

Frequently Asked Questions

What is the address of the venue?

Fira de Barcelona - Gran Via
Av. Joan Carles I, 64
08908 L'Hospitalet de Llobregat
Barcelona

When can I register to the congress?

We are only in charge of the accommodation. Please find any information regarding registration here: <https://www.mobileworldcongress.com>

How do I know my reservation is confirmed?

We will email you the Hotel Confirmation with the reservation details: Booking reference, Guest, dates, deposit paid, remaining balance left to pay (if any). You can also access your confirmation and modify your reservation online by clicking on "My Account".

Can I transfer my reservation to someone else within my company?

Yes. Name changes are without restrictions at any time.

Does the hotel need a deposit or payment in advance?

Yes. All our hotels require a deposit payment and we will not confirm any reservation without it.

I need to cancel my booking, is it possible?

We have different cancellation deadlines throughout the year; please check the [Cancellation Policy](#) section for more detailed information.

What is the difference between a single room, a double room and a twin room?

A single room has one large bed for single use.

A double room has one large bed for double use.

A twin room has 2 single beds for double use. If you would like to have separate beds you will need to make your reservation under twin category.

I contacted the hotel and they do not have my reservation. Is my reservation confirmed?

We send the final rooming lists with names and dates to the hotel one week before the event. The room block is made under b network, as official accommodation provider, and if you have received a hotel confirmation from us, your reservation is confirmed.

I need an invoice for my reservation. How can I get it?

Please note that final invoices will be issued by the hotel upon check-out. However, you can request b network to issue a deposit receipt for the payment you have made.

I am not familiar with the city of Barcelona and I would like to have some hotel suggestions according to my needs.

If this is the case, b network can help you! You can write an email to mobileworldcongress@b-network.com providing the following information: dates needed, budget, hotel category needed.

My hotel preference is no longer available and I would like to be placed in the waiting list, is it possible?

Unfortunately, we do not have any waiting list due to the high demand for Mobile World Congress dates. However, we invite you to visit our website to find a satisfactory alternative or you can also contact us at any time for any further assistance.

Can I get a discount if I do not want the breakfast included?

No. Rates are always negotiated with breakfast included (as long as the hotel has the service) and there is no possibility of having a discount if breakfast is not needed.

Are taxes included in the price? And local tax?

For matters of transparency, taxes are always included. Local tax is only included when you chose the payment option "Full Prepayment" otherwise, you will need to pay for local tax upon check-out.

Can I pay for my stay in advance?

Yes. If you want to make the whole reservation in advance, you can choose the payment method "Full Prepayment".

Can I pay for my stay at the hotel with a different credit card than the one used to make the reservation?

Yes. Hotels accept payment for the stay on a different card and usually also accept payments in cash. However, please ensure that the new card or cash is accepted by the hotel.

I require an early check in. Is it possible?

An early check-in can be requested to the hotel but cannot be guaranteed. In case you wish to make sure that you can get an early check-in, you will need to book and pay the previous night.

I do not know how far my hotel is away from the venue. Can you advise?

In the hotel description received together with your booking confirmation, you can find the indications of how to reach the congress from the hotel and the estimated time needed by taxi and public transportation (if any).

I am not familiar with the city. Where can I get some restaurant and sightseeing recommendations?

You can visit [Barcelona's tourism website](#) for restaurant, shopping and sightseeing tips.