



EXPO 2020 PAVILIONS PREMIERE

22 JANUARY – 10 APRIL 2021

FAQs & PRACTICAL INFORMATION



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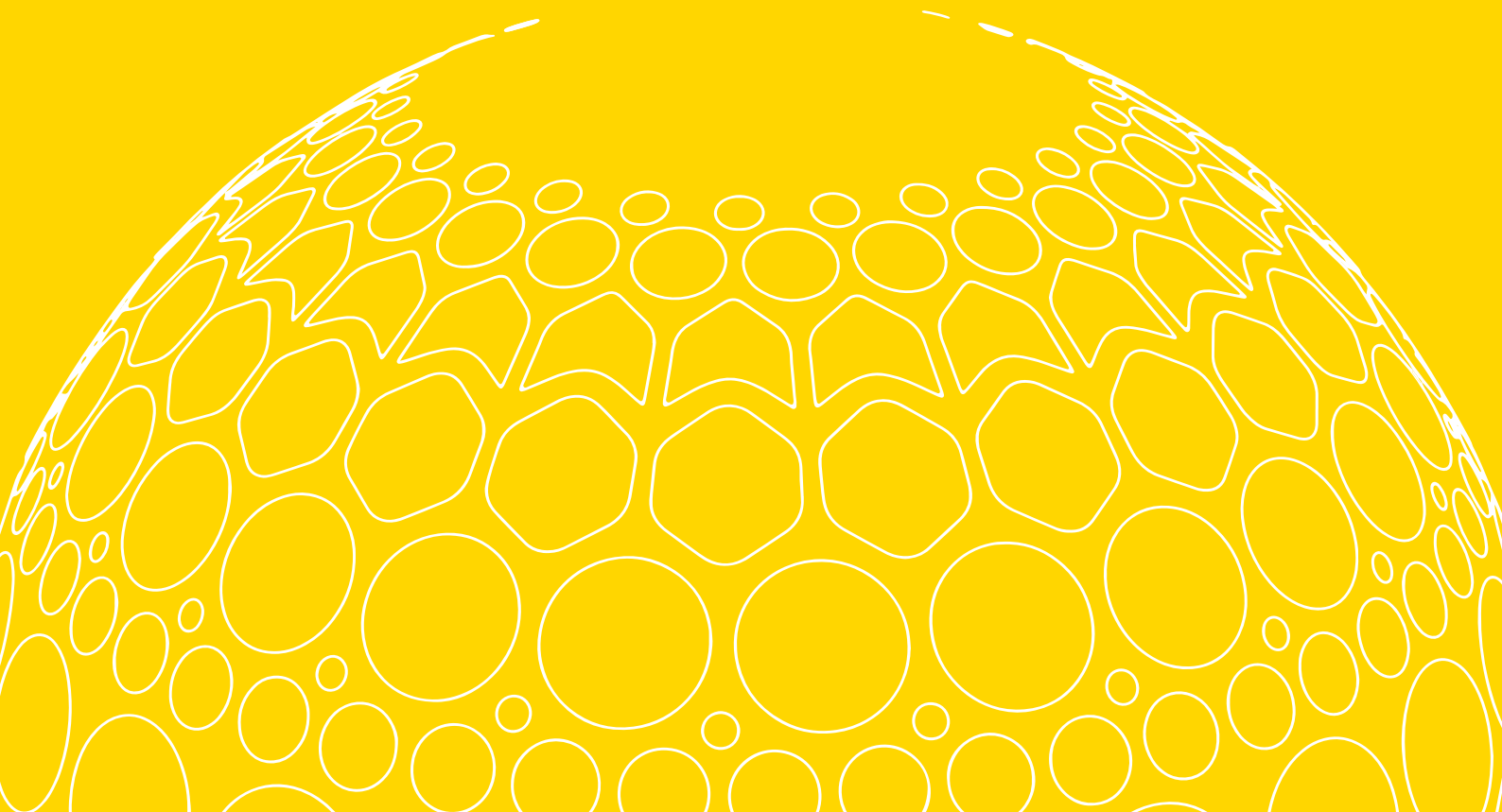
