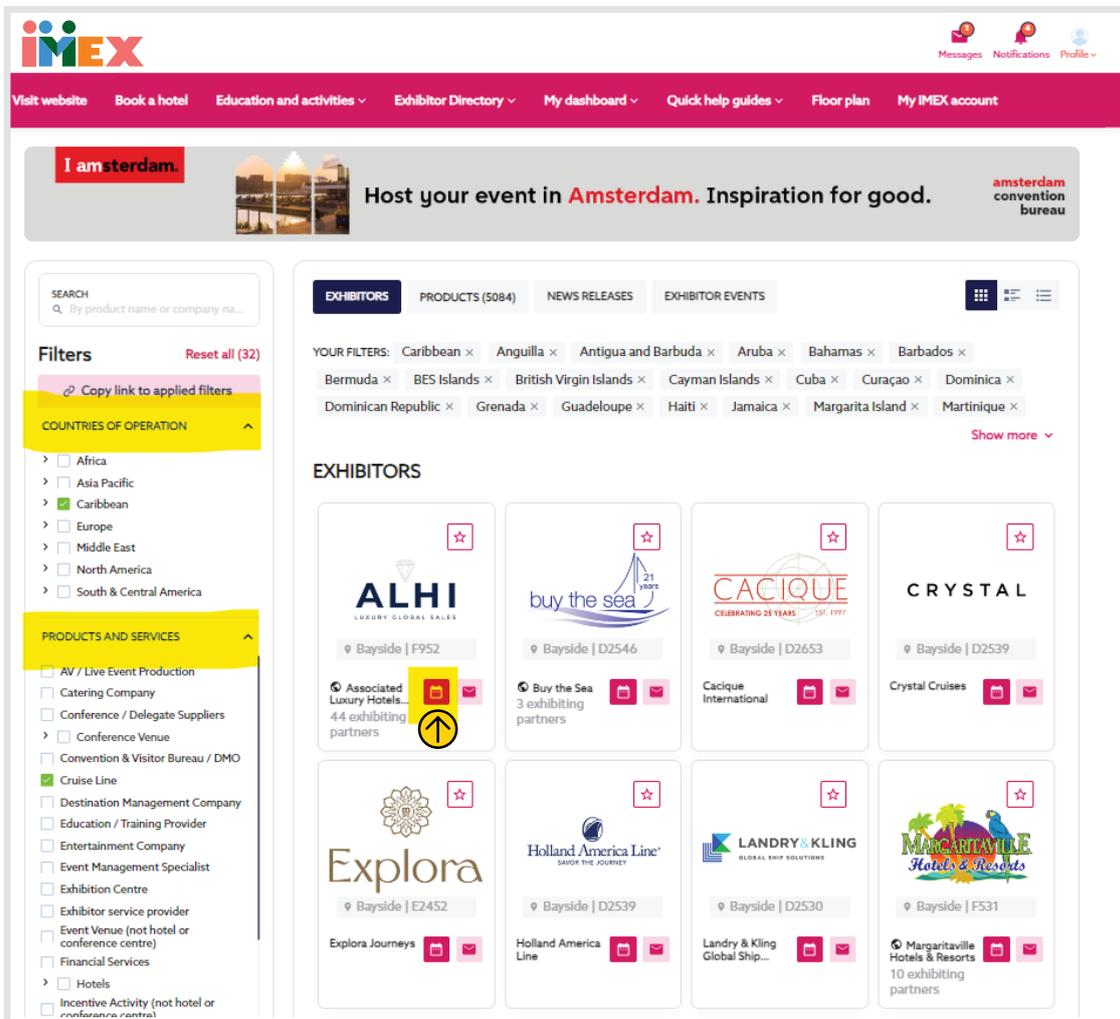
Frequently asked questions

How do I book a meeting?

The easiest way is through the Exhibitor Directory. Here's how

- Sign in to go to your dashboard
- Select Exhibitor Directory from the top menu
- Search by country, product or service
- Look for the calendar icon 📅 to book a meeting
- Fill in the required fields, choose your date and time
- Click Request Meeting and it's instantly confirmed in your schedule and the exhibitor's

Note: Fields marked with * are mandatory

Frequently asked questions

Can I choose which exhibitor team member to meet?
Yes. If the exhibitor has multiple team members you can book with any available team member (default) or choose a specific person from the dropdown (selecting more than one may limit availability).

What's the meeting location?
Meetings take place at the exhibitor's booth during show hours.

How long are meetings?
Each meeting is set for 30 minutes with around 25 minutes of actual meeting time, giving you time to get to your next meeting.

What's the Subject field?
This is the name of your meeting. It appears in your schedule and any synced calendars.

What should I include in the Message field?
Any information that helps the exhibitor prepare, such as what you'd like to discuss.

What are meeting tags?
Tags help exhibitors understand the purpose of the meeting. Choose one or more.

Can I add documents to my meeting request?
Yes, add any documents relevant to the meeting, such as an RFP.

How do I choose a date and time?
Once you've added the meeting details, select a time that works both for you and the exhibitor. If there's no match, try selecting other team members or anyone in the company, and the page will refresh automatically.

What is Default Meeting Information?
This feature lets you to save and reuse your meeting subject, message and attachments, useful if you're requesting similar meetings. You can update it at any time.

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⊕ Do exhibitors need to accept my meetings?

No. Once you request a meeting, it's automatically added to the exhibitor's schedule.

Exhibitors can:

- Cancel the meeting
- Reassign it to another team member
- Invite other team members to join

⊕ What happens if a meeting is canceled?

If the exhibitor cancels, you'll receive an email with the reason.

The meeting will show as canceled in your schedule (with a red bar). The time slot will be freed up, so you can book another meeting.

If you want to remove the meeting entirely, click delete. (Note: you cannot undo this.)

⊕ How do I block time in my schedule?

You can block time in two ways:

1. Go to Networking, then My Schedule and Add blocked time.
2. Or go to My Dashboard and Block Your Schedule.

You'll see 30-minute blocks from 10am to 5:30pm (up to 4:30pm on Thursday).

Click +My Schedule to add blocks.

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→ What time zone is my schedule in?

Pacific Daylight Time.

→ How many meetings do I need to book?

As a hosted buyer, you've committed to booking six to eight meetings per day. These should mainly be one-to-one meetings, but group appointments and booth presentations also count.

→ Do optional activities count toward my six to eight meetings per day?

No, only one-to-one meetings, group appointments and booth presentations count.

→ Can I book and manage meetings in the IMEX app?

Yes. The app has all the functionality of your web browser. We recommend using it to manage your meetings during the show.

→ What should I do if I can't attend a meeting?

Before the show:
Reschedule or cancel the meeting so the exhibitor can meet someone else. Click the meeting in your schedule and look for the pink Reschedule box.

During the show:
You can cancel or reschedule on the IMEX app. If it's close to the meeting time, visit the exhibitor's booth to let them know. They may not see the change if they're busy.

Note: Exhibitors can mark buyers as a no-show. This is recorded and monitored by us, so please manage your schedule carefully.

Productivity tips:

1. Click the ? tour icon (top right corner) for a quick guide to our show system
2. Save exhibitors you want to meet, then book meetings later (don't forget to leave time for coffee, breaks and lunch!)
3. Use the floor plan to book meetings in the same area, and save time
4. Use Default Meeting Information to speed up your requests

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