Information for Exhibitors

IAA 2019 | September 12—22, Frankfurt/Main
Organizer
German Association of the Automotive Industry (VDA)

Behrenstr. 35  T  +49 [0] 30 8978 42 - 0
10117 Berlin  F  +49 [0] 30 8978 42 - 600
Germany  W  www.vda.de

Information for exhibitors, journalists, analysts and visitors is continuously updated at:

www.iaa.de/en/

Exhibitor Service
+49 [0] 30 8978 42-202 / -209
iaa@vda.de

Editorial deadline: August 29, 2019
The VDA tries to provide up-to-date, correct and complete information in its exhibitor information. Nevertheless, we cannot guarantee for the topicality, correctness and completeness of the information presented.
## TIME SCHEDULE
### IAA 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.08.</td>
<td>FRIDAY</td>
<td>00.00 h</td>
<td>Start of set-up period</td>
</tr>
<tr>
<td>09.09.</td>
<td>MONDAY</td>
<td>18.00 h</td>
<td>End of set-up period</td>
</tr>
<tr>
<td>10. &amp; 11.09.</td>
<td>TUESDAY &amp; WEDNESDAY</td>
<td>08.00 – 18.00 h</td>
<td>Press days</td>
</tr>
<tr>
<td>11.—13.09.</td>
<td>WEDNESDAY—FRIDAY</td>
<td></td>
<td>IAA Conference</td>
</tr>
<tr>
<td>12. &amp; 13.09.</td>
<td>THURSDAY &amp; FRIDAY</td>
<td>09.00 – 19.00 h</td>
<td>Trade visitor days</td>
</tr>
<tr>
<td>12.09.</td>
<td>THURSDAY</td>
<td>09.00 – 19.00 h</td>
<td>Public days</td>
</tr>
<tr>
<td>22.09.</td>
<td>SUNDAY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.09.</td>
<td>FRIDAY</td>
<td>11.00 – 21.00 h</td>
<td>NEW: After Work Day</td>
</tr>
<tr>
<td>22.09.</td>
<td>SUNDAY</td>
<td>19.00 h</td>
<td>Start of dismantling period</td>
</tr>
<tr>
<td>27.09.</td>
<td>FRIDAY</td>
<td>24.00 h</td>
<td>End of dismantling period</td>
</tr>
<tr>
<td>12.09.</td>
<td>THURSDAY</td>
<td>10.00 h</td>
<td>IAA Opening (by personal invitation)</td>
</tr>
</tbody>
</table>
Accente Gastronomie Service GmbH
Tel.: +49 [0] 69 75 60 2 – 0
Fax: +49 [0] 69 74 98 21
E-Mail: info@accenteservices.com
www.accenteservices.com

Accommodation service
→ Shop for Exhibitor Services

Tourismus+Congress GmbH
Kaiserstraße 56
60329 Frankfurt am Main
Tel.: +49 [0] 69 212 – 30808
Fax: +49 [0] 69 212 – 40512
E-Mail: info@infofrankfurt.de
www.frankfurt-tourismus.de

Advance ticket sales
Online ticket orders at www.iaa.de/en/ or E-Mail: iaa-tickets@vda.de
Tel.: +49 [0] 30 89 78 42 – 520

Airlines
Information available at every info counter or Tel.: +49 [0] 69 75 75 – 0

Airport
→ Frankfurt Airport

ATM
→ Cash machines

Aviation service
Heli Transair GmbH
Flugplatz
63329 Egelsbach
Tel.: +49 [0] 61 03 94 15 0
Fax: +49 [0] 61 03 94 15 55
E-Mail: info@helitransair.com
www.helitransair.com

Bank office
Reisebank AG
Hall 4.1
Tel.: +49 [0] 69 74 22 77 68
Only open during exhibition: 10.-22.09.2019
Outside the Exhibition Center you will find offices at the Frankfurt Central Station opposite platform 1 and at the airport, terminal 1, entrance hall B.

**Beverage serving systems**
Operation must comply with the regulations in force, which must be produced upon request.

Accente Gastronomie Service GmbH
Tel.: +49 [0] 69 75 60 2 – 2251
Fax: +49 [0] 69 74 98 21

**Beverages**
→ Catering

**Breakdown service**
ACE  Tel.: +49 [0] 711 5 30 34 35 36
ADAC Tel.: +49 [0] 180 2 22 22 22
AvD  Tel.: +49 [0] 800 9 90 99 09

**Building Supply Stores**
For Lumber
BECHER GmbH & Co. KG
Gutenbergstr. 13
63477 Maintal
Tel.: +49 [0] 69 54 2011-0

All-purpose building supplies
Hornbach  Toom
Hanauer Landstr. 477  Guerickestraße 10
60386 Frankfurt am Main  60488 Frankfurt am Main
Tel.: +49 [0] 69 42 01 270  Tel.: +49 [0] 69 97 68 350

