

● ● Eurobike

# Your Service Documentation

Join the global platform for  
cycling and ecomobility



**June 25–29, 2025**  
**Messe Frankfurt**

EUROBIKE Festival: June 28–29



# Table of Contents

<b>Welcome</b>	<b>3</b>
<b>Important Deadlines for Your Trade Fair Preparations</b>	<b>4</b>
<b>Things You Should Know</b>	<b>6</b>
<b>Technical information</b>	<b>6</b>
<b>Warning of Unofficial Exhibitor Directories</b>	<b>7</b>
<b>Plan your stand as early as possible</b>	<b>8</b>
<b>Ordering Products and Services Online</b>	
Shop for Exhibitor Services	9
Creating Promotional Materials for Visitor Invitations	9
<b>Services for a Successful Trade Fair</b>	<b>10</b>
<b>Our Service Hotlines at a Glance</b>	<b>12</b>
<b>Information on the use of pavilions</b>	<b>13</b>
<b>Important Logistics- and Traffic-Information</b>	
Parking and Traffic Regulations EUROBIKE	14
Driving onto the Exhibition Grounds During Set-up and Dismantling	15
Important Shipping Information	16
<b>Wireless Internet at Trade Fairs</b>	<b>17</b>
<b>Ticket Services for Exhibitors</b>	<b>18</b>
<b>Your Contact Persons for EUROBIKE 2025</b>	<b>20</b>



# Important Deadlines

## Checklist for your personal preparations for the fair \*

Important order deadlines have been **highlighted** for better clarity.

Dates	Subject and Details	Your Contact	Done / documents received?
Until 2 April 2025	<p>Please register your <a href="#">co-exhibitors</a> online.</p> <p>We would like to remind you that all of the joint stand participants at your stand must be registered.</p> <p><b>Deadline: 2 April 2025</b></p>	<p><b>Exhibitor Service EUROBIKE</b>            Phone: 07541 95995 -23/ -24/ -27/ -30  <a href="mailto:info@eurobike.com">info@eurobike.com</a></p>	<input type="checkbox"/>
From February 2025	<p>You will receive <b>your access to the <a href="#">Media Package Manager (MPM)</a></b> from Messe Frankfurt. In the MPM you can add and update your company data. As well as add further entries and logo bookings:</p> <p><b>Deadline for media entries in the show guide: 26 April 2025.</b></p>	<p>For technical and content-related questions relating the Media Package Manager, please call +49 69 7575-50 90, or send an e-mail to <a href="mailto:eurobike@mpmcontent-messefrankfurt.com">eurobike@mpmcontent-messefrankfurt.com</a></p>	<input type="checkbox"/>
From March 2025	<p>On receipt of the exhibit confirmation, you can order products and services online in our <a href="#">Shop for Exhibitor Services</a>:</p> <ul style="list-style-type: none"> <li>• System and individual stand construction</li> <li>• Technical connections (electricity, water, telecommunications, ...)</li> <li>• Stand fixtures and furnishings (furniture, carpeting, decoration elements, media technology, ...)</li> <li>• Stand services (stand guards, cleaning, hostesses, ...)</li> <li>• Parking permits</li> <li>• Catering and event services</li> <li>• Logistic services</li> </ul> <p><b>Important:</b>            We recommend that you order a stand guard for the event days, as well as for set-up and dismantling.</p>	<p>For <b>technical questions</b> relating to order processes and the Exhibitor Services Shop please call +49 69 75 75-29 99, or send an e-mail to <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a></p> <p>For <b>questions about „Messe-Login“</b>, please send an e-mail to <a href="mailto:messe-login@messefrankfurt.com">messe-login@messefrankfurt.com</a></p> <p>You can find the names of the people to contact by clicking on the service required at <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a></p>	<input type="checkbox"/>
2 April 2025	<p><b>Registration deadline for your <a href="#">co-exhibitors</a></b></p>	<p><b>Exhibitor Service EUROBIKE</b>            Phone: 07541 95995 -23/ -24/ -27/ -30  <a href="mailto:info@eurobike.com">info@eurobike.com</a></p>	<input type="checkbox"/>
16 April 2025	<p>Deadline for your company data in the <a href="#">Media Package Manager (MPM)</a> so that they appear correctly in the show guide.</p>	<p>For technical and content-related questions relating the Media Package Manager, please call +49 69 7575-50 90, or send an e-mail to <a href="mailto:eurobike@mpmcontent-messefrankfurt.com">eurobike@mpmcontent-messefrankfurt.com</a></p>	<input type="checkbox"/>

