

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

The screenshot displays the IMEX user dashboard. At the top, there is a navigation bar with the IMEX logo and links for 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. A 'Detroit meetings move the world' banner is featured below the navigation. The main dashboard area includes a profile section on the left with a 'Profile preview' link, a 'Complete your profile' progress indicator at 50% (with 'Photo' and 'Info' items), and a 'Meeting requests' section showing 0 confirmed and 0 cancelled requests. A 'Networking' sidebar on the left contains a 'My schedule' link. The top right corner shows 'Messages', 'Notifications', and 'Profile' icons.

Frequently asked questions

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

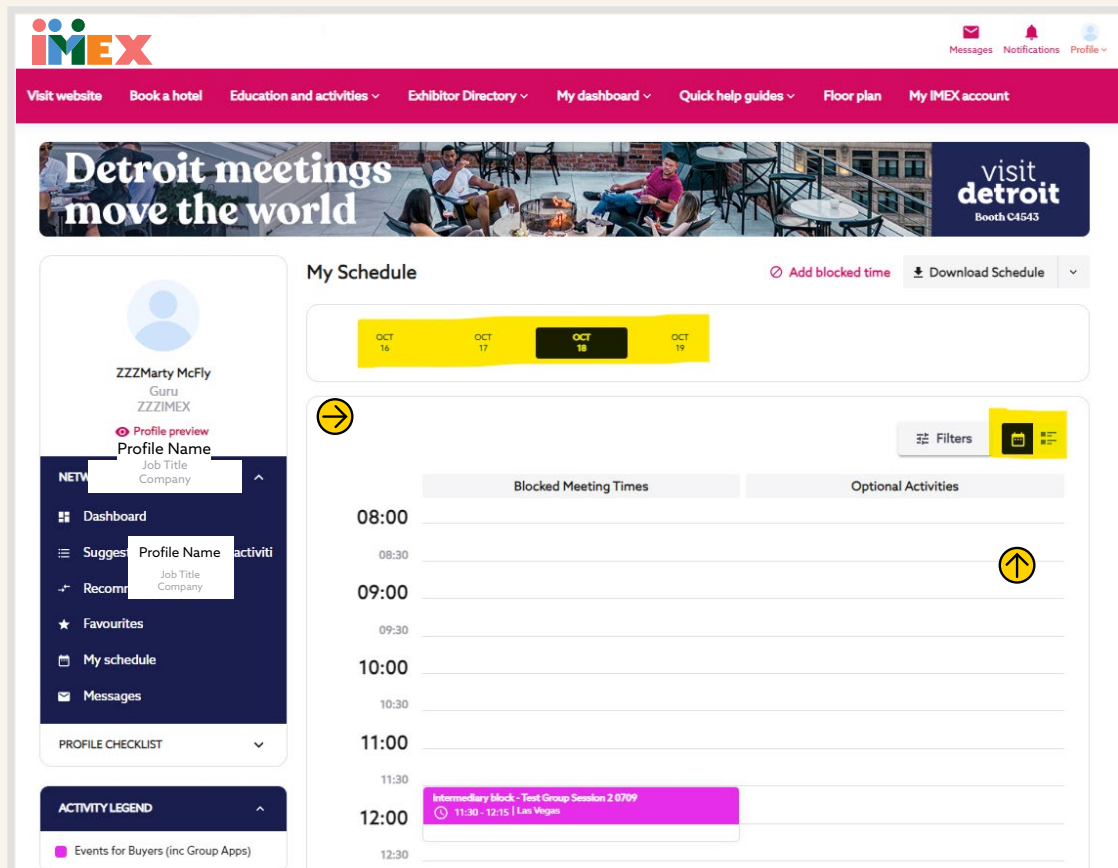
At the top of your schedule you'll see IMEX show dates.

You can add education and activities to your schedule from Monday, April 20.

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.



The screenshot displays the IMEX user interface. At the top, there's a navigation bar with links like 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. Below this is a banner for 'Detroit meetings move the world' with a 'visit detroit Booth C4543' button. The main content area is titled 'My Schedule' and includes a calendar for October 16-19. The calendar is divided into 'Blocked Meeting Times' and 'Optional Activities'. A specific event is highlighted: 'Intermediary block - Test Group Session 2 0709' on Oct 18, 11:30 - 12:15 in Las Vegas. The left sidebar shows a user profile for 'ZZZMarty McFly' and a navigation menu with options like 'Dashboard', 'Suggestions', 'Recommendations', 'Favourites', 'My schedule', and 'Messages'.

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.