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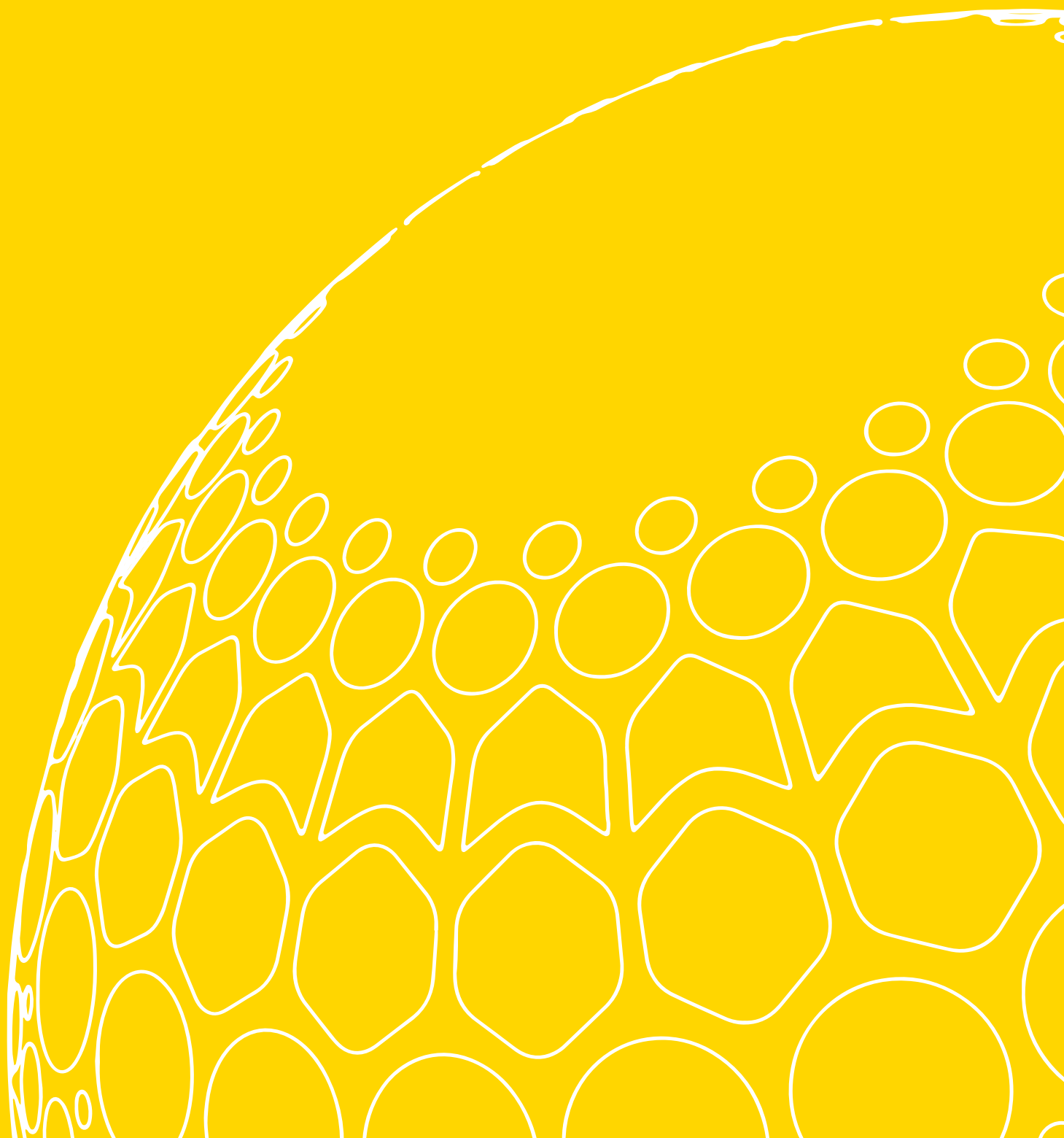
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01.