Dates	Subject and Details	Your Contact	Done / documents received?
From the middle of May 2025	Please register every vehicle that wishes to <b>enter the exhibition grounds during set-up and dismantling</b> via our <a href="#">online portal</a> .	<b>Messe Frankfurt Venue GmbH, Traffic</b> Phone: +49 69 75 75-66 00 <a href="mailto:traffic@messefrankfurt.com">traffic@messefrankfurt.com</a>	<input type="checkbox"/>
14 May 2025	<b>Deadline for ordering rigging and suspension</b>	<b>Team Suspensions</b> Phone: +49 69 75 75-68 99 <a href="mailto:suspensions@messefrankfurt.com">suspensions@messefrankfurt.com</a>	<input type="checkbox"/>
20 May 2025	<b>Deadline for the submission of print data for advertising at our exhibition space.</b>  The advertising media must be ordered before this date.  * Online advertising can still be ordered until the start of the event.	<b>Your contacts in the Media Services team</b> <b>Tanja Eschmann</b> <a href="mailto:Tanja.eschmann@messefrankfurt.com">Tanja.eschmann@messefrankfurt.com</a> Phone: +49 69 75 75-58 56 <b>Tom Brozic</b> <a href="mailto:Tom.brozic@messefrankfurt.com">Tom.brozic@messefrankfurt.com</a> Phone: +49 69 75 75-35 18	<input type="checkbox"/>
23 May 2025	<b>Approval of stand-construction plans</b> Submission of <b>stand-construction plans* requiring approval</b> . The stand approval procedure must be submitted via <a href="#">this link</a> . Stand approval applications that are not submitted via this link cannot be processed.	<b>Messe Frankfurt Venue GmbH</b> Technical Event Management Fairs Phone: +49 69 75 75-59 04 <a href="mailto:standapproval@messefrankfurt.com">standapproval@messefrankfurt.com</a>	<input type="checkbox"/>
28 May 2025	<b>Deadline for ordering parking tickets</b> Please order the tickets via the <a href="#">Shop for Exhibitor Services</a> .	<b>APCOA PARKING Deutschland GmbH</b> Phone: +49 69 69 75 75-55 20 <a href="mailto:parkservices@messefrankfurt.com">parkservices@messefrankfurt.com</a>	<input type="checkbox"/>
3 June 2025	Please remember to order your <b>services</b> (electricity, water, stand cleaning, etc.) in the <a href="#">Shop for Exhibitor Services</a> .  For some services we charge an express surcharge of 25% from <b>4.6.2025</b> .  We are happy to support you to make your trade fair a success. Therefore, we ask you to order products early. This will ensure that all resources can be prepared for you efficiently and on time.	For <b>technical questions</b> relating to order processes and the Exhibitor Services Shop please call +49 69 75 75-29 99, or send an email to <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>  For questions about „Messe-Login“, please send an e-mail to <a href="mailto:messe-login@messefrankfurt.com">messe-login@messefrankfurt.com</a>  You can find the names of the people to contact by clicking on the service required at <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a>	<input type="checkbox"/>
20 June to 25 June 2025	<b>Regular setting-up</b> 20 - 22 June from 7 a.m. to midnight 23 June 7 am - 25 June 9 am non-stop	<b>Exhibitor Service EUROBIKE</b> Phone: 07541 95995 -23/ -24/ -27/ -30 <a href="mailto:info@eurobike.com">info@eurobike.com</a>	<input type="checkbox"/>
25 to 29 June 2025	<b>EUROBIKE 2024</b> If you have any questions, please do not hesitate to contact the EUROBIKE team.	<b>Exhibitor Service EUROBIKE</b> Phone: 07541 95995 -23/ -24/ -27/ -30 <a href="mailto:info@eurobike.com">info@eurobike.com</a>	<input type="checkbox"/>
29 June to 2 July 2025	<b>Regular dismantling:</b> 29 June 6 p.m. to 30 June 10 p.m. 1 + 2 July 7:00 am to 10:00 pm	<b>Exhibitor Service EUROBIKE</b> Phone: 07541 95995 -23/ -24/ -27/ -30 <a href="mailto:info@eurobike.com">info@eurobike.com</a>	<input type="checkbox"/>

\*Please note that this sequence may vary depending on when you register for the fair.

# Things you should know

Please note the following information for your participation at EUROBIKE.

## Checklist for your personal trade fair preparation

You can now find all the important dates for your trade fair preparations online on our website.

The new digital checklist is organised chronologically and will accompany you right from the registration phase. It will help you take the first steps towards your future trade fair success and will be updated on an ongoing basis.

[To the EUROBIKE checklist](#)

## Explanation videos for your preparation

We have made it our mission to make your trade fair preparations as easy as possible. With our videos, we would like to introduce you to a wide range of topics.

[To our explanation videos](#)

# Technical Information

We will be happy to provide you with a number of documents for download that may be of assistance for your event or your stand concept.

You can find the following factsheets and guidelines on our website:

- Technical Guidelines
- Factsheet aisle superstructures
- Factsheet burning candles
- Factsheet burning construction materials
- Factsheet ceiling-floor connections
- Factsheet construction heights
- Factsheet ethanol fireplaces
- Factsheet exhibition of motor vehicles
- Factsheet fat fryers and cooking rings
- Factsheet fog machines and hazers
- Factsheet gas-powered devices
- Factsheet helium filled balloons
- Factsheet laser systems
- Factsheet LED and lighting systems
- Factsheet liquefied gas
- Factsheet open flames
- Factsheet pavillons
- Factsheet presentations
- Factsheet prevention of legionnaires disease
- Factsheet stand ceilings and covered areas
- Factsheet stand parties
- Factsheet suspensions from ceiling
- Factsheet use of glas
- Factsheet working with wood and plasterboard
- Factsheet Congress Center
- Factsheet Festhalle
- Factsheet Forum
- Factsheet Portalhaus

This is where you will find our factsheets!

# Warning of Unofficial Exhibitor Directories

We would like to inform you that numerous suppliers such as Construct Data (FAIRGuide, Expo Guide) and Matic Verlagsgesellschaft mbH have issued so-called „unofficial exhibitor directories“.