**Buses**
The following stopping points for exhibitor buses are available during events as well as during the press days for the daily transportation of their employees to and from the exhibition grounds (these stops are only for getting in and out, parking is not permitted there):

**Arrivals of shuttle buses**
- Gate South / North at Entrance Hall 3 (West), stopping on P3
- Gate West to entrance Portalhaus
- Braunfelsstraße
Parking for buses (visitors buses):
Buses follow the exhibition signs and directions for "bus parking":
- Braunfelsstraße
- Portalhaus South

**Business Center**
Service-Center, Torhaus, level 3
Tel. +49 [0] 69 75 75 – 1309

A free mobile phone charging service is also offered at the center. Customers can charge all kinds of mobile phones in a lockable box on site and pick them up later.

If you do not have your own fax machine at your stand, our exhibitor fax service offers for documents sent to you to be sent to the Business-Center instead.
The fax number is: +49 [0] 69 75 75 - 1395.

Name of the exhibitor/company name, hall number and stand number need to be clearly identifiable. You can also find the Multimedia-Shop in the Business Center.

**Camping**
Addresses of camping grounds at [www.frankfurt.de](http://www.frankfurt.de)

**Car breakdown assistance**
→ Breakdown service

**Car park Rebstock**
→ Rebstock

**Car rental**
Several car hire companies are located in Frankfurt Central Station:
Avis Tel.: +49 [0] 69 27 99 70 10
Europcar Tel.: +49 [0] 69 242 98 10
Hertz Tel.: +49 [0] 69 23 04 84
Sixt Tel.: +49 [0] 1806 66 66 66

**Car valeting**
→ Stand cleaning
→ Vehicle Wash
Car wash
→ Vehicle wash

Carpenter
→ Stand construction materials

Carpeting
→ Room equipment

Cash machines
Commerzbank: Entrance City, Level 0
Postbank: Torhaus, Level 3
Reisebank: Entrance Galleria, Hall 9.T
Reisebank: in Hall 4.1 lobby
Reisebank: Entrance Torhaus (S-Bahn Terminal)
Reisebank: Portalhaus (Hall 11)
VW Financial Services: Hall 3.0, stand A02

Catalogue
Catalogues can be picked up from the hall inspection points (one copy per exhibitor/stand). Additional copies (€ 26.00) are available at the IAA Exhibition Office, Hall 4.C, room 179, and at the cash desks on the exhibition grounds upon presentation of an exhibitor’s pass.

Catering
→ Shop for Exhibitor Service

Stand delivery
Accente Gastronomie Service
Tel.: +49 [0] 69 75 60 2 – 2158 / 2251
Fax: +49 [0] 69 75 60 2 – 2190
E-Mail: delivery@accenteservices.com
bankett@accenteservices.com

Stand service
Accente Gastronomie Service
Tel.: +49 [0] 69 75 60 2 – 2135
Fax: +49 [0] 69 75 60 2 – 2204

Chemist
→ Drug Store

Church Center
Ecumenical gathering and services Moslem prayer room
Torhaus, Level 4 Hall 10, level 4
Tel.: +49 [0] 69 75 24 76
For events visit www.iaa.de
Clinics
Hall 4
Tel.: +49 [0] 69 75 75 – 6500

Medical emergency
24 hour service
Tel.: +49 [0] 69 192 92

Private patients
24 hour service
Tel.: +491805) 304505

Cloakrooms/Locker rooms
- Entrance City/Hall 1
- Torhaus/S-Bahn terminal
- Portalhaus

Per piece: € 2.50

Compressed air supply
→ Shop for Exhibitor Services

A compressed air supply can be installed on an individual basis in the halls and on the open–air site if desired:

Messe Frankfurt Venue GmbH & Co. KG
Tel.: +49 [0] 69 75 75 – 6678
E-Mail: druckluft@messefrankfurt.com

Conciergeservice
reddingtonservices gmbh
Tel.: +49 [0] 69 15 32 00 670
E-Mail: info@reddington-services.com
www.reddington-services.com

Conference rooms
Messe Frankfurt Venue GmbH
Natalia Lewerenz
Tel.: +49 [0] 69 75 75 – 5221
Fax: +49 [0] 69 75 75 – 95221
natalia.lewerenz@messefrankfurt.com

Construction and dismantling
Construction begins on August 30 at 00.00 h, and ends on September 9 at 18.00 Uhr. Dismantling begins on September 22 at 19.00 h and ends on September 27 at 24.00 h. Construction and dismantling time differs in halls 4.1 and 5.0.
Information regarding traffic management during construction and dismantling period is available online via this Information Sheet.