GENERAL



1- WHAT IS THE EXPO 2020 PAVILIONS PREMIERE?

The Expo 2020 Pavilions Premiere is the debut of our Thematic Pavilions (**Terra** – The Sustainability Pavilion, **Alif** – The Mobility Pavilion and **Mission Possible** – The Opportunity Pavilion) before we officially open Expo 2020 on 1 October 2021.

From 22 January to 10 April 2021, we are opening our doors five days per week to a limited number of visitors for only **AED 25** per ticket. The Sustainability Pavilion will be the first to welcome visitors on 22 January, while the Mobility Pavilion and Opportunity Pavilion will follow later. You won't get the full Expo experience just yet, but you will get to experience what these three pavilions have to offer. It's fun for all ages, with live entertainment, activities for kids, food trucks and more.

Tickets to the Expo 2020 Pavilions Premiere will be available for purchase on the Expo 2020 website ticketing.expo2020dubai.com (from 16 January 2021).

2- WHICH PAVILIONS WILL BE OPEN TO VISIT?

The Expo 2020 Pavilions Premiere allows visitors to experience some of Expo 2020's flagship attractions, starting with **Terra** – The Sustainability Pavilion, as well as events and entertainment across the site. It celebrates everything that has already been achieved and what is yet to come.

*** Terra – The Sustainability Pavilion: Open 22 January-10 April 2021**

*** Alif – The Mobility Pavilion: Coming soon**

*** Mission Possible – The Opportunity Pavilion: Coming soon**

3- WHAT ARE THE OPENING TIMES?

The Expo 2020 Pavilions Premiere will run from 22 January 2021 to 10 April 2021.

Our gates will be open from **1500-2100 Tuesday-Thursday** and from **1600-2200 Friday-Saturday**.

Last entry is at 20:00 on weekdays and 21:00 on weekends.

4- IS THE EXPERIENCE RELEVANT FOR PEOPLE OF ALL AGES?

Yes, the Expo 2020 Pavilions Premiere is for everyone. The exhibitions and experiences have been designed to engage people of all ages and knowledge levels. There are also interesting and fun outdoor experiences for adults and children alike.

5- IS THE EXPO 2020 PAVILIONS PREMIERE ACCESSIBLE FOR PEOPLE OF DETERMINATION?

Yes, people of determination are welcome to experience the Expo 2020 Pavilions Premiere.

All visitors, including people of determination and their companion, must obtain a ticket with the date and time booking to enter Expo 2020 Pavilions Premiere. The ticket is to be requested in advance through the Expo 2020 website: ticketing.expo2020dubai.com.

However, tickets for people of determination and one companion each will be free of charge, in line with the Dubai Government's commitment to empower people of determination.

Expo 2020 may request relevant ID from people of determination (e.g. People of Determination ID card, Sanad card, Social Security benefit letter, DLA, PIP, EU disability card, ADA disability card, France's carte d'invalidité, etc.).

6- WHICH LANGUAGES WILL BE SPOKEN BY THE EXPO STAFF AND VOLUNTEERS?

English and Arabic will be the languages primarily spoken. However, Expo 2020 has a multinational team that speaks a variety of languages from around the world.

7- WHAT SHOULD I WEAR TO VISIT THE EXPO 2020 PAVILIONS PREMIERE?

There is lots to see inside and outside at the Expo 2020 Pavilions Premiere, so make sure you wear comfortable clothes and shoes to walk around in. Interior locations are air-conditioned, so it is advisable to bring a light sweatshirt or similar. During sunny days, don't forget to bring sunglasses and sun cream.

8- ARE THERE PRAYER ROOMS ONSITE?

Yes, there will be prayer facilities onsite. There will be signage guiding visitors to these facilities.

9- I AM COMING WITH MY BABY/TODDLER. DO YOU HAVE CHANGING ROOMS/FACILITIES, A NURSING ROOM OR STROLLERS FOR RENT?

Baby-changing facilities will be available in the toilets located in the pavilions and in the arrivals plaza, but nursing rooms and strollers will not be available.

10- WHICH ITEMS ARE NOT ALLOWED AT THE SITE?

The following items are restricted from being transported in to or near the Expo 2020 Pavilions Premiere site, including any items that Expo 2020 or Expo determine at their discretion to be similar:

- (i) Professional filming equipment, professional photography equipment with lenses larger than 30 cm
- (ii) Food and beverage items (except infant food and beverage, special dietary items)
- (iii) Any device with a laser beam/laser pointers or strobe lights

- (iv) Animals (except service and assistance animals, e.g. guide dogs)
- (v) Devices producing excessive noise (e.g. vuvuzelas, drums, whistles, horns) that may affect comfort and safety
- (vi) Rigid poles and sticks (except walking sticks required for mobility reasons)
- (vii) Signage and banners
- (viii) Religious, political, provocative or obscene messaging on clothing
- (ix) Items too large to be electronically screened
- (x) Any items intended for use in ambush marketing attempts
- (xi) Any items bearing the Expo 2020 logo, trade name and/or any kind of trademarks that are suspected to be counterfeit
- (xii) Drones and unmanned aerial vehicles.