**These directories have nothing to do with the official exhibitor directory as issued by Messe Frankfurt Exhibition GmbH.**

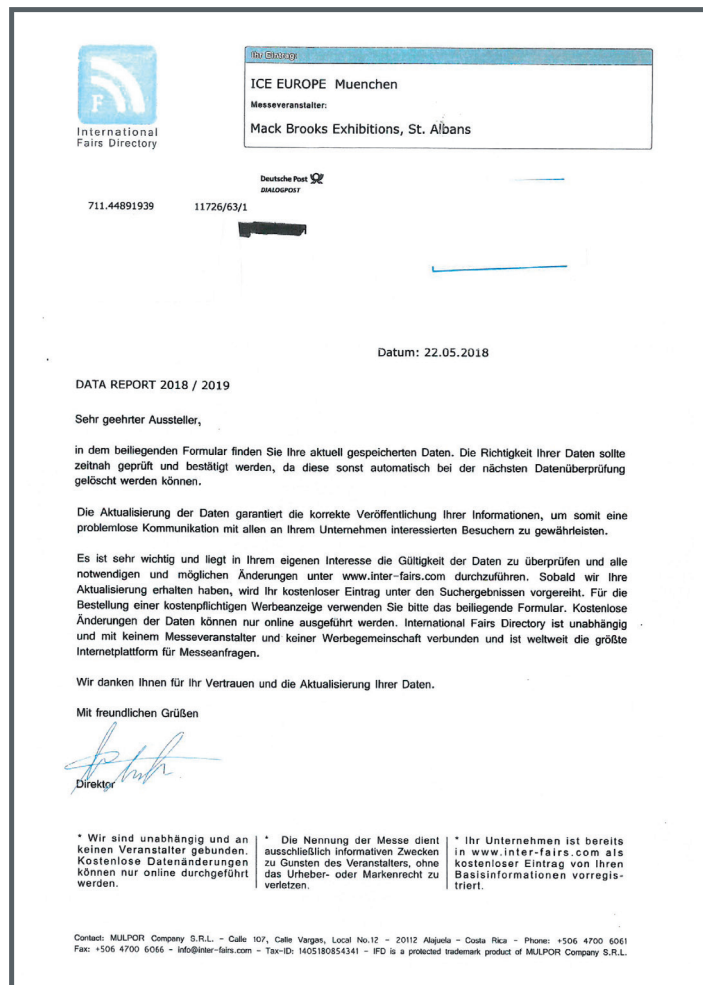
These companies are trying to get you to pay for an entry in their exhibitor directory using the subject heading of „Datenkontrolle“ or „data update“. If you want to appear only in the official exhibitor directory as issued by Messe Frankfurt Exhibition GmbH, then please decline these offers.

**The official exhibitor directory as well as all online media are strictly issued by Messe Frankfurt Exhibition GmbH in collaboration with Messe Frankfurt Medien und Service GmbH.**

If you have been accepted as an exhibitor at one of our trade fair events, then rest assured that your basic entry will appear in the official exhibitor directory and the online media.

You can find more information as well as a sample reply letter which you can use to react to an invoice from the suppliers of these so-called „unofficial exhibitor directories“ on the home page of the AUMA, the Association of the German Trade Fair Industry.

[See the sample reply letter](#)



Example of an unofficial exhibitor directory of the International Fairs Directory

# Plan your stand as early as possible

Here, you will find out why this is so important, while also learning about the things you need to pay attention to.

Regardless of whether you are planning to build a custom individual stand or use a system stand, you should start planning as early as possible. That is because the creation of a design concept, procurement of materials, and many other factors often require weeks of planning and lead time.

Before you contact a stand constructor, however, you should make note of some basic information. In particular, you should be able to answer the following questions:

## **What size of stand have you booked?**

If you do not have the numbers in your head, you will find these on your stand space proposal. Ideally, you should note down not only the width and depth, but also the number of square metres.

## **What kind of stand can be built on your stand area, and what is the location of your stand within the exhibition hall?**

There are different types of stand areas at trade fairs. For example, you can book a corner stand, a row stand, a peninsula stand or an island stand.

You can find the actual location of your stand in the hall plan. This hall plan also includes the columns, aisles, cafés, toilets and other facilities. Please be sure to also make the hall plan available to your stand constructor.

## **What is your budget?**

By this point you should already have defined your overall total budget, and you should know how much of this is available for stand construction. This is true whether you are planning to have a system stand or a custom individual stand. That is because your stand constructor is certain to ask you this question during the consultation phase.

## **What are you hoping to achieve with your trade fair presentation?**

Are you looking to present your products, or is your goal to showcase your brand? Or perhaps you are also hoping to recruit new people to your company? It goes without saying that this is the most important information of all, because at the end of the day, this determines what is the best design for your stand.

## **Fairconstruction – Messe Frankfurt’s stand construction specialists – will be happy to assist you in all aspects of stand construction.**

Simply get in touch with us – or you can use our stand configurator to plan your modularly expandable system stand.

[Contact Fairconstruction](#)

[Open stand configurator](#)



With Fairconstruction's stand configurator, you can plan your stand quickly and easily.

# Ordering Products and Services Online

Messe Frankfurt makes it easy for you to order all the products and services you need for your trade fair presentation quickly and easily – you can use our online ordering systems for this purpose.

## Order products and services from the Shop for Exhibitor Services

You can order products and services for your trade fair appearance from Messe Frankfurt's [Shop for Exhibitor Services](#).

