

Your Service Documentation

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July 3–7, 2024
Messe Frankfurt

Festival Days: July 6–7

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Welcome

to EUROBIKE 2024 in Frankfurt.

Dear Sir/Madam,

We would be happy to help you optimise your planning and preparations for your trade fair presentation in Frankfurt, and to this end we have placed all the most important information at your fingertips.

In our Digital Service Booklet you will find lots of **tips, dates, deadlines and information for your planning at a glance:**

- Use our checklist to simplify and streamline your trade fair preparations.
- Find all the contact persons who will be happy to assist you with any questions you might have regarding your trade fair activities.
- Take advantage of our digital services and plan your trade fair activities easily and conveniently online.

You can also use our service booklet to keep up to date:

- We provide you with all the essential information promptly in a central location so that you can stay up to date.
- Go ahead and see for yourself. We continuously update the digital service booklet over the course of preparations for the event.

Please also note: Express surcharge for certain services

We are happy to support your efforts to make your trade fair a success. To ensure that all services can be made available in a timely manner, we ask that you place your orders for suspensions, compressed air, electricity and water connections, stand cleaning and security in the Shop for Exhibitor Services by no later than **11 June 2024**.

This ensures that all resources can be prepared for you efficiently and on time. We have marked this deadline for you in our checklist.

We hope that the preparations for your trade fair appearance are pleasant and successful.

The Messe Frankfurt Customer Service Team

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 16 April 2024	<p>Please register your co-exhibitors online.</p> <p>We would like to remind you that all of the joint stand participants at your stand must be registered.</p> <p>Deadline: 16 April 2024</p>	<p>Exhibitor Service EUROBIKE Phone: 07541 95995 -23/ -24/ -27/ -37 info@eurobike.com</p>	<input type="checkbox"/>
From February 2024	<p>You will receive your access to the Media Package Manager (MPM) 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>Deadline for media entries in the show guide: 26 April 2024.</p>	<p>For technical and content-related questions relating the Media Package Manager, please call +49 69 7575-5090, or send an e-mail to eurobike@mpmcontent-messefrankfurt.com</p>	<input type="checkbox"/>
From March 2024	<p>On receipt of the exhibit confirmation, you can order products and services online in our Shop for Exhibitor Services:</p> <ul style="list-style-type: none"> • System and individual stand construction • Technical connections (electricity, water, telecommunications, ...) • Stand fixtures and furnishings (furniture, carpeting, decoration elements, media technology, ...) • Stand services (stand guards, cleaning, hostesses, ...) • Parking permits • Catering and event services • Logistic services <p>Important: We recommend that you order a stand guard for the event days, as well as for set-up and dismantling.</p>	<p>For technical questions relating to order processes and the Exhibitor Services Shop please call +49 69 75 75-29 99, or send an e-mail to serviceshop@messefrankfurt.com</p> <p>For questions about „Messe-Login“, please send an e-mail to messe-login@messefrankfurt.com</p> <p>You can find the names of the people to contact by clicking on the service required at www.serviceshop.messefrankfurt.com</p>	<input type="checkbox"/>
16 April 2024	<p>Registration deadline for your co-exhibitors</p>	<p>Exhibitor Service EUROBIKE Phone: 07541 95995 -23/ -24/ -27/ -37 info@eurobike.com</p>	<input type="checkbox"/>
26 April 2024	<p>Deadline for your company data in the Media Package Manager (MPM) 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 7575-5090, or send an e-mail to eurobike@mpmcontent-messefrankfurt.com</p>	<input type="checkbox"/>