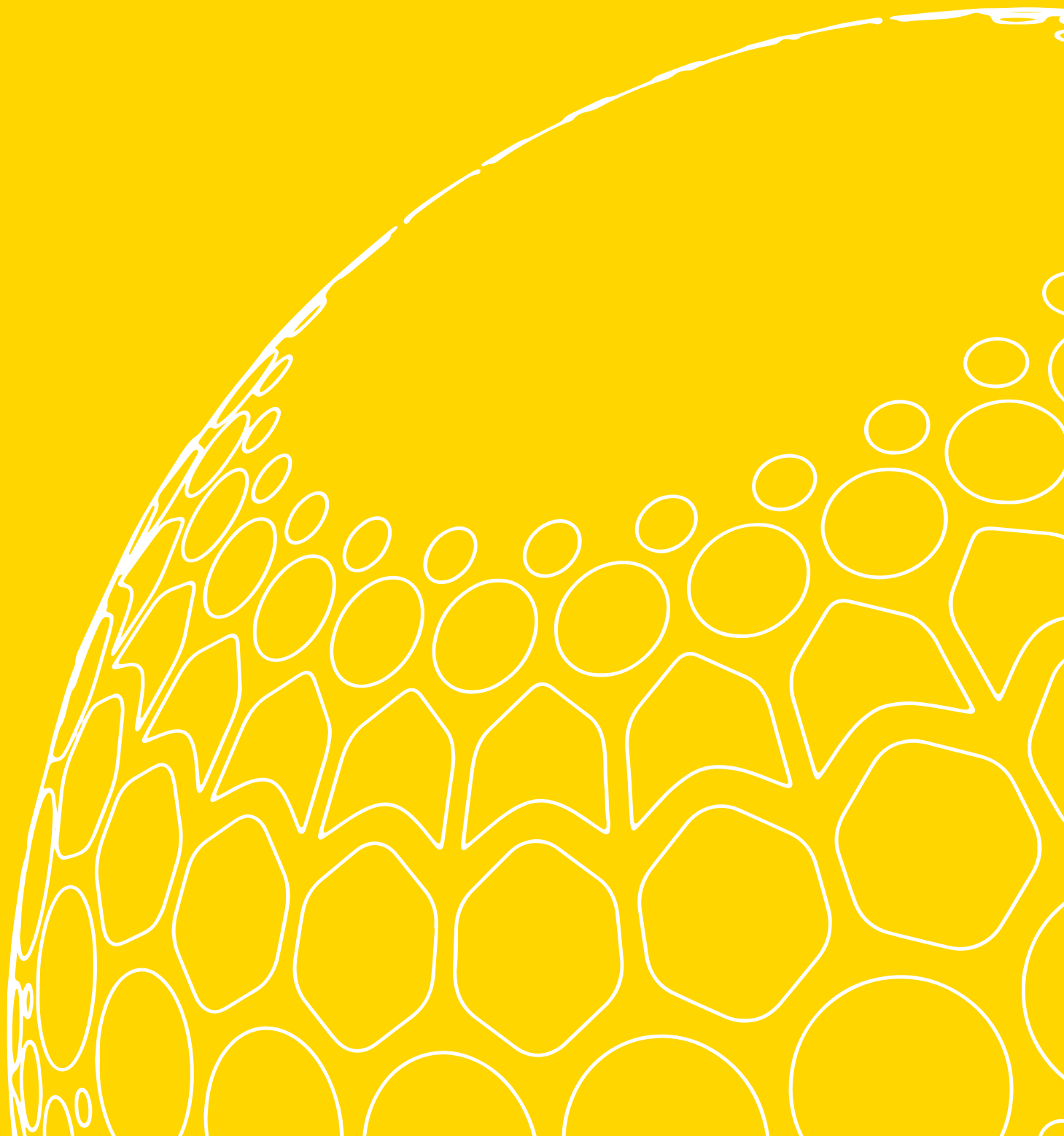
Expo 2020 reserves the right to amend this list at its sole and absolute discretion.

11- WHO SHOULD I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

If you have any further questions, our Contact Centre will be happy to assist you on **(+971) 800 EXPO [3976]**.

02.

TICKETING & PRICING



1- HOW CAN I BUY MY TICKET?

Tickets are available to purchase from our website: ticketing.expo2020dubai.com. Because of social distancing restrictions, it is essential that all visitors book their tickets in advance.

2- WHAT ARE THE PAYMENT OPTIONS?

Tickets are only available online from the Expo 2020 website. They can be paid for using a debit or credit card. Mastercard is preferred; also Visa, China UnionPay and JCB are accepted.

3- HOW MUCH DOES A TICKET COST AND WHAT IS INCLUDED?

