

CATERING MANUAL

Catering services, food and beverages for stands and receptions

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1. General rules

Catering at Tampere Hall is exclusive. All food and beverages must be ordered via the venue's catering service. Alcohol brought from outside is not allowed to be served or consumed within the premises of Tampere Hall.

Exhibitors are not permitted to distribute any food or beverages that have not been ordered from Tampere Hall's catering service or supplied by the Tampere Hall restaurants (for exceptions, see pt. 2).

In Finland, all activities related to food and beverages in public spaces – including production, transportation, storage, sales, and distribution – are monitored by the Food Authority. The regulations set by the Food Authority also apply to the distribution and serving of food and beverages at Tampere Hall.

For further questions, **please contact: womex.catering@tampere-talo.fi**

2. Serving own food and drinks on stands

Exhibitors are generally not permitted to distribute any food or beverages that have not been ordered from Tampere Hall's catering service or supplied by the Tampere Hall restaurants. The following exceptions apply:

- exhibitor's own "local" products, provided they are dry items that do not spoil or require refrigeration, for example small snack-type items such as nuts
- company-branded products (e.g. a packaged candy as giveaway branded with your company's name)

Alcohol brought from outside is not allowed to be served or consumed within the premises of Tampere Hall (see details in pt. 5).

In case of any questions, **please contact womex.catering@tampere-talo.fi**

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3. Catering for stands / stand receptions

To order food, beverages or catering services for your stand or stand reception, please create an account at Tampere Hall's Extranet Service and follow the applicable ordering procedure:

Extranet Service Website: <https://orders.tampere-talo.fi/>

Event key: **WOMEX2025**

**In case of any questions, please contact:
womex.exhibition@tampere-talo.fi**

All orders will be delivered to your stand at your desired time. When ordering catering from the Extranet, **please write the date and time for delivery in the additional information section.**

Please note: Tampere Hall cannot provide fridges or storage spaces for catering. All food is good to be served for up to three hours after delivery without refrigeration.

4. Catering for reception rooms, speed meetings, etc.

Please order all catering for receptions, speed meetings, and similar events at Tampere Hall's restaurant facilities (foyers). **Please contact: womex.catering@tampere-talo.fi** to receive an offer tailored to the occasion in question.

It is not permitted to distribute any food or beverages that have not been ordered from Tampere Hall's catering service or supplied by the Tampere Hall restaurants. For alcoholic drink orders involving third-party producers, please see pt. 5.

5. Alcoholic drinks service and ordering at the event

Alcohol brought from outside is not allowed to be served or consumed within the premises of Tampere Hall. There are three ways to serve alcohol at your stand:

- ① Place your order via Tampere Hall's Extranet service (see pt. 3 above)
- ② Contact Tampere Hall's catering service for a wide selection of alcoholic beverages from around the world, offered through their partners. More information about their selection and pricing can be found via the following link: *Womex_Drinks_word_English_Final.pdf*. **The products available through this link must be ordered no later than 1 month before the event** by contacting womex.catering@tampere-talo.fi
- ③ The exhibitor may make a direct agreement with a third-party producer who is an official distributor in Finland. It is possible to have a sponsor to deliver alcohol from a respective native country, if this specific producer has a distributor in Finland that will deliver the goods in agreed time frame to the venue. In this case, the procedure is as follows:

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- The exhibitor contacts the event's catering service by e-mail at womex.catering@tampere-talo.fi, specifying what products they intend to bring, through which company/distributor, and confirming that an agreement with an official distributor operating in Finland has been made.
- The catering contact person (womex.catering@tampere-talo.fi) will reach out to the official distributor named by the exhibitor, who must be legally operating in Finland.
- The catering contact person (womex.catering@tampere-talo.fi) will respond to the exhibitor with the final price for the products and provide payment instructions.
- Once/If the exhibitor confirms the order and its pricing, the catering service will place the order with the distributor, and the invoice will be sent to the address provided by the exhibitor.

PLEASE NOTE: Orders placed through third-party suppliers must be agreed upon well in advance between the exhibitor and the restaurant representative, as the import process for alcoholic products can be lengthy. All products will be invoiced in advance.