Construction and dismantling pass
During the official stand construction and dismantling periods, everyone, including construction and dismantling assistants, employees, etc. must have their own construction and dismantling pass. It is also required for stand approvals. The construction and dismantling passes are available free of charge and can be downloaded online from the portal Ticket Services for Exhibitors. They can be printed multiple times and can also be forwarded electronically.

VDA
Egbert Fritzsche
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 320
Fax: +49 [0] 30 89 78 42 – 7320
E-Mail: egbert.fritzsche@vda.de

Philipp Niermann
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 322
Fax: +49 [0] 30 89 78 42 – 7322
E-Mail: philipp.niermann@vda.de

Stephanie Eckert
Halle 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 321
Fax: +49 [0] 30 89 78 42 – 7321
E-Mail: stephanie.eckert@vda.de

Container spaces
The organizer has provided several areas for storing containers on the exhibition grounds. The fee for accommodating a 2.50 m x 6.50 m container is € 1,450 plus VAT. Larger areas will be billed at € 89 per square meter plus VAT.

Contact for the duration of the IAA including set-up time:

VDA
Giuseppe Cannella
Hall 4.C, room 178
Tel.: +49 [0] 30 89 78 42 – 204
E-Mail: giuseppe.cannella@vda.de

Copy Shop
→ Business Center

Courier
→ Logistics
Cranes
→ Forklifts and cranes

Credit cards
Drawing cash on a credit card:
→ Bank Office
→ Cash machines

Crockery hire service
The city of Frankfurt levies a tax on non-reusable crockery that is used for the sale of food and beverages for immediate consumption. Although this ordinance does not apply to the exhibitors, they should avoid the use of disposable crockery and cutlery for reasons of environmental protection. Crockery may be loaned out on the exhibition grounds from:

Accente Gastronomie Service GmbH
Tel.: +49 [0] 69 75 60 2 – 0
Fax: +49 [0] 69 74 98 21
www.accenteservices.com

Currency exchange
→ Banks

Customs
Cargo Center, 1st floor
Tel.: +49 [0] 69 75 75 – 6514

Customs clearance for fair goods by the logistic partner. For contact addresses see
→ Packing material.

Messe Frankfurt Logistikservice
Cargo Center Messe Frankfurt, 2nd floor
60327 Frankfurt am Main
Tel.: +49 [0] 69 75 75 – 6075
Fax: +49 [0] 69 75 75 - 96075
E-Mail: logistics@messefrankfurt.com

Agility Logistics GmbH
Cargo Center Messe Frankfurt, 3rd floor
Tel.: +49 [0] 69 97 67 14 – 200

DHL Trade Fairs & Events GmbH
Cargo Center Messe Frankfurt, 2nd floor
Tel.: +49 [0] 69 97 67 14 – 100
Damage reports
→ Technical Problems

Damage to buildings or other facilities of the exhibition grounds must be report-
ed to the hall inspection officers responsible without delay; they will arrange remedy/repair and any another necessary action.

Day Tickets
→ Entrance tickets

Dentist
Emergency service of the University Clinic (Uniklinik)
Theodor-Stern-Kai 7
60590 Frankfurt am Main
Open around the clock
Tel:+49(0) 69 63010

A&V Dental emergency service hotline:
Tel. +49 [0] 69 59 79 53 60

Deutsche Bahn AG
DB Reise & Touristik AG
Tickets, reservations
24-hour hotline:
Tel.: +49 [0] 1805 99 66 33
www.bahn.de

Directory assistance
Visit our Information Center for general information about the IAA 2019 and Messe Frankfurt or call Tel.: +49 [0] 69 75 75 – 0

For Telekom’s directory assistance call:
Tel. +49 11 833 (national) or +49 11 834 (international)
An online directory for the Telekom can be found at www.dastelefonbuch.de.

Doctor
→ Emergency calls
For dental emergency services see → Dentist

Drinks
→ Beverage service
Drive access
During the exhibition, including the press days, driving on to the exhibition grounds is prohibited (see also our Organizational & Technical Guidelines at www.iaa.de/en/). Only vehicles presenting special passes will be allowed to access the exhibition grounds behind the exhibition halls and only for supply of the stands.

VDA
Egbert Fritzsche
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 320
Fax: +49 [0] 30 89 78 42 – 7320
E-Mail: egbert.fritzsche@vda.de

Philipp Niermann
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 322
Fax: +49 [0] 30 89 78 42 – 7322
E-Mail: philipp.niermann@vda.de

Stephanie Eckert
Halle 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 321
Fax: +49 [0] 30 89 78 42 – 7321
E-Mail: stephanie.eckert@vda.de

Drug Store
Outside the exhibition grounds
DM inside „Skyline Plaza“
Europa-Allee 6
60327 Frankfurt am Main
Tel.: +49 [0] 69 74 09 38 24
Opening hours:
Mo to Wed, 08.00 – 20.00 h
Do to Sa, 08.00 – 21.00 h