Dates	Subject and Details	Your Contact	Done / documents received?
From May 2024	Please register every vehicle that wishes to enter the exhibition grounds during set-up and dismantling via our online portal .	Messe Frankfurt Venue GmbH, Traffic Phone +49 69 75 75-66 00 traffic@messefrankfurt.com	<input type="checkbox"/>
13 May 2024	Approval of stand-construction plans Submission of stand-construction plans* requiring approval by our department Technical Project Management Fairs. Please see our Technical Guidelines (4.2).	Messe Frankfurt Venue GmbH Technical Event Management Fairs Phone: +49 69 75 75-59 04 standapproval@messefrankfurt.com	<input type="checkbox"/>
22 May 2024	Deadline for ordering rigging and suspension	Team Suspensions Phone: +49 69 75 75-68 99 suspensions@messefrankfurt.com	<input type="checkbox"/>
3 June 2024	Deadline for the submission of print data for advertising at our exhibition space. The advertising media must be ordered before this date. * Online advertising can still be ordered until the start of the event.	Your contacts in the Media Services team Tanja Eschmann Tanja.eschmann@messefrankfurt.com Phone: +49 69 75 75-58 56 Tom Brozic Tom.brozic@messefrankfurt.com Phone: +49 69 75 75-35 18	<input type="checkbox"/>
5 June 2024	Deadline for ordering parking tickets Please order the tickets via the Shop for Exhibitor Services .	APCOA PARKING Deutschland GmbH Phone: +49 69 69 75 75-55 20 parkservices@messefrankfurt.com	<input type="checkbox"/>
11 June 2024	Please remember to order your services (electricity, water, stand cleaning, etc.) in the Shop for Exhibitor Services . For some services we charge an express surcharge of 25% from 12.06.2024 . 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 technical questions relating to order processes and the Exhibitor Services Shop please call +49 69 75 75-29 99, or send an email to serviceshop@messefrankfurt.com For questions about „Messe-Login“, please send an e-mail to messe-login@messefrankfurt.com You can find the names of the people to contact by clicking on the service required at www.serviceshop.messefrankfurt.com	<input type="checkbox"/>
28 June to 3 July 2024	Regular setting-up From 28.06. – 02.07. from 7 a.m. to midnight 03.07. from midnight to 9 a.m.	Exhibitor Service EUROBIKE Phone: 07541 95995 -23/ -24/ -27/ -37 info@eurobike.com	<input type="checkbox"/>
3 to 7 July 2024	EUROBIKE 2024 If you have any questions, please do not hesitate to contact the EUROBIKE team.	Exhibitor Service EUROBIKE Phone: 07541 95995 -23/ -24/ -27/ -37 info@eurobike.com	<input type="checkbox"/>
7 to 10 July 2024	Regular dismantling: 07.07. from 6 p.m. to 08.07. 10 p.m. 09. – 10.07. from 7 a.m. to 10 p.m.	Exhibitor Service EUROBIKE Phone: 07541 95995 -23/ -24/ -27/ -37 info@eurobike.com	<input type="checkbox"/>

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

Import Appointments into Your Calendar

As our service, we provide all important appointments in one Calendar file (format .ics) for you. You can download the file by clicking on the calendar and import it – for example – into your Outlook calendar.

Download Calendar file



Things You Should Know

Please note the following information for your participation in EUROBIKE

Parking permits to be sent by email

Parking permits for parking on the exhibition grounds are being sent by post. You will receive an email approx. one week before the event. A PDF file containing your parking permit will be attached to this email. Please print this parking permit and place it in your vehicle.

You can order your parking permits in the normal manner from the [Shop for Exhibitor Services](#). You will find parking permits for cars and car trailers in the "Tickets" section.

Please be sure to remember the deadline for ordering: All orders must be received no later than six weeks before the event!



Express surcharge for some of its services



We are happy to support your efforts to make your trade fair a success. **To ensure that all services can be made available in a timely manner, we ask that you place your orders in the [Shop for Exhibitor Services](#) by no later than 11 June 2024.** This ensures that all services can be prepared for you efficiently and on time.

Naturally you can also place orders shortly before the event or even while it is in process. Please note, however, that increased expenditures are required to provide certain services with extensive planning/personnel requirements at short notice. As a result, some services related to **suspensions, catering, compressed air, electricity and water connections, stand cleaning and security** are subject to an express surcharge in the amount of 25% of the service price for all orders received from 12 June 2024 or later.