In order to use the Shop for Exhibitor Services, you need to have a Messe-Login. If you do not already have a Messe-Login, persons designated as the 'contact person – contracting party' in the exhibitor's Intention to Exhibit will receive an email from [messe-login@messefrankfurt.com](mailto:messe-login@messefrankfurt.com). Simply click on the registration link contained in this email and select a password. If you already have a Messe-Login, please use this to login to the [Shop for Exhibitor Services](#).

You will find answers to all questions pertaining to the Shop for Exhibitor Services – such as how you can authorise representatives to place orders or what you need your stand code for – in our [FAQs](#).



If you have any questions regarding the Messe-Login, please contact our hotline on +49 69 75 75-29 99 or send an email to [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com) – we will be happy to assist you.

## Promotional materials for visitor invitations are available in the Shop for Exhibitor Services

We will be happy to support you with effective professional advertising media that will draw the attention of trade visitors to your stand. **You can design and order online advertising materials in our [Shop for Exhibitor Services](#) with which to invite visitors to the event.**



You will find a wide range of materials in our Shop for Exhibitor Services that make it easy to invite your customers to your stand.

The Shop for Exhibitor Services is the central platform where you can order all the products and services you need for your trade fair activities.

# Services for a Successful Trade Fair

Optimise your trade fair activities with services from a single source.



## Stand, furniture, furnishings and equipment

Fairconstruction, Messe Frankfurt's trade fair construction firm, can offer you the entire spectrum of construction services. Your benefits: Invaluable insider expertise that comes from working in our own venue and short distances – something that saves time and money.

[Further information](#)



## Get off to a great start with perfect stand engineering

Travel to Frankfurt with your mind at ease – we'll make sure that all of the technical components work together seamlessly. We can offer you: Electricity and water, WiFi solutions and visitor registration, as well as a wide range of additional technical services.

[Further information](#)



## Stand services and friendly service personnel

Gaining new contacts and cultivating existing relationships are the fundamental goals of a successful trade fair participation. To ensure that you are able to focus all your efforts on your guests, we offer you a full range of services to keep your stand running smoothly.

[Further information](#)



## Advertising – Raising the profile of your brand

Effective onsite and online marketing is central to successful trade fair activities as it helps you to generate attention for your company within its sector. In this way, you can convey your messages directly and reach your target group at the Frankfurt exhibition grounds.

[Further information](#)

## Do you require any other services, or do you have any questions?

We will be happy to take the time to advise you regarding our wide range of services. Our Services Sales Team looks forward to hearing from you – simply give us a call on +49 69 75 75-54 08 or send us an email to [customerservice@messefrankfurt.com](mailto:customerservice@messefrankfurt.com).



### Logistics Service & Traffic Management – just-in-time at the right stand

With more than 150 events taking place on the Frankfurt exhibition grounds every year, it is essential that everything meshes seamlessly. The team sees to it that everything runs perfectly during the set-up and dismantling phases.

[Further information](#)



### Fire extinguisher for your stand

The foam extinguisher „AB-Schaum“ is the perfect fire extinguisher for your booth. Handy, easy to use and ideally suited for incipient fires of fire classes A (solid substances such as wood) and B (liquid substances such as gasoline).

[Go to the Shop for Exhibitor Services](#)



### Conference, meeting and storage rooms

It is often the case that there is simply too much going on at the stand to have detailed talks with customers. For situations such as these, you can simply book a conference room or a meeting room located in the direct vicinity of your stand.

[Further information](#)



### Food, drink and much more besides

The impact of trade fair activities depends on many factors, one of which is food and drink. This success factor can be left in the capable hands of Accente, which is based directly on our grounds. It can provide catering for your trade fair stand during the day.

[Further information](#)

# Our Service Hotlines

Do you have any questions regarding Messe Frankfurt's products and services?

Service team	Email	Phone
Advertising	<a href="mailto:media.services@messefrankfurt.com">media.services@messefrankfurt.com</a>	+49 69 75 75-68 86
Catering	<a href="mailto:catering@accente.com">catering@accente.com</a>	+49 69 7 56 02-22 41
Cleaning	<a href="mailto:cleaning@messefrankfurt.com">cleaning@messefrankfurt.com</a>	+49 69 75 75-69 11
Compressed air + natural gas	<a href="mailto:compressedair@messefrankfurt.com">compressedair@messefrankfurt.com</a>	+49 69 75 75-66 78
Electricity	<a href="mailto:electricity@messefrankfurt.com">electricity@messefrankfurt.com</a>	+49 69 75 75-66 70
Hostess	<a href="mailto:office@dkts.de">office@dkts.de</a>	+49 6101 9956198
Interpreter	<a href="mailto:info@bbklanguages.com">info@bbklanguages.com</a>	+49 7274 702770
Logistics	<a href="mailto:logistics@messefrankfurt.com">logistics@messefrankfurt.com</a>	+49 69 75 75-60 75
Security	<a href="mailto:standguard@messefrankfurt.com">standguard@messefrankfurt.com</a>	+49 69 75 75-63 42
Shop for Exhibitor Services	<a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>	+49 69 75 75-29 99
Suspensions	<a href="mailto:suspensions@messefrankfurt.com">suspensions@messefrankfurt.com</a>	+49 69 75 75-68 99
Stand construction + stand equipment	<a href="mailto:fairconstruction@messefrankfurt.com">fairconstruction@messefrankfurt.com</a>	+49 69 75 75-66 66
Stand construction approval	<a href="mailto:standapproval@messefrankfurt.com">standapproval@messefrankfurt.com</a>	+49 69 75 75-59 04
Telecommunication	<a href="mailto:telecommunication@messefrankfurt.com">telecommunication@messefrankfurt.com</a>	+49 69 75 75-711 73
Ticket Services for Exhibitors	<a href="mailto:etickets@messefrankfurt.com">etickets@messefrankfurt.com</a>	+49 69 75 75-51 51
Traffic	<a href="mailto:traffic@messefrankfurt.com">traffic@messefrankfurt.com</a>	+49 69 75 75-66 00
Waste	<a href="mailto:waste@messefrankfurt.com">waste@messefrankfurt.com</a>	+49 69 75 75-69 11
Water	<a href="mailto:water@messefrankfurt.com">water@messefrankfurt.com</a>	+49 69 75 75-66 78