Rossmann Express
At the Central Station, B-Level
60329 Frankfurt am Main
Tel.: +49 [0] 69 24 247 094
Opening hours:
Mo to Sa, 06.00 – 22.00 h
So, 08.00 – 22.00 h

Dry cleaning
Fa. Röver
Frankfurt Central Station, B – Level South
Tel.: +49 [0] 69 23 45 27
E-Mail: info@roevergmbh.de

See also → Laundry

Electricity
→ Shop for Exhibitor Services

Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6670
Fax: +49 [0] 69 75 75 – 6602
E-Mail: electricity@messefrankfurt.com

E-Mail
The e-Mail address for the communication with the organizer is: info@iaa.de.

Emergency call
For Fire brigade call 112
For Police call 110

For emergencies or disturbances, such as personal injury, fire, accidents, burglary and theft, assaults, threats or suspicious items.

First aid service
Hall 4:        Tel. +49 [0] 69 75 75 – 6500
Hall 8:        Tel. +49 [0] 69 75 75 – 6502
FestHall:      Tel. +49 [0] 69 75 75 – 6501

A doctor is on duty during the exhibition in Hall 4 southwest corner at the → Operation and Security Center (OSC).

24-hour emergency service  24-hour private patient emergency service
Tel.: +49 [0] 69 192 92      Tel.: +49 [0] 1805 30 45 05

End of exhibition
The IAA 2019 ends on September 22 at 19.00 h. Until this time the stands must
remain fully operational. For exhibitors of hall 4.1 and New Mobility World applies differing exhibition time.

Entrance tickets
Guest tickets are available for distributing to business colleagues, customers, etc. These tickets entitle the holders to single admission to the exhibition grounds. Used tickets will be charged to the exhibitors at the relevant price for the day of use.

VDA
Ingrid Becker
Hall 4.C, room 148
Tel.: +49 [0] 30 89 78 42 – 164
Fax: +49 [0] 30 89 78 42 – 7164
E-Mail: ingrid.becker@vda.de
Evening events
Evening events on the stand area must be announced to the VDA by use of the → Shop for Exhibitor Services.

VDA
Lisa Schlenker
Halle 4.C, room 181
Tel.: +49 [0] 30 89 78 42 – 210
Fax: +49 [0] 30 89 78 42 – 7210
E-Mail: lisa.schlenker@vda.de

Event technology
Deutschewerbewelt GmbH
Innungstraße 2 50354 Hürth
Tel.: +49 2233 994400
Fax: +49 2233 9944099
E-Mail: info@deutschewerbewelt.de
www.deutschewerbewelt.de

Eventence
For booking hostesses, stand and catering personnel, guard services as well as interpreters. You can find Eventence at the Service-Center in Torhaus, Level 2.
Tel.: +49 [0] 69 75 75 – 1310

For Hostesses
Tel.: +49 [0] 69 75 75 – 1310
E-Mail: info@eventence.de
www.eventence.de

Guard services
Tel.: +49 [0] 69 75 75 – 2446, – 2455

Exhibition Office
The IAA Exhibition Office is located in Hall 4, Level C and is open from:
30.08.— 22.09.2019, 08.00 – 19.00 Uhr.

Exhibition organization/project management
Jan Heckmann
Heike Rotter
Hall 4.C, room 184
Hall 4.C, room 183
Tel.: +49 [0] 30 89 78 42 – 200
Tel.: +49 [0] 30 89 78 42 – 201
Fax: +49 [0] 30 89 78 42 – 7200
Fax: +49 [0] 30 89 78 42 – 7201
E-Mail: jan.heckmann@vda.de
E-Mail: heike.rotter@vda.de
Stand construction permits and surveillance
Kathrin Erdmann               Giuseppe Cannella
Tel.: +49 [0] 30 89 78 42 – 203  Tel.: +49 [0] 30 89 78 42 – 204
Fax: +49 [0] 30 89 78 42 – 7203  Fax: +49 [0] 30 89 78 42 – 7204
E-Mail: kathrin.erdmann@vda.de  E-Mail: giuseppe.cannella@vda.de

Tickets, payment of stand rental, cashier
Ingrid Becker                
Hall 4.C, room 148            
Tel.: +49 [0] 30 89 78 42 – 164  
Fax: +49 [0] 30 89 78 42 – 7164
E-Mail: ingrid.becker@vda.de

Exhibitor Services
Stephanie Gläßer               Agne Galinskyte
Tel.: +49 [0] 30 89 78 42 – 202  Tel.: +49 [0] 30 89 78 42 – 209
Fax: +49 [0] 30 89 78 42 – 7202  Fax: +49 [0] 30 89 78 42 – 7209
E-Mail: iaa@vda.de              E-Mail: iaa@vda.de