Services that are subject to this express surcharge can be identified by the following statement beneath the product price: "plus any applicable express surcharge".

We will be happy to send you a reminder email regarding the upcoming deadline so that you have enough time to place your orders for services.

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. 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](#).

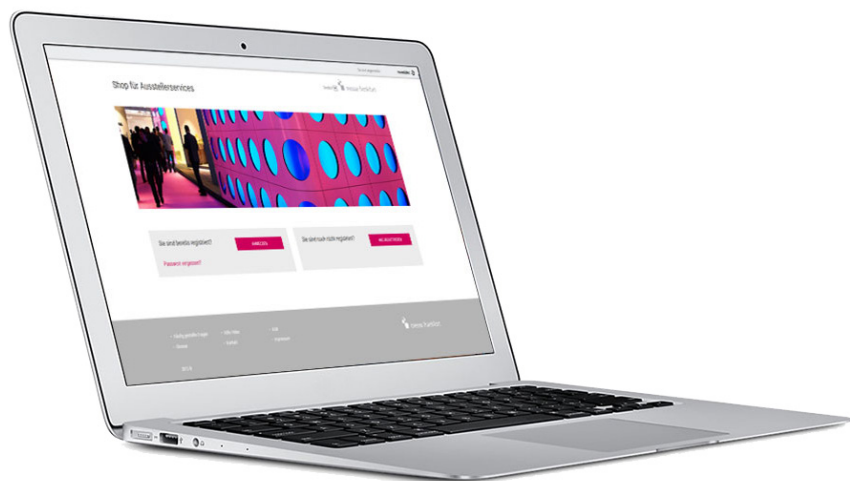
If you have any questions regarding the Messe-Login, please contact our hotline on +49 69 75 75-29 99 or send an email to serviceshop@messefrankfurt.com – we will be happy to assist you.

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

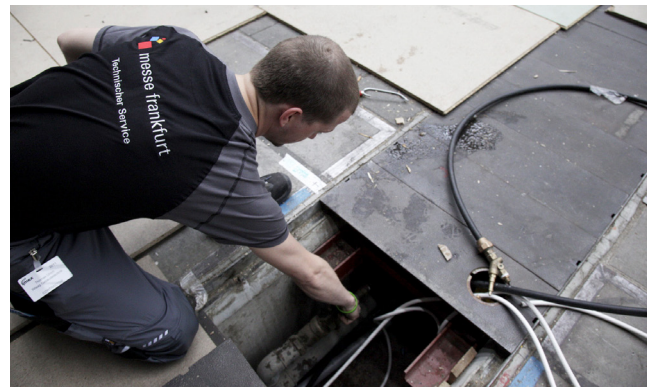
Optimise your trade fair activities with services from a single source.



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](#)



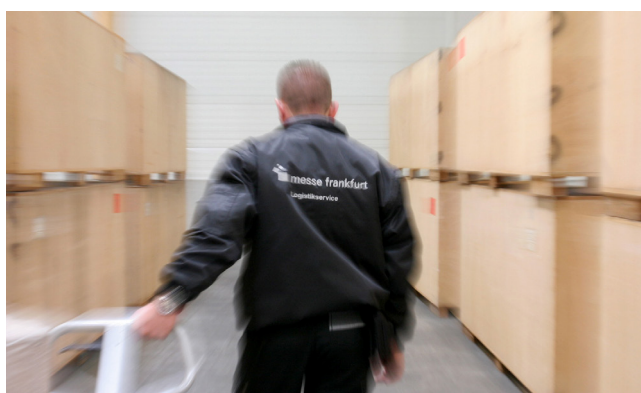
Advertising – Raising the profile of your brand

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.



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

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.