General Admission tickets cost **AED 25** per person. This includes entrance to one or two of the Expo 2020 pavilions that are being premiered: **Terra** – The Sustainability Pavilion, **Alif** – The Mobility Pavilion and/or **Mission Possible** – The Opportunity Pavilion, depending on visit date and visit journey availability. Visitors eligible for complimentary tickets are as follows: children 5 and under, people of determination, companions for people of determination, and adults 60 and over on the date of visit to the Expo 2020 Pavilions Premiere site. All visitors, including those eligible for complimentary access, must book tickets.

4- ARE THERE OTHER PAID EXPERIENCES ON SITE?

There will be no additional entry prices, but souvenirs, food and drinks will be available to purchase.

5- DO I NEED TO BOOK TO VISIT?

To ensure the safety of all visitors, capacity restrictions are in place. You will be required to book your ticket in advance for a set date and entry time. Booking slots will be hourly (**from 1500-2100 Tuesday-Thursday and 1600-2200 Friday-Saturday**). **Last entry is at 20:00 on weekdays and 21:00 on weekends**. It is essential that you have already booked your Expo 2020 Pavilions Premiere ticket before you come to the Expo site.

6- HOW FAR IN ADVANCE CAN I BOOK MY TICKET?

You can book tickets a maximum of two weeks in advance of your chosen visiting date.

7- I CANNOT SEE AVAILABLE SLOTS TO BOOK MY PREFERRED DATE/TIME? WILL MORE SLOTS BE AVAILABLE LATER?

Yes, availability for future dates will be added on an ongoing basis. Please return to the website in a few days and try again.

8- I AM RUNNING LATE FOR THE TIME ASSIGNED ON THE TICKET. CAN I REBOOK?

Late entrances into the pavilion may be denied because of capacity restrictions.

If your ticket is for the first time slot of the day (1500 during a weekday, or 1600 during weekends), you will be able to access the site and enjoy experiences around the Thematic Pavilions up to 15 minutes after your booked time.

If your ticket is for later time slots (1600 or later during a weekday, or 1700 or later during weekends), you will be able to access the site up to 60 minutes before your booked time, and up to 30 minutes after your booked time, to enjoy the experiences around the Thematic Pavilions.

Otherwise, new tickets will need to be booked online.

9- CAN I COME TO THE PAVILIONS PREMIERE WITHOUT ACTUALLY VISITING A PAVILION?

Because of capacity restrictions, a ticket with a pavilion visit time will be required for visitors to access the Expo 2020 site. Once inside, you can choose not to visit the booked pavilion. However, we would recommend not missing out on the extraordinary experience. There will be time available before or after the pavilion visit to explore the other open areas, and to enjoy entertainment and food and beverages, until closing time. Terra Café will be open in **Terra** – The Sustainability Pavilion, and there will be a variety of food and beverage experiences on offer in the Sustainability concourse and other pavilion concourses, once open.

10- DO I NEED IDENTIFICATION TO ENTER?

ID will only be required if you are entering the Expo 2020 Pavilions Premiere using a complimentary ticket that requires proof of age (e.g. 60+ for a Senior ticket) or if you are collecting your physical tickets from the site.

11- DO I NEED TO PRINT MY TICKET?

Printed tickets will be accepted, but you can also present your ticket in viewable form on your mobile phone or tablet. In this case, the associated QR code must be clearly readable.

12- CAN I BOOK MULTIPLE TICKETS IN THE SAME TRANSACTION?

Multiple tickets can be purchased together, with a limit of 10 tickets per transaction. Each visitor to the Expo 2020 Pavilions Premiere must have a ticket.

13- I CANNOT ATTEND ON THE DATE I ORIGINALLY BOOKED. CAN I COME ON A DIFFERENT DATE?

Tickets are non-refundable, with cancellations and date changes not allowed. However, all tickets are transferable, so you may pass your ticket to a family member or friend to use. Ticket resales are not permitted, either privately or through any third party or public platform.

14- HOW DO I REBOOK?

Tickets cannot be exchanged. You can rebook a new ticket via our website:

ticketing.expo2020dubai.com

15- CAN I CANCEL MY TICKET AND GET A REFUND?

Tickets are non-refundable, with cancellations and date changes not allowed. However, all tickets are transferable, so you may pass your ticket to a family member or friend to use. Ticket resales are not permitted, either privately or through any third party or public platform.

16- MY CREDIT CARD IS NOT ACCEPTED ON YOUR WEBSITE. HOW CAN I PAY?

We recommend using another card to make your purchase. We accept Mastercard, Visa, China UnionPay and JCB. You can also purchase tickets onsite using cash, however it is recommended to book your tickets online in advance as all tickets are subject to availability.

17- I HAVE NOT RECEIVED MY TICKET ON MY EMAIL. WHAT SHOULD I DO?