Exhibitor Services / Assistant
Stefanie Grunow
Halle 4.C, room 182
Tel.: +49 [0] 30 89 78 42 – 208
Fax: +49 [0] 30 89 78 42 – 7208
E-Mail: stefanie.grunow@vda.de

Organisation
Lisa Schlenker               Samar Sreiss
Tel.: +49 [0] 30 89 78 42 – 210  Tel.: +49 [0] 30 89 78 42 – 206
Fax: +49 [0] 30 89 78 42 – 7210  Fax: +49 [0] 30 89 78 42 – 7206
E-Mail: lisa.schlenker@vda.de  E-Mail: samar.sreiss@vda.de

Katharina Schötz
In Berlin VDA Office
Tel.: +49 [0] 30 89 78 42 – 205
Fax: +49 [0] 30 89 78 42 – 7205
E-Mail: katharina.schoetz@vda.de
Signage, parking and traffic regulations

Egbert Fritzsche
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 320
Fax: +49 [0] 30 89 78 42 – 7320
E-Mail: egbert.fritzsche@vda.de

Philipp Niermann
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 322
Fax: +49 [0] 30 89 78 42 – 7322
E-Mail: philipp.niermann@vda.de

Stephanie Eckert
Hall 4.C, room 145
Tel.: +49 [0] 30 89 78 42 – 321
Fax: +49 [0] 30 89 78 42 – 7321
E-Mail: stephanie.eckert@vda.de

Exhibitor’s postal address
Exhibitor’s postal address on the trade fairgrounds is:

Messegelände Frankfurt am Main
IAA 2019
Exhibitor Name
Hall, Stand no.
Ludwig-Erhard-Anlage 1
60327 Frankfurt / Deutschland

Exhibitors’ passes
VDA
Ingrid Becker
Halle 4.C, room 148
Tel.: +49 [0] 30 89 78 42 – 164
Fax: +49 [0] 30 89 78 42 – 7164
E-Mail: ingrid.becker@vda.de

Digital exhibitor passes for stand personnel as well as guest tickets are available via Messe Frankfurt’s “Ticket services for exhibitors”.

E-Mail: etickets@messefrankfurt.com
Tel.: +49 [0] 69 75 75 – 5151.

Fairconstruction
Messe Frankfurt Medien und Service GmbH
Fairconstruction
Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main
Fire alarm system
Messe Frankfurt Venue GmbH
Veranstaltungstechnik
Tel.: +49 [0] 69 75 75 – 5904
Fax: +49 [0] 69 75 75 – 6387
E-Mail: technics@messefrankfurt.com

Fire extinguishers
Every level of every exhibition stand must be equipped with at least one fire extinguisher appropriate to the existing fire risk. For each further 200 m² an additional fire extinguisher must be provided. An additional fire extinguisher must also be provided at the top of each flight of stairs within a stand. The fire extinguisher must have an extinguishing capacity of at least 27 A for fire classification A or 144 B for fire classification B and should not weigh more than 12 kg. Suitable fire extinguishers must be provide for kitchens. To ensure a clear allocation of the fire extinguishers within the stand area, they must be marked with IAA 2019, stand number and name of the exhibitor.

See also → Fire alarm system

Fire station
→ Operation & Security Center

For the Emergency Line call 112
Hall 4.C North/West
Tel.: +49 [0] 69 75 75 – 6550

First Aid
→ Emergency calls

First Aid Stations
FestHall Tel.: +49 [0] 69 75 75 – 6501
Hall 4 Tel.: +49 [0] 69 75 75 – 6500
Hall 8 Tel.: +49 [0] 69 75 75 – 6502

Flight connections
Information available at every information desk
Florist
AS Green Event
Hall 5.0/East, entrance B
Tel.: +49 [0] 69 74 22 19 35

Food
→ Mini Market

Forklifts and cranes
The use of forklifts, truck cranes and mobile cranes as well as all kinds of loading and unloading systems is permitted only when carried out by the logistics service of Messe Frankfurt and has to be ordered from them (this applies to works on your stand as well). Working platforms can be ordered from the logistics service or from a company of our choice.

See also → Logistics

Forwarding
→ Logistics

Frankfurt Airport
Information about the airport over the service hotline: Tel. +49 1806 3 72 46 36 or www.frankfurt-airport.de

Frankfurt Information
Kaiserstr. 56
60329 Frankfurt am Main
Tel.: +49 [0] 69 21 23 – 8800
Fax: +49 [0] 69 21 23 – 7880
E-Mail: info@infofrankfurt.de
www.frankfurt-tourismus.de

Fraport: Exhibitor Parking Service
Fraport AG
Service-Center, Torhaus, Level 2
Telefon: +49 [0] 69 69 0 – 74454
Fax: +49 [0] 69 69 0 – 59717
E-Mail: park-service@fraport.de
Furniture hire
Messe Frankfurt Medien und Service GmbH
Armin Betz
Tel.: +49 [0] 69 75 75 – 6001
Fax: +49 [0] 69 75 75 – 6285
E-Mail: armin.betz@messefrankfurt.com