[Technical Guidelines](#)

[Stand construction authorisation form](#)

[Factsheet aisle superstructures](#)

[Factsheet burning candles](#)

[Factsheet burning construction materials](#)

[Factsheet construction heights](#)

[Factsheet ethanol fireplaces](#)

[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 presentations](#)

[Factsheet prevention of legionnaires disease](#)

[Factsheet sparculars](#)

[Factsheet stand ceilings and covered areas](#)

[Factsheet stand parties](#)

[Factsheet suspensions from ceiling](#)

[Factsheet charging processes for e-vehicles](#)

[Factsheet use of glas](#)

[Factsheet working with wood and plasterboard](#)

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 tall, dark skyscraper with a pointed top is the central focus on the left. In the foreground, there is a large parking lot filled with cars, and several large buildings, including one with a curved roof. The sky is clear and blue.

Parking and traffic regulations for EUROBIKE

Download the
current [parking and
traffic regulations
here](#).

Please also note our
[special conditions](#) for
EUROBIKE.

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

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

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



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



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](#)

International Fairs Directory

ICE EUROPE Muenchen
Messeveranstalter: Mack Brooks Exhibitions, St. Albans

711.44891939 11726/63/1

Deutsche Post
Zustellort

Datum: 22.05.2018

DATA REPORT 2018 / 2019

Sehr geehrter Aussteller,

in dem beiliegenden Formular finden Sie Ihre aktuell gespeicherten Daten. Die Richtigkeit Ihrer Daten sollte zeitnah geprüft und bestätigt werden, da diese sonst automatisch bei der nächsten Datenüberprüfung gelöscht werden können.

Die Aktualisierung der Daten garantiert die korrekte Veröffentlichung Ihrer Informationen, um somit eine problemlose Kommunikation mit allen an Ihrem Unternehmen interessierten Besuchern zu gewährleisten.

Es ist sehr wichtig und liegt in Ihrem eigenen Interesse die Gültigkeit der Daten zu überprüfen und alle notwendigen und möglichen Änderungen unter www.inter-fairs.com durchzuführen. Sobald wir Ihre Aktualisierung erhalten haben, wird Ihr kostenloser Eintrag unter den Suchergebnissen vorbereitet. Für die Bestellung einer kostenpflichtigen Werbeanzeige verwenden Sie bitte das beiliegende Formular. Kostenlose Änderungen der Daten können nur online ausgeführt werden. International Fairs Directory ist unabhängig und mit keinem Messeveranstalter und keiner Werbegemeinschaft verbunden und ist weltweit die größte Internetplattform für Messeanfragen.

Wir danken Ihnen für Ihr Vertrauen und die Aktualisierung Ihrer Daten.

Mit freundlichen Grüßen

[Signature]
Direktor

* Wir sind unabhängig und an keinen Veranstalter gebunden. Kostenlose Datenänderungen können nur online durchgeführt werden.

* Die Nennung der Messe dient ausschließlich informativen Zwecken zu Gunsten des Veranstalters, ohne das Urheber- oder Markenrecht zu verletzen.

* Ihr Unternehmen ist bereits in www.inter-fairs.com als kostenloser Eintrag von Ihren Basisinformationen vorregistriert.

Contact: MULPOR Company S.R.L. - Calle 107, Calle Vargen, Local No.12 - 20112 Alajuela - Costa Rica - Phone: +506 4700 6061
Fax: +506 4700 6066 - info@inter-fairs.com - Tax-ID: 1405180854341 - IFD is a protected trademark product of MULPOR Company S.R.L.