# Information on the use of pavilions

When using folding pavilions / filigree structures and similar structures in the outdoor area, it is essential to observe the following instructions

All folding pavilions/filigree structures and similar structures must be secured against sliding, tilting and lifting in position by suitable measures (e.g. ballast weights and anti-slip mats/load securing mats). Ballast weights must be attached to the supports in a tension- and pressure-resistant manner so that they are constantly activated

With additional anti-slip mats, a higher efficiency of the dead weight and ballast can be achieved. The anti-slip mats must be placed over the entire surface under the supports and the ballast weights.

**The erection of structures in the outdoor exhibition area without the above-mentioned safety measures or equivalent measures is not permitted.** This applies in particular to folding pavilions and comparable filigree structures. If no adequate measures are taken to secure the position, the structure must be removed.

## Ballast pavilions

If no static proof of the stability of a folding pavilion is provided, at least the following ballast weights must be installed for the standard sizes shown here.

## Required total weight [kg]

Dimensions (LxWxH) [m]	with anti-slip mats	without anti-slip mats
3x3x3,3	93	185
4,5x3x3,3	139	278
4x4x3,3	124	247
5x5x3,3	154	309
6x4x3,3	185	370

- The required total weight is to be distributed evenly among all supports of the pavilion.
- If several pavilions are erected next to each other, the total weight stated must be multiplied by the number of pavilion.
- The ballast does not replace any necessary measures during strong wind events.

**Read the complete factsheet on the positional safety of folding pavilions/filigree structures**

Please also complete our contact form for stand construction in the outdoor area, naming a contact person who will be on site for the entire duration of the trade fair in the event of a storm warning.

**Here you will find the contact form for stand construction in the outdoor area**

An aerial photograph of a city skyline. A prominent skyscraper with a pointed top is on the left. In the foreground, there is a large parking lot filled with cars. A white mouse cursor is pointing at an orange text box. A pink text box is overlaid on the right side of the image.

# Parking and traffic regulations for EUROBIKE

You can find the parking and traffic regulations and our special conditions [here](#).

# Driving onto the Exhibition Grounds During Set-up and Dismantling

Please note: every vehicle that wishes to enter the exhibition grounds during set-up and dismantling must first register and report to the Check-In. It is only after this has taken place that vehicles can drive onto the exhibition grounds.

Messe Frankfurt offers a digital Central Traffic Management system for this purpose. The system optimises access to the exhibition grounds during the set-up and dismantling phases of events.

## Things you should know

Registration for entry takes place in two steps:

1. Vehicle registration in advance online or on site
2. Check-in at one of the registration areas

## How to register your vehicle

There are two ways in which your vehicles can be registered:

- In advance using our [online portal](#)
- On site – at one of the registration areas

Please make sure that you always have the following information ready:

- Plate number of the vehicle that is to enter the exhibition grounds
- Driver's name
- Driver's mobile phone number
- Freight forwarder's name / Supplier's company name
- Hall + stand number (e.g. 3.1 A26)
- Logistics services have been ordered: Yes / No

If you require additional logistics services, you can also order these in advance online – it's easy:

[www.logistics.messefrankfurt.com](http://www.logistics.messefrankfurt.com)

## Check-in

When approaching the exhibition grounds, please follow the signs to "Check-In". These will direct you to the current registration area.

Once there, you will be given a vehicle admission pass specifying the gate through which you are to enter the exhibition grounds. You may only enter the exhibition grounds through the gate assigned to you at the Check-In. The vehicle admission pass is only valid for this gate.

## Do you have any questions or require more information?

If so, please visit our website:

[www.traffic.messefrankfurt.com](http://www.traffic.messefrankfurt.com)

We will also be happy to assist you personally. You can reach us by:

Phone +49 69 75 75-66 00

Email [traffic@messefrankfurt.com](mailto:traffic@messefrankfurt.com)



# Important Shipping Information

Do you wish to use a courier to send materials or documents to your stand? If so, we would appreciate your help, for it is also in your interest!

In order to help avoid the problems which have been occurring quite frequently of late regarding customs clearance for your shipments, **we ask that you address your shipments as shown below.**

Those exhibitors who have addressed their shipments in a different manner have been facing a delay in customs clearance.

Given the relatively short duration of events, there is a danger that such packages might not be delivered at all.

This is why we ask that you address your shipments as detailed above, in order to ensure that they can be delivered without difficulty.