Gas installation
Messe Frankfurt Venue GmbH
Team Water
Tel.: +49 [0] 69 75 75 – 6678
Fax: +49 [0] 69 75 75 – 6602
E-mail: water@messefrankfurt.com

Gastronomy
→ Accente Gastronomie Service GmbH
See also → Restaurants

Gates
The following gates to the exhibition grounds are occupied during the IAA (subject to change):

North Gate: 24 hours
West: 6.00 h to 22.00 h
South Gate: 6.00 h to 22.00 h, 24 hours (16. – 19.09.)
East Gate: 6.00 h to 22.00 h
Gate 9: 6.00 h to 22.00 h
Gate 8: 6.00 h to 21.00 h
Gate 5: 6.00 h to 21.00 h

GEMA
→ Musical presentations

Goods transport
The exhibitor may use a forwarding agency of their own choice for the transport of exhibition goods to the exhibition center and back.

See also → Logistics

GPS
Within reach of the IAA, all highway exits (e.g. A5, Frankfurt West/Messe) and streets leading towards the IAA visitor parking lots are signposted by the IAA guidance system. This traffic guidance signage by the police responds dynami-
cally to road capacities. Therefore following personal/individual GPS devices to reach the trade fair grounds is not advisable within the metropolitan area. It is instead recommended to follow the IAA signage and the IAA service personnel along the way. The IAA visitor parking lots are located outside Frankfurt’s Environmental Emission Zone and can be used without an official emission zone permit (exception: lot “Gleisdreieck”).

Our service for all visitors of the IAA 2019 who want to travel to the exhibition grounds of Frankfurt am Main by car: For navigation you can use the free-of-charge and ad-free app "NUNAV". This convenient app will take you directly to a free parking space to avoid traffic jams. Simply install the NUNVA app, search for "IAA 2019" and off you go. A project of the Ministry of Transport of Lower Saxony in cooperation with the host of the IAA.

**Free download of the Navi-App NUNAV:**
For iOS go to [https://itunes.apple.com/de/app/nunav/id1193133974](https://itunes.apple.com/de/app/nunav/id1193133974)

**Graphic artist**
Messe Frankfurt Medien und Service GmbH
Ralph Neuber
Tel.: +49 [0] 69 75 75 – 5287
Fax: +49 [0] 69 75 75 – 6528
E-Mail: ralph.neuber@messefrankfurt.com

**Guard duty**
→ Surveillance

**Guest tickets**
See also → Entrance tickets

To give your business partners an opportunity to visit the IAA 2019 you can choose between two different types of one-day guest tickets:

- **Guest ticket G** is already valid for the days reserved to trade visitors (12 or 13 September, 2019) and can be used for any one day of the IAA.

- **Guest ticket audience GP** does not include the days reserved to trade visitors and is thus valid from 14 to 22 September, 2019.
The guest tickets that are used will be charged at the relevant day ticket price (€ 46 on the trade visitor days, € 16 at the weekends or € 14 on the weekdays 16 – 20 September, 2019).

Electronic exhibitor passes for stand personnel and guest ticket codes as well as printed tickets can be ordered via “Portal for Ticket services”. If you have any questions please contact:

