

IMEX itinerary and travel reimbursement guide

1

Sign in to your IMEX account

- [Sign in here](#)
- Click **Itinerary and Reimbursement**

2

Amend your itinerary

- Review your hotel nights
- If they're correct, go ahead and submit your travel reimbursement claim
- If you need to make changes:
 - Click **Amend my IMEX itinerary**
 - Follow the instructions to:
 - Add any additional nights you are staying in Frankfurt (for example, for fam trips or personal extensions)
 - Remove nights if your plans change (Please note you can't remove any greyed-out nights as these are part of your hosted group's program)

3

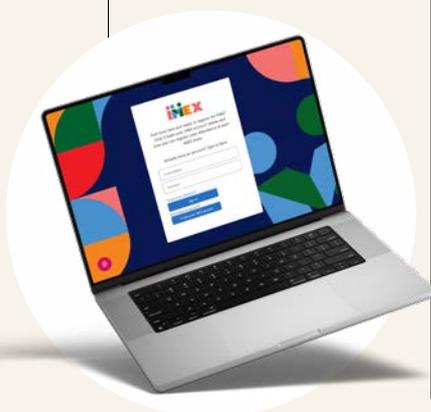
Wait for our approval (if applicable)

- If you requested an extra hosted night:
 - We'll review your request
 - You'll receive a notification email from noreply@imexevents.com asking you to sign into your IMEX account to see if the night has been approved or declined
 - Check the **Night Status** column in your itinerary for updates

4

Submit your travel reimbursement claim

- Add your Frankfurt arrival and departure details even if you're not claiming a travel reimbursement, so we can organize your airport transfers



Example:

You're being hosted on Monday and Tuesday, and you want to ask if you can be hosted on Wednesday night too so you can also attend the show on Thursday: Select the night type from the dropdown, add comments and click **Submit**.



IMEX itinerary and travel reimbursement guide

5

Enter your details for payment

- Enter your full name (to match your passport or ID)
- Review [Reimbursements Explained](#)
- Agree to the terms and commitments
- Select your bank's country:
 - If your bank is based in a qualifying country, we will process your payment through Wise
 - You may or may not be asked to enter your bank details - this depends on where your bank is located and the method of payment
 - If you've submitted bank details before, you don't need to do so again (if you have consented to IMEX retaining your details)

6

Enter your travel information

- You only need to submit the journey that includes your arrival into Frankfurt and the journey that includes your departure out of Frankfurt
- Click **New arrival travel details**
- Check your arrival date matches your IMEX itinerary
- Indicate if you would like to receive a reimbursement from IMEX for this sector of your travel
- Select your travel type: **Flight, Train or Driving**
- For flights:
 - Enter the PNR/ reservation number
 - Enter your airline code (e.g. LH, UA, DL), flight number (e.g. 777) and date of flight
 - Use the flight look up to find your flight details
 - Confirm the flight matches and click **Submit**
- Repeat for your return travel

7

Submit your claim

- Select your currency
- Add the claim amount (use a decimal point, not a comma)
- Upload your supporting documents (either PDF, JPEG or email format):
 - The documents must include **your full name, flight price, payment method, and full travel details**
- Click **Submit**

8

Confirmation and follow-up

- You'll see a green confirmation message
- Scroll to the bottom of your IMEX account to view your reimbursement status:
 - It will show as **Awaiting IMEX Approval**
- We'll contact you if we need more information
- We'll reimburse you after the show once we've verified your attendance

Check out our [hosted buyer guides and help](#) for webinars, help videos and everything you need to know before the show. Or email us at hello@imexevents.com with any questions you might have.