Example of an unofficial exhibitor directory of the International Fairs Directory

Your Contact Persons

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

Responsibility	Function
CEO	CEO
Project Coordinator	Show Director
Project Coordinator	Executive Assistant
Project Coordinator	Project Manager Operations
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Exhibitor Service	Project Coordinator Exhibitor
Organisation, Events, Key Account	Project Coordinator Congress & Events & Cooperations
Organisation, Events, Key Account	Project Coordinator Congress & Events & Award & Digitalisation
Organisation, Events, Key Account	Project Coordinator Congress & Events & Festival
Marketingkommunikation	Brand Communication Digital
Öffentlichkeitsarbeit	Head of Communications
Öffentlichkeitsarbeit	Press Organisation
Öffentlichkeitsarbeit	Manager Digital PR



Contact	E-Mail	Phone
Stefan Reisinger	stefan.reisinger@fairnamic.com	+49 75 41 95 99 5-20
Dirk Heidrich	dirk.heidrich@fairnamic.com	+49 75 41 95 99 5-21
Lea Flecken	lea.flecken@fairnamic.com	+49 75 41 95 99 5-22
Benjamin Wittich	benjamin.wittich@fairnamic.com	+49 75 41 95 99 5-19
Melanie Riedmann	melanie.riedmann@fairnamic.com	+49 75 41 95 99 5-23
Maresa Mutter	maresa.mutter@fairnamic.com	+49 75 41 95 99 5-27
Thaddäus Geitner	thaddaeus.geitner@fairnamic.com	+49 75 41 95 99 5-24
Madlen Wolff	madlen.wolff@fairnamic.com	+49 75 41 95 99 5-37
Kathrin Ruf	kathrin.ruf@fairnamic.com	+49 75 41 95 99 5-31
Sandra Janjanin	sandra.janjanin@fairnamic.com	+49 75 41 95 99 5-30
Anika Weber	anika.weber@fairnamic.com	+49 75 41 95 99 5-32
Katja Richarz	katja.richarz@fairnamic.com	+49 75 41 95 99 5-26
Martina Rumschick	martina.rumschick@fairnamic.com	+49 75 41 95 99 5-28
Jan-Frederik Stautz	jan-frederik.stautz@fairnamic.com	+49 75 41 95 99 5-33
Christian Pfeiffer	christian.pfeiffer@fairnamic.com	+49 75 41 95 99 5-36
Frank Gauß	frank.gauss@messe-fn.de	+49 75 41 70 83-10
Sabine Zorell	sabine.zorell@messe-fn.de	+49 75 41 70 83-07
Johanna von Großmann	johanna.vongrossmann@messe-fn.de	+49 75 41 70 83-51



Wireless Internet at Trade Fairs

A trade fair organiser's manual

 **Messe Berlin**



 **messe frankfurt**



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.

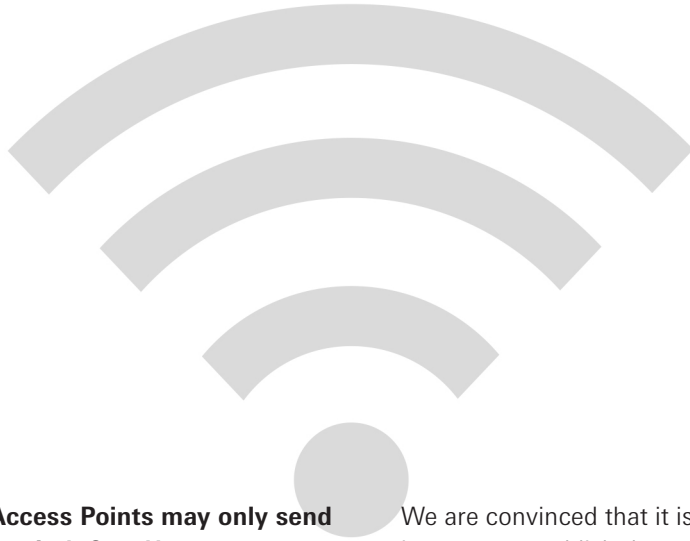
Similar to the road traffic, in Wi-Fi systems it is also necessary to establish some rules to ensure that all road users can get to their destination with maximum efficiency and unscathed. These rules refer to Access Points which you possibly intend to use in your booth. We would kindly ask you to observe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

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