Please contact the Expo Contact Centre for further information on **(+971) 800 EXPO [3976]**.

18- I CANNOT REMEMBER THE DATE/TIME/PAVILION ON MY TICKET AND CANNOT FIND MY BOOKING ON THE WEBSITE?

Please contact the Expo Contact Centre for further information on **(+971) 800 EXPO [3976]**.

19- ARE THERE SPECIAL DISCOUNTS/TICKETS FOR STUDENTS, EMPLOYEES, ETC?

Unfortunately, we are not currently offering any special discounts/tickets. Please contact the Expo Contact Centre on **(+971) 800 EXPO [3976]** for group visits larger than 50.

20- I WOULD LIKE TO BRING A GROUP (11+ PEOPLE) TO VISIT THE EVENT. HOW CAN I DO THIS?

Please contact the Expo Contact Centre on **(+971) 800 EXPO [3976]** for groups larger than 50, or book your tickets in multiples of 10 on the website. Please note that tickets are subject to availability.

21- CAN I RESELL MY TICKET?

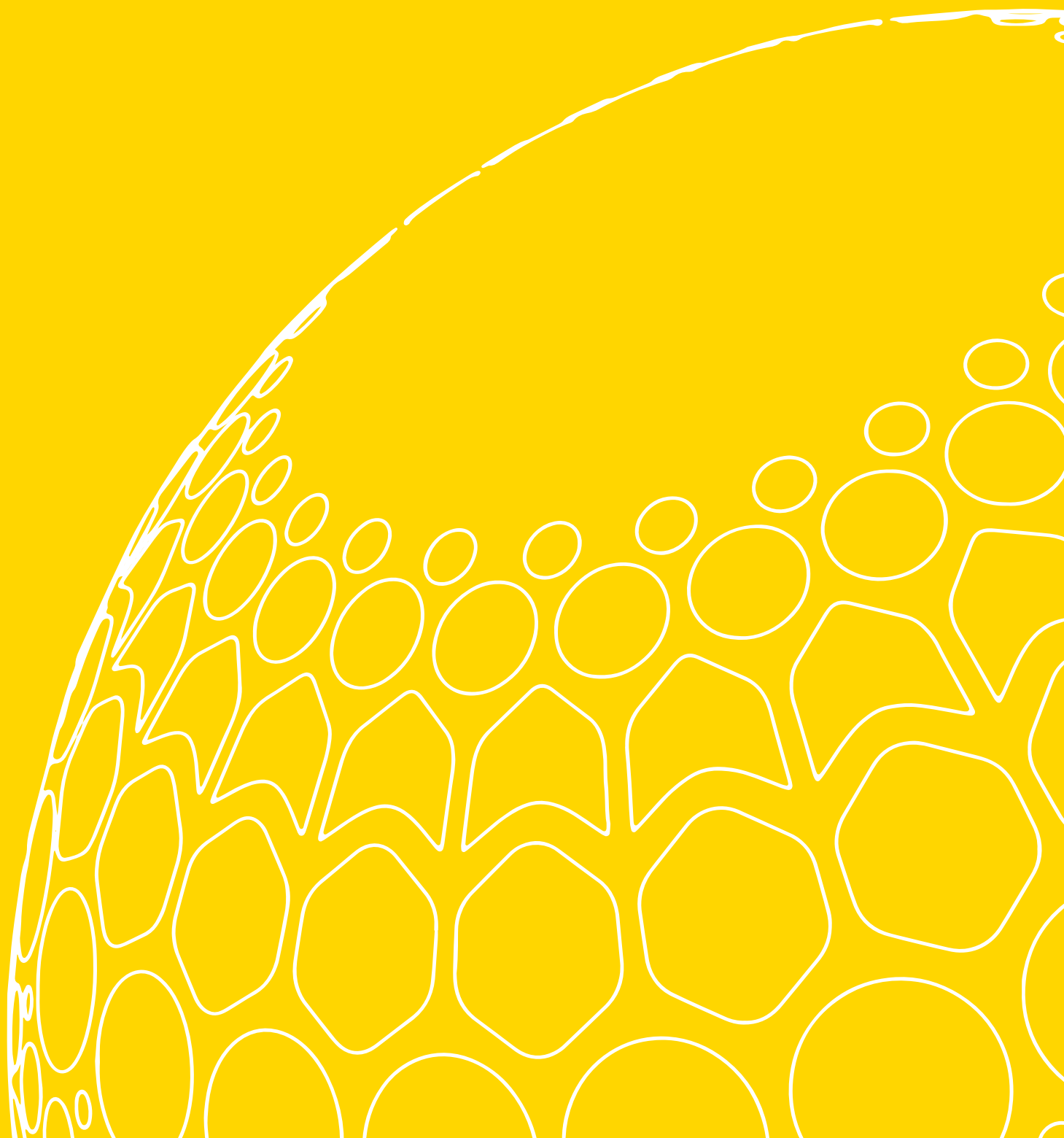
No, resale of tickets is not permitted. However, tickets are transferable, so you may pass your ticket to a family member or friend.