Company name

Stand: Hall / Level / Aisle / Stand no. / Event

e.g.:

12. 0 D 25

EUROBIKE

at Messe Frankfurt GmbH  
Ludwig-Erhard-Anlage 1  
60327 Frankfurt am Main  
Germany



# Wireless Internet at Trade Fairs

## Dear exhibitors,

Nowadays, wireless internet access is a necessity and a matter of course. Wi-Fi has become an essential technology of the wireless data transfer and nearly every portable terminal worldwide can be connected to it.

For that reason, it is very important for us to ensure a good wireless internet coverage at the exhibition centre. With this leaflet we inform you about some basic rules which add to run wireless internet systems at trade fairs efficient and trouble-free. We invite you to familiarise yourself with those rules.

Similar to the road traffic, in Wi-Fi systems it is also necessary to establish some rules to ensure that all road users can get to their destination with maximum efficiency and unscathed. These rules refer to Access Points which you possibly intend to use in your booth. We would kindly ask you to observe these rules, also in your own best interest.

This is important because Wi-Fi Access Points use a joint medium, which is limited by physical facts – the spread of electromagnetic waves in the air. These waves can overlap and interfere each other so that none of the signals can get to the receiver with the required quality. To stay in the road traffic illustration: the Wi-Fi signals spread out like cars on a three-lane motorway. It is reasonable that different road users use different lanes and a traffic jam happens when too many cars use the motorway at the same time.

## Hence following rules apply in all exhibition centres in Germany:

- 1. Wi-Fi Access Points may only send in a frequency range of 2,4 GHz, not at 5 GHz.**  
This setting can be selected in the configuration menu of your Access Points.
- 2. Wi-Fi Access Points may only send in channels 1, 6 or 11.**  
This setting can be selected in the configuration menu of your Access Points.
- 3. The transmission power of your Wi-Fi Access Points may not be more than -80 dBm at the border of your booth.**  
You can adjust the transmission power in the configuration menu. The Access Point's location on your booth affects how strong the signal is at the border of the booth.

- 4. The SSID, which is the identification of your Access Point, has to contain your booth number in the first characters (for example H4.0 B42).**

This way it is easy to check if one transmitter is configured inadequately – a principle of fairness, because you want that your booth neighbours also observe the rules, just like you. You are also allowed to configure the Access Point in a way that it does not send a visible SSID.

- 5. Channel Bonding is not permitted.**
- 6. Other transmitters than your Wi-Fi Access Points are strictly not permitted, they can disrupt the data signals.**

If you use other transmitters in the products you are exhibiting, please contact us in advance.

We are convinced that it is in everyone's interest to establish the same "traffic rules" for the usage of your personal Access Points at exhibition centres in Germany and to demand their adherence. Like this, time-consuming resetting or questions regarding the usage of Access Points can be avoided at an early stage.

Your trade fair organisers will gladly provide you with application forms so that you can register your Access Points. Please submit these forms in time; it helps to ensure that these rules are observed.

If you have any questions or require technical support, please do not hesitate to contact your trade fair organiser. There is also a basic advice we would like to give: the Wi-Fi infrastructure in the exhibition halls of German exhibition centres is often that well that you can use this Wi-Fi signal also for your own purposes. Your trade fair organisers will be more than glad to assist you.

Finally we would like to point out that the wireless data traffic is just as unpredictable as road traffic on motorways – it depends on the number of user as well as on how booths are constructed in the halls, none of these can be influenced during trade fairs. Should your booth or the exhibited products make a certain bandwidth necessary then a wired internet access is still the best option.

With kind regards,  
your trade fair organisers in Germany

# Ticket Services for Exhibitors Portal

Generate and manage your exhibitor passes, visitor admission vouchers and set-up and dismantling passes digitally – it's easy

In order to assist you with your trade fair preparations, we would like to tell you about our new Ticket Services for Exhibitors portal.

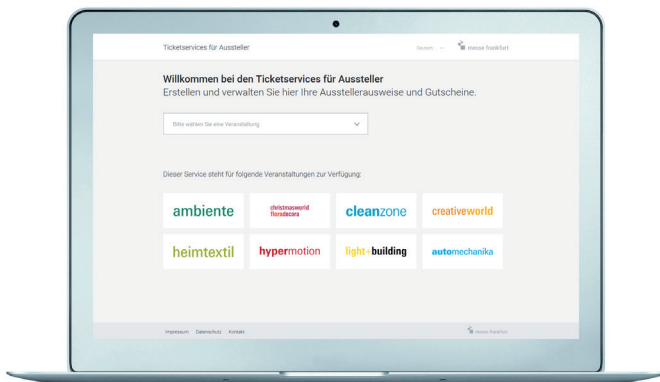
Now you can easily generate and manage your exhibitor passes, visitor admission vouchers and set-up and dismantling passes online at [www.exhibitortickets.messefrankfurt.com](http://www.exhibitortickets.messefrankfurt.com)

## Here's how the Ticket Services for Exhibitors portal works

As the main contact person for trade fair organisation, you – or someone you have designated as a representative – can use the new portal to generate the **desired number of personalised exhibitor passes and set-up and dismantling passes**. You will be sent the requested passes by email, and can print them yourself.