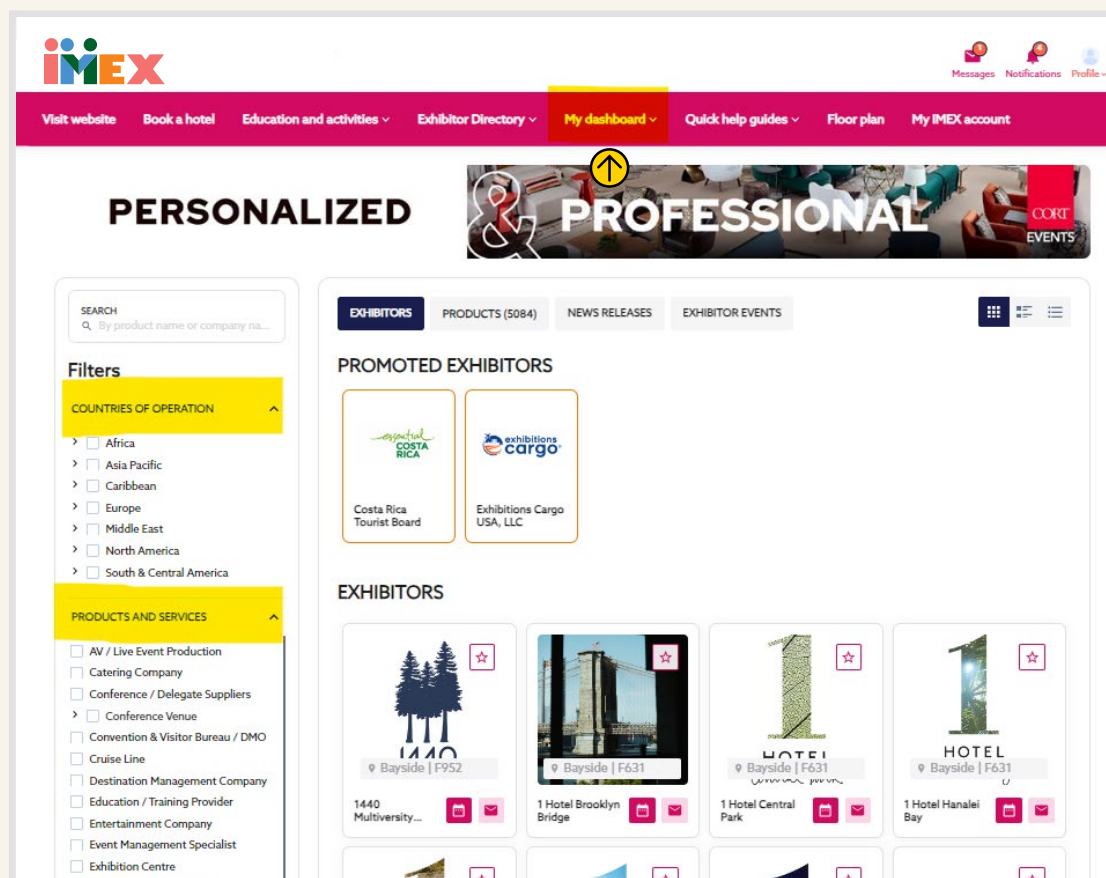
➔ What if I've booked a meeting but want to attend an education session or booth event at the same time?

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

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.

