

ATTENDEE FAQ

GlobalPETS Forum 2027

January 18–20, 2027 | Lisbon · Portugal

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Before you go

Do I need a printed ticket?
No, you can just state your name at the registration desk to get your badge.

When does the registration desk open?
On Monday at **14:00** and on Tuesday at **08:00**.

Where can I find an attendee list?
You can find all attendees in the GPF27 app, also accessible on desktop. It's available from 1 December 2026.
You can use the app to reach out to fellow attendees.

Having difficulties logging in to the app?
You can contact the app support via the chat function on **www.swapcard.com** or email the team at **support@swapcard.com**. If your question isn't technical but event-related, you can contact **events@pets.nl**.

Is there a dress code?
There is no specific dress code, but business casual is most common.

Do you have social media and email banners?
We have a LinkedIn image and email banner you can use to tell people you're attending GPF. Download them **here**.

Make sure to tag our company page and use **#GlobalPETSForum2027** so other attendees can find you.

I won't be able to attend after all. What should I do?
Contact **events@pets.nl** as soon as possible.

If you cancel before 1 December, you receive a full refund. Cancellations after 1 December are non-refundable. You can transfer your ticket to one of your colleagues at no extra charge.

GLOBALPETS FORUM 2027

Venue & hotel

Jan 18–20, 2027
Lisbon · Portugal



Where does the event take place?
In the Vitis and Morus rooms (lower ground floor) of the EPIC SANA Lisboa Hotel.

Address: Av. Eng. Duarte Pacheco 15, 1070-100 Lisboa, Portugal

Can I get a group rate on my hotel room?
Yes, you can book your hotel room at a fixed rate here.

Book your room at the event rate →

Is there Wi-Fi?
Yes, there is WIFI available throughout the venue. You can find the network name and password at the registration desk.

Where can I leave my luggage and coat?
If you are staying at the hotel, we recommend leaving your luggage and coat in the hotel's luggage storage. There will be a small cloakroom in the exhibition area next to the registration desk.

Is the venue accessible?
There are lifts to access the conference floor as well as the breakfast area. There are accessible toilets throughout the hotel.

Getting around & tour

Getting around

How do I get from the airport to the hotel?

By taxi or Bolt: About 15 to 20 minutes, around €15 to €25. Taxis wait outside arrivals.
By metro: Take the red line toward São Sebastião, change at Saldanha to the yellow line toward Rato, and get off at Marquês de Pombal. The hotel is about a 10-minute walk uphill from there.

Is there a taxi company you recommend?

We recommend using the ride-sharing app Bolt. The hotel also recommends Amiroad, which has different cars and executive minivans depending on your needs. Contact: **amiroad@amiroad.pt**

Is parking available?

There is a public parking garage, which costs €25 per day for our guests.

Monday retail tour

⚠️ **The tour is fully booked.**
If you're not registered, there will **NOT** be a spot for you, unfortunately.

I'm registered for the tour. Where and when are we meeting?

Please meet in the hotel lobby of EPIC SANA Lisboa at 12:45 to sign in and pick up your delegate badge. If you are not on time, your place will be given to others on the waiting list.

You'll be back at the hotel around 16:00, and dinner starts at 19:00 in the Vitis and Morus rooms (lower ground floor).

I can't make it after all. What should I do?

There's a long waiting list for this tour, so if you won't be able to join, please let us know as soon as possible via **events@pets.nl** so someone else can take your spot.

Food, evenings & after

Food & evenings

Are lunch and dinner included?
Yes, dinner on Monday and Tuesday and lunch on Tuesday and Wednesday are included.

I have allergies or other dietary restrictions. What should I do?
There will be vegetarian, vegan and gluten-free options available. If you have a severe allergy, please let us know.

If you are worried about something specific before the event, feel free to reach out to **events@pets.nl**. During the event, you can tell the catering staff about specific allergies.

Where is the dinner on Monday?
In the Vitis and Morus rooms (lower ground floor) of the EPIC SANA Lisboa Hotel.

How do we get to the dinner at Estufa Fria on Tuesday?
Buses will take us back and forth from the EPIC SANA Lisboa.
We will leave at 18:30 and will be back around 23:00.

After the event

Where can I download the speaker presentations?
On Monday 25 January, you'll get an email with the presentations.

Note that in some cases, speakers don't share their presentation, or only a summary. We'll tell you before they go on stage.

The presentations will be password-protected, and we ask you not to share them with people who did not attend the event.

Where can I find the photos taken during the event?
After the event, you'll get the link to download the pictures.

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Questions? **events@pets.nl**