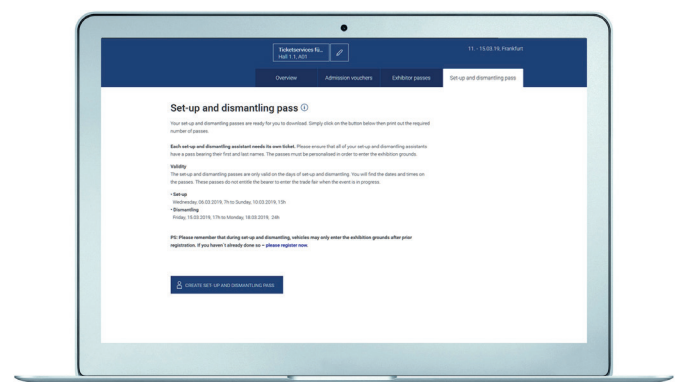
## This is what the new Ticket Services for Exhibitors portal looks like.

The image on the left shows the start page, where you can select the relevant event. Next to this you will find an overview of the exhibitor passes that have already been created. You can create new passes easily by clicking on the button.



## Things you should know

1. The exhibitor passes that used to be sent with the service folder have now been replaced by our new digital ticket service. Your allocation of free passes is automatically assigned to your stand, and is displayed for you in the portal.
2. Once you have used up your allocation of free passes, you will only pay for those passes actually used to enter the trade fair that exceed this allocation.
3. You can download a pdf file of your permit to be used for installation and dismantling from the Exhibitor Ticket Services portal. Simply print the requested number of permits or send them via mail to your installation and dismantling helper. Each installation and dismantling helper needs his own card on which he enters his name so that an access is possible. Please note that random permit inspections may be conducted.



**Your link to the Ticket Services for Exhibitors portal:**  
[www.exhibitortickets.messefrankfurt.com](http://www.exhibitortickets.messefrankfurt.com)



### Would you like to invite your customers to EUROBIKE?

If so, you can now use our new Ticket Services for Exhibitors portal to book your visitor admission vouchers. The following options are available:

1. You can use the portal to send your customer a voucher link. This voucher is sent in the form of an email in your name that contains a link to Messe Frankfurt's ticket shop. Here your guest can convert their voucher into a regular ticket.
2. You can download visitor admission vouchers in the form of voucher codes or PDF tickets, and send these to your customers.

### Promotional materials in the EUROBIKE look

If you would prefer to use promotional materials in the event's look for EUROBIKE

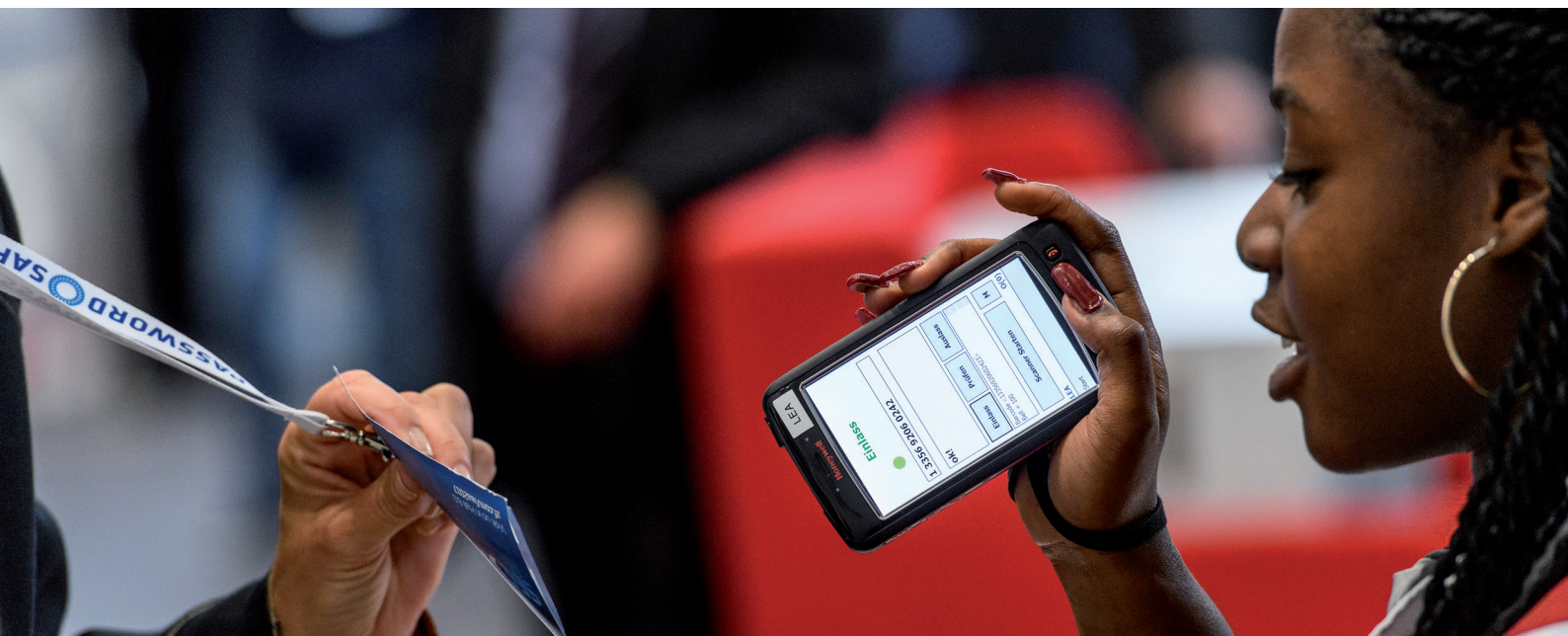
to invite your customers to your stand, we continue to offer you a wide range of print and digital advertising materials (printed vouchers, ticket envelopes, e-cards etc.) in our [Shop for Exhibitor Services](#).