E-Mail: etickets@messefrankfurt.com or Tel.: +49 [0] 69 75 75 – 51 51

Hall managers

CMF Porter
Tel.: +49 [0] 69 75 75 – 3090

FestHall (Hall 2)
Tel.: +49 [0] 69 75 75 – 6336

Hall 1
Ms. Ramelow / Mr. Franjicevic
Tel.: +49 [0] 69 75 75 – 6301

Forum Porter
Tel.: +49 [0] 69 75 75 – 5439

Hall 3
Ms. Rhedai / Mr. Bointner
Tel.: +49 [0] 69 75 75 – 6303

Hall 4
Mr. Kuraya / Mr. Kontonoupoulos
Tel.: +49 [0] 69 75 75 – 6304

Hall 5
Mr. Al-Bashir / Ms. Kocev
Tel.: +49 [0] 69 75 75 – 6305

Hall 5
Mr. Al-Bashir / Ms. Kocev
Tel.: +49 [0] 69 75 75 – 6305

Forum Porter
Tel.: +49 [0] 69 75 75 – 5439

Hall 6
Ms. Jung / Mr. Amri
Tel.: +49 [0] 69 75 75 – 6310

Hall 8
Mr. Nikolic / Mr. Zumeraj
Tel.: +49 [0] 69 75 75 – 6308

Hall 9
Mr. Schwarzer / Mr. Tietz
Tel.: +49 [0] 69 75 75 – 6309

Hall 10
Ms. Jung / Mr. Amri
Tel.: +49 [0] 69 75 75 – 6310

Hall 11
Mr. Serba / Mr. Felicetti
Tel.: +49 [0] 69 75 75 – 6311

CMF
Hall manager
Mr. Stefan Ackermann
Tel.: +49 [0] 69 75 75 – 6137

Mr. Stefan Bathon
Tel.: +49 [0] 69 75 75 – 5399

Mr. Helmut Mario Lefeber
Tel.: +49 [0] 69 75 75 – 5441

Hostess
→ Eventence
Hotel
→ Accommodation service

Hotel and restaurant guide
Messe Frankfurt Medien und Service GmbH
Tel.: +49 [0] 69 75 75 – 6083
Fax: +49 [0] 69 75 75 – 6802
www.hotelguide-rheinmain.de

Impounding vehicles
→ Towing

Information Center
Throughout all levels and at the Via Mobile. Here you can get hall plans, stand and product information as well as information regarding found or lost items. Visit our Information Center for general information about the IAA 2019 and Messe Frankfurt or call Tel. +49 [0] 69 75 75 – 0.

Entrance City, Level 1
Tel.: +49 [0] 697575-1331/1332

Entrance Galleria
Tel.: +49 [0] 697575/1356

Entrance Portalhaus
Tel.: +49 [0] 697575-1280/1281

Hall 3.1 West (Via Mobile)
Tel.: +49 [0] 69 75 75 – 1339

Hall 3/Hall 5 Intersection (Via Mobile)
Tel.: +49 [0] 69 75 75 – 1338

Hall 3.1 East (Via Mobile)
Tel.: +49 [0] 69 75 75 – 1305

Hall 4.1 East
Tel.: +49 [0] 69 75 75 – 1342/1343

Hall 5.1
Tel.: +49 [0] 69 75 75 – 1348

Insurance
→ Shop for Exhibitor Services
HDI-Gerling Industrie Versicherung AG
Postfach 22 20
55012 Mainz
Tel.: +49 [0] 6123 70 39 747
Fax: +49 [0] 511 645 115 26 66
www.hdi.de
Internet
→ Shop for Exhibitor Services
Wireless internet access available for exhibitors on the whole fair grounds.
WiFi-Hotline: Tel.: +49 [0] 69 75 75 – 711 77

Interpreters
→ Eventence

Labor for hire
For inquiries regarding the hire of additional construction hands please contact the Messe Frankfurt via phone or e-mail:
Stageservice Frankfurt am Main GmbH
Tel.: +49 [0] 69 97 19 41 40
Fax: +49 (0) 69 97 19 41 60
E-Mail: info@stagegmbh.com oder http://stageservice-frankfurt.de/

The following information is required:
- Event
- Hall/Stand number
- the number of installation/removal aids required
- information on which activities should be done by the helpers
- time information (date, time from - to)
See also → Eventence for hiring hostesses, guards and interpreters.

Laundry
→ Dry cleaning
Stand cleaning Hall and area cleaning, toilet cleaning
Tel.: +49 [0] 69 75 75 – 6911 Tel.: +49 [0] 69 75 75 – 6911
cleaning@messefrankfurt.com

Local public transport ticket
The local transport ticket can only be used in combination with a valid exhibitor pass! At ticket inspections both tickets must be shown.

Sale on the fairground:
Friday 06.09.2019 from 10:00 a. m. – 6:00 p. m.
Monday 09.09.2019 from 10:00 p. m. – 6:00 p. m.
Tuesday 10.09.2019 from 10:00 a. m. – 6:00 p. m.
Wednesday 11.09.2019 from 10:00 a. m. – 6:00 p. m.
If there are any queries about the product we will be happy to assist you. Ticket sale will take place in the Infobus at the entrance City, between the entrance and the Fair Tower ("Messeturm"). **Purchase is only possible by credit card!**

VDA  
Julia Strese  
+49 30 897842-311  
[link] julia.strese@vda.de

Also via → Shop for Exhibitor Services

**Logistics**  
Messe Frankfurt Logistikservices  
Tel.: +49 [0] 69 75 75 – 6075  
Fax: +49 [0] 69 75 75 – 96075  
E-Mail: logistics@messefrankfurt.com

Exhibition forwarders’ operations are based on the current applicable terms and conditions of the German forwarders association (Allgemeine Deutsche Spediteurbedingungen – ADSp.). They are available at the logistics department of Messe Frankfurt.