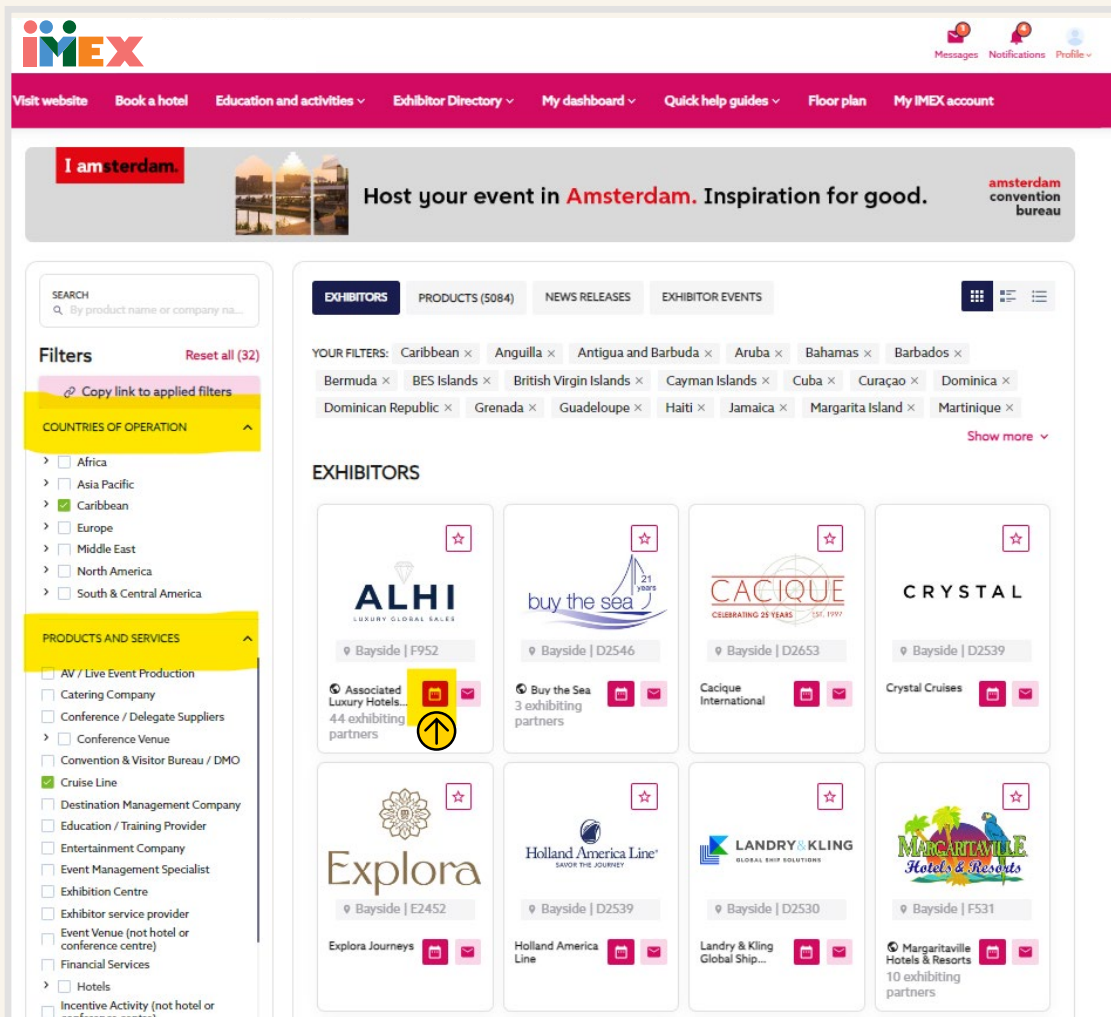
Frequently asked questions

➔ 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



The screenshot displays the IMEX website interface. At the top, there is a navigation bar with links for 'Visit website', 'Book a hotel', 'Education and activities', 'Exhibitor Directory', 'My dashboard', 'Quick help guides', 'Floor plan', and 'My IMEX account'. Below this is a banner for 'I amsterdam' with the text 'Host your event in Amsterdam. Inspiration for good.' and the 'amsterdam convention bureau' logo.

The main content area is titled 'EXHIBITORS' and shows a search bar with the text 'SEARCH By product name or company na...'. Below the search bar are filters for 'COUNTRIES OF OPERATION' and 'PRODUCTS AND SERVICES'. The 'COUNTRIES OF OPERATION' filter is expanded, showing a list of regions with checkboxes: Africa, Asia Pacific, Caribbean (checked), Europe, Middle East, North America, and South & Central America. The 'PRODUCTS AND SERVICES' filter is also expanded, showing a list of categories with checkboxes: AV / Live Event Production, Catering Company, Conference / Delegate Suppliers, Conference Venue, Convention & Visitor Bureau / DMO, Cruise Line (checked), Destination Management Company, Education / Training Provider, Entertainment Company, Event Management Specialist, Exhibition Centre, Exhibitor service provider, Event Venue (not hotel or conference centre), Financial Services, Hotels, and Incentive Activity (not hotel or conference centre).

The search results are displayed in a grid of exhibitor cards. Each card includes the exhibitor's logo, name, location (e.g., Bayside | F952), and a list of services or products. The exhibitors shown are:

- ALHI** (Luxury Global Sales) - Bayside | F952 - Associated Luxury Hotels... 44 exhibiting partners
- buy the sea** (21 years) - Bayside | D2546 - Buy the Sea 3 exhibiting partners
- CACIQUE** (Celebrating 25 Years Est. 1997) - Bayside | D2653 - Cacique International
- CRYSTAL** - Bayside | D2539 - Crystal Cruises
- Explora** - Bayside | E2452 - Explora Journeys
- Holland America Line** (Savor the Journey) - Bayside | D2539 - Holland America Line
- LANDRY & KLING** (Global Ship Solutions) - Bayside | D2530 - Landry & Kling Global Ship...
- MARGARITAVILLE Hotels & Resorts** - Bayside | F531 - Margaritaville Hotels & Resorts 10 exhibiting partners

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.

The screenshot shows the IMEX webex Events interface. The top navigation bar includes links for Visit website, Book a hotel, Education and activities, Exhibitor Directory, My dashboard, Quick help guides, Floor plan, and My IMEX account. The main header features the webex Events logo and the tagline "Any event. Every audience. One platform." The "My Schedule" section is active, showing a calendar for October 17th. A sidebar on the left lists various networking options, with "My schedule" highlighted. The main content area displays a grid of meeting times from 08:00 to 12:00. Two meetings are scheduled: Dylan Thomas at 10:30 and David Hamilton at 11:30. The interface also includes options to "Add blocked time" and "Download Schedule".

Frequently asked questions

→ 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