22- MY TICKET HAS BEEN STOLEN. WHAT DO I DO?

Please contact the Expo Contact Centre on **(+971) 800 EXPO [3976]** to report the incident, so we can take further action to provide you with a replacement, if the ticket has not already been used.

03.

EXPERIENCE



1- HOW LONG WILL THE VISIT TAKE?

It takes about one hour to experience one pavilion. There are also plenty of other activities, as well as food and beverages to be enjoyed in the surrounding area, so we recommend you plan additional time for exploration and relaxation during your visit.

2- WILL THE WHOLE TOUR BE GUIDED?

No guides are needed for the Public Realm and outdoor areas, which you can experience at your leisure, but hosts will be available to answer any questions you may have.

3- ARE THERE ANY OTHER POINTS OF INTEREST APART FROM THE THEMATIC PAVILIONS?

You will also get to glimpse part of Expo 2020's beautiful public spaces. Before and after your visit to the pavilions, you can explore Expo's grounds, which include installations and original artworks, as well as food and beverage offerings.

4- WILL ANY OF THE COUNTRY PAVILIONS BE OPEN?

No. Only the three Thematic Pavilions will be open during the Pavilions Premiere. The Sustainability Pavilion will be the first to welcome visitors on 22 January, while the Mobility Pavilion and Opportunity Pavilion will follow later in the first quarter of 2021.

5- WILL THERE BE TIMETABLED PROGRAMMING OR ENTERTAINMENT?

There will not be a fixed timetable, but live entertainment will be available.

6- WILL THERE BE ACTIVITIES FOR CHILDREN?

Yes, there will be great children's activities as well as a playground area.

7- ARE FOOD AND BEVERAGE OUTLETS AVAILABLE ONSITE?

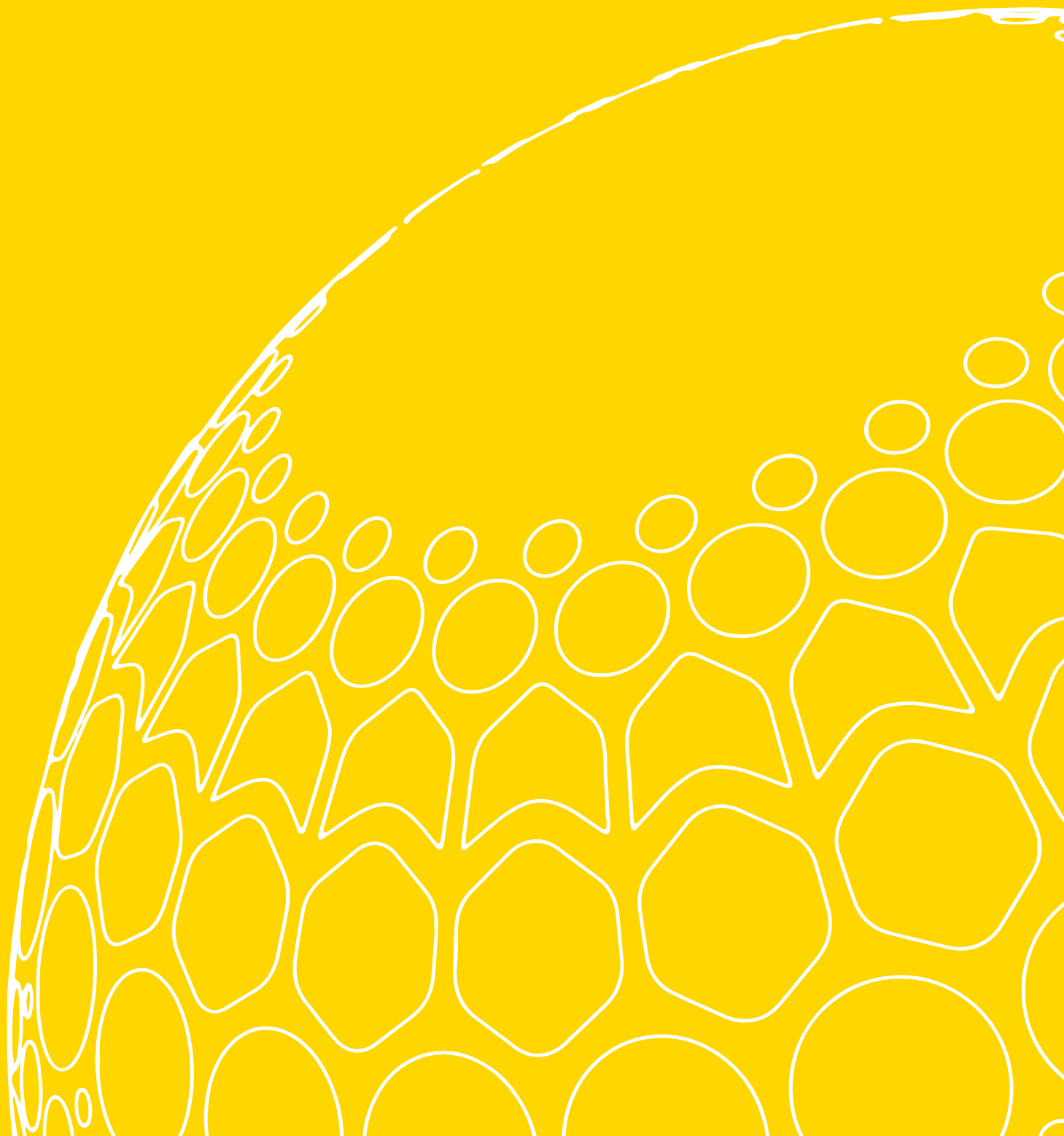
Yes, there will be food and beverage outlets available, including Terra Café, which will be open in **Terra** – The Sustainability Pavilion. There will be a variety of food and beverage experiences on offer in the Sustainability concourse and other pavilion concourses, once open.