### After the event

You can use the portal to request the usage data for your exhibitor passes and visitor admission vouchers. This information will then be sent to you by email in the form of an Excel file.

### Do you have any questions about our new Ticket Services for Exhibitors portal?

We will be happy to assist you – simply give us a call on +49 69 75 75 – 51 51 or send us an email to [etickets@messefrankfurt.com](mailto:etickets@messefrankfurt.com).



# Your Contact Persons

Do you have any questions about the trade fair and your exhibition opportunities?

<b>Responsibility</b>	<b>Function</b>
CEO	CEO
Project Coordinator	Assistant to the management
Project Coordinator	Digital Brand Communication
Exhibitor Service	Head of Sales & Exhibitor
Exhibitor Service	Project Manager Exhibitor
Exhibitor Service	Project Manager Exhibitor
Exhibitor Service	Project Manager Exhibitor
Exhibitor Service	Project Manager Exhibitor
Exhibitor Service	Project Manager Exhibitor
Organisation, Events, Key Account	Head of Brand & Content
Organisation, Events, Key Account	Project Manager Congress & Events, Festival
Organisation, Events, Key Account	Project Manager Congress & Events, Festival
Organisation, Events, Key Account	Project Manager Congress & Events, Cooperations
Organisation, Events, Key Account	Project Manager Congress & Events, Cooperations & Award
Operations	Head of Event Operations
Operations	Project Manager Operations
Public relations	Head of public relations
Public relations	Unit Manager Digital PR
Public relations	Press organisation
Public relations	Press organisation

<b>Contact</b>	<b>E-Mail</b>	<b>Phone</b>
Stefan Reisinger	<a href="mailto:stefan.reisinger@fairnamic.com">stefan.reisinger@fairnamic.com</a>	+49 75 41 95 99 5-20
Lea Flecken	<a href="mailto:lea.flecken@fairnamic.com">lea.flecken@fairnamic.com</a>	+49 75 41 95 99 5-22
Christian Pfeiffer	<a href="mailto:christian.pfeiffer@fairnamic.com">christian.pfeiffer@fairnamic.com</a>	+49 75 41 95 99 5-36
Adrien Sockeel-Ponchel	<a href="mailto:adrien.sockeel-ponchel@fairnamic.com">adrien.sockeel-ponchel@fairnamic.com</a>	+49 75 41 95 99 5-17
Valerie Czok	<a href="mailto:valerie.czok@fairnamic.com">valerie.czok@fairnamic.com</a>	+49 75 41 95 99 5-23
Thaddäus Geitner	<a href="mailto:thaddaeus.geitner@fairnamic.com">thaddaeus.geitner@fairnamic.com</a>	+49 75 41 95 99 5-24
Sandra Janjanin	<a href="mailto:sandra.janjanin@fairnamic.com">sandra.janjanin@fairnamic.com</a>	+49 75 41 95 99 5-30
Maresa Mutter	<a href="mailto:maresa.mutter@fairnamic.com">maresa.mutter@fairnamic.com</a>	+49 75 41 95 99 5-27
Anika Weber	<a href="mailto:anika.weber@fairnamic.com">anika.weber@fairnamic.com</a>	+49 75 41 95 99 5-32
Martina Rumschick	<a href="mailto:martina.rumschick@fairnamic.com">martina.rumschick@fairnamic.com</a>	+49 75 41 95 99 5-28
Frederik Fischer	<a href="mailto:frederik.fischer@fairnamic.com">frederik.fischer@fairnamic.com</a>	+49 75 41 95 99 5-15
Sarah Niedling	<a href="mailto:sarah.niedling@fairnamic.com">sarah.niedling@fairnamic.com</a>	+49 75 41 95 99 5-39
Katja Richarz	<a href="mailto:katja.richarz@fairnamic.com">katja.richarz@fairnamic.com</a>	+49 75 41 95 99 5-26
Kerstin Riedmüller	<a href="mailto:kerstin.riedmueller@fairnamic.com">kerstin.riedmueller@fairnamic.com</a>	+49 75 41 95 99 5-40
Dirk Heidrich	<a href="mailto:dirk.heidrich@fairnamic.com">dirk.heidrich@fairnamic.com</a>	+49 75 41 95 99 5-21
Benjamin Wittich	<a href="mailto:benjamin.wittich@fairnamic.com">benjamin.wittich@fairnamic.com</a>	+49 75 41 95 99 5-19
Frank Gauß	<a href="mailto:frank.gauss@messe-fn.de">frank.gauss@messe-fn.de</a>	+49 75 41 70 83-10
Johanna von Großmann	<a href="mailto:johanna.vongrossmann@messe-fn.de">johanna.vongrossmann@messe-fn.de</a>	+49 75 41 70 83-51
Sabine Zorell	<a href="mailto:sabine.zorell@messe-fn.de">sabine.zorell@messe-fn.de</a>	+49 75 41 70 83-07
Sabine Fuss	<a href="mailto:sabine.fuss@messe-fn.de">sabine.fuss@messe-fn.de</a>	+49 75 41 70 83-14

**Messe Frankfurt Venue GmbH**

Ludwig-Erhard-Anlage 1  
D-60327 Frankfurt am Main  
Tel. +49 69 75 75-0  
Fax +49 69 75 75-64 33  
[www.messefrankfurt.com](http://www.messefrankfurt.com)