



**If you are thinking of visiting any of our fairs soon, please keep this information and recommendations of interest in mind:**

- 1.**  Check the website of the event to know all the details about exhibitors, activities, visitor profile, opening days and times and types of access (e.g. ticket prices and passes, etc.)  
You should plan ahead for your visit, as it is possible that you can have some bonuses and/or advantageous conditions by registering or purchasing your ticket in advance.
- 2.**  Our facilities were designed in order to ensure that anyone with special needs could have access to our building and its different operational spaces regardless of their capabilities. You can have more information on this topic in the Accessible Area section.
- 3.**  FYCMA has free parking area for up to 1,200 vehicles. The reason for our valet parking is related to the activity of certain non-profit organisations that are authorised by competent authorities, but payment is always voluntary and deemed as contribution.
- 4.**  Purchasing a ticket directly at the ticket office allows for payment in cash or through a POS device. Most events have enabled online purchase or registration options, often as a bonus. Check the specific website to find out more about the alternatives.
- 5.**  FYCMA develops specific emergency and evacuation plans, and trains specialised personnel to guarantee your security at all events held on our premises. In addition, it is a building equipped with video-surveillance system.
- 6.**  All FYCMA spaces are duly identified. All the events held here display specific signage and attention signs to visitors.
- 7.**  The Palace has two cafeterias. At least one of them is open all-year round, except on holidays, from 9 am to 4 pm. All events held at FYCMA have a catering area.
- 8.**  Visitors and participants in events held at FYCMA have access to medical services and lactation rooms. In case of emergency, we have defibrillators strategically placed in the entire building.
- 9.**  FYCMA has waste recycling bins. Please use them responsibly in order to facilitate the work of our cleaning and maintenance personnel.
- 10.**  Smoking is forbidden -including electronic cigarettes- except in authorised areas
- 11.**  As a general rule, access with pets is permitted - one per person - with the exception of events or spaces within an event where food is prepared, handled or consumed, as well as at shows, sporting events or those similar to children's playgrounds, or any other event where FYCMA or the organising company decides to expressly prohibit it because its nature or content makes it advisable to do so.
- 12.**  FYCMA has a complaints book available at our premises for anyone who wish to report any complaints and claims. You can also submit your comments or suggestions to [info@fycma.com](mailto:info@fycma.com)

For more information, please read the FAQs section.