8- IF I COME TO THIS PREMIERE, DOES THAT MEAN THAT I WON'T NEED TO COME TO EXPO 2020 IN OCTOBER?

We are only showing you a very small, though significant, piece of the entire Expo 2020 experience at the Expo 2020 Pavilions Premiere. When Expo 2020 opens its doors on 1 October 2021, there will be a globe-spanning array of Country Pavilions, innovative installations, entertainment and international cuisine from around the globe and more for you to explore and enjoy.

04.

**EXPO RETAIL
STORES**



1- HOW MANY EXPO RETAIL STORES DO YOU HAVE ON SITE?

We will have one store each within the **Terra** (Sustainability) and **Alif** (Mobility) pavilions. Retail carts will be positioned in each zone within the Concourse and Arrival Plazas.

2- WHAT PRODUCTS CAN I BUY AT THE EXPO RETAIL STORES?

Expo 2020 will retail products from a wide range of categories including souvenirs, plush toys, apparel, stationery, homewares, beauty, sporting and outdoor and many others.

3- WHAT CURRENCIES/PAYMENT METHODS DO YOU ACCEPT AT THE STORE?

All major credit cards are accepted (excluding American Express). Contactless payment is recommended and encouraged. Our currency is AED.

4- WILL THE PRODUCTS RETAILED ONSITE ALSO BE AVAILABLE FOR PURCHASE ONLINE?

A large selection of the products available in-store are available on Expo 2020's online store. Please visit www.amazon.ae/expo2020dubai to view our range of products and make your purchase.

5- DO YOU DELIVER IF MY ITEMS ARE TOO HEAVY TO CARRY WITH ME?

Home delivery services are unavailable for products purchased in-store. The delivery option is available for online purchases. Please visit our online store - www.amazon.ae/expo2020dubai - to browse through our range of products.

6- CAN I REFUND, EXCHANGE OR RETURN AN ITEM I PURCHASED FROM YOUR STORE?

- Items can be exchanged within fourteen (14) days or refunded within seven (7) days of the purchase date.
- Refunds will be made to the original form of payment only.
- Items exchanged or refunded must be unused and in original packaging.
- The following items cannot be returned or exchanged: swimwear, jewellery and cosmetics
- Products already exchanged cannot be exchanged or refunded.
- The original receipt is required for any exchanges or refunds.

7- I DON'T HAVE ANOTHER TICKET TO ENTER THE PAVILIONS PREMIERE AGAIN, HOW CAN I EXCHANGE MY ITEMS?

Our Contact Centre will be happy to assist you on **(+971) 800 EXPO [3976]**.



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