See also → Cargo Center

**Lost property offices**

<table>
<thead>
<tr>
<th>During the exhibition</th>
<th>After the exhibition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Torhaus, Level 0</td>
<td>Tel.: +49 [0] 69 75 75 – 6731, – 6911</td>
</tr>
<tr>
<td>Tel.: +49 [0] 69 75 75 – 1448</td>
<td></td>
</tr>
<tr>
<td>Fax: +49 [0] 69 75 75 – 1458</td>
<td></td>
</tr>
</tbody>
</table>

10 days after the exhibition  
Lost property office of the City of Frankfurt  
Fundbüro  
Ordnungsamt  
Kleyerstraße 86  
60326 Frankfurt am Main  
Tel.: +49 [0] 69 21 24 – 24 03  
Tel.: +49 [0] 69 21 24 – 25 04  
Fax: +49 [0] 69 21 24 – 24 60  
E-Mail: fundbuero.amt32@stadt-frankfurt.de
Lufthansa
General contact: Tel. +49 [0] 69 86 79 97 99
Lufthansa Cargo: Tel. +49 [0] 180 67 47 100
www.lufthansa.com

Meeting Point
→ Information Center

Meeting rooms
→ Conference rooms

Media Technology
→ Event Technology

Messe Frankfurt GmbH
Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main
Tel.: +49 [0] 69 75 75 – 0
Fax: +49 [0] 69 75 75 – 6433
E-Mail: info@messefrankfurt.com
www.messefrankfurt.com

Mini Market
Mini Market, City Entrance
Tel. +49 [0] 69 75 602 – 2355

Mini Market, Hall 4.0
Tel. +49 [0] 69 75 602 – 2260

Mini Market, Hall 5.0
Tel. +49 [0] 69 75 602 – 2262

Super Market, Hall 9.0
Tel. +49 [0] 69 75 602 – 2269

Modular Stands
→ Furniture hire
Multimedia-Shop
Faxing services for exhibitors; copying services; rental of mobile phones, printers, copiers, PCs and netbooks.

Service-Center Torhaus, Level 3
Tel.: +49 [0] 69 75 75 – 1320

Musical presentations/Sound recordings
Musical performances are subject to the levy of a fee. An application must be submitted to the German Copyright Society “GEMA”.

GEMA
Bezirksdirektion Stuttgart
Herdweg 63
70174 Stuttgart
Tel.: +49 [0] 711 2252-794
Fax: +49 [0] 711 2252-800
E-Mail: bd-s@gema.de
www.gema.de

Muslim prayer room
Hall 10, Level 4
From September 12, 10.00 – 18.30 h

Night surveillance
→ Stand surveillance

Office communication
→ Business Center
→ Multimedia-Shop

Office Spaces
Natalia Lewerenz
Tel.: +49 [0] 69 75 75 – 5221
Fax: +49 [0] 69 75 75 – 95221
E-Mail: natalia.lewerenz@messefrankfurt.com

Office supplies
are available at the Supermarket at the Service-Center, Torhaus, level 3; at the Supermarket in hall 9 as well as at the Mini Market in hall 4.1.

Omnibuses
→ Busses
Opening Ceremony
Thursday, September 12, 10.00 h, CMF (by personal invitation only)
VDA
Jan Cholewa
Tel.: +49 [0] 30 89 78 42 – 332
Fax: +49 [0] 30 89 78 42 – 607
E-Mail: jan.cholewa@vda.de

Opening hours
Exhibitors have access to the exhibition grounds from 07.00 to 21.00 h.
The opening times for visitors are: 09.00 to 19.00 h daily, except on the Press Days: from 08.00 to 19.00 h and on the After Work Day, 20.09.2019, from 11.00 to 21.00 h.
The organizer reserves the right to change the opening times if necessary.

Operation & Security Center (OSCI)
The Messe Frankfurt Operation and Security Center (OSC) is open around the clock throughout the year: Messe Frankfurt control room, police station, fire station, first aid/medical station, security services, Technical problems.

Messe Frankfurt Venue GmbH
Operation and Security Center
Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main
Tel.: +49 [0] 69 75 75 – 3333
E-Mail: osc@messefrankfurt.com
www.messefrankfurt.com

Packaging material
Cardboard, foils, tape etc. can be obtained directly from the logistic partners of the fair:
Messe Frankfurt Logistikservice
Cargo Center, 2nd floor
60327 Frankfurt am Main
Tel.: +49 [0] 69 75 75 – 6075
Fax: +49 [0] 69 75 75 - 96075
E-Mail: logistics@messefrankfurt.com

Agility Logistics GmbH
Cargo Center Messe Frankfurt, 3rd floor
Tel.: +49 [0] 69 97 67 14 – 200
Tel.: +49 [0] 69 75 75 19 – 6782

DHL Trade Fairs & Events GmbH
Cargo Center MF, 2nd floor
Tel.: +49 [0] 69 97 67 14 – 100
Tel.: +49 [0] 69 75 75 19 – 6913
Painter
Messe Frankfurt Medien und Service GmbH
Armin Betz
Tel.: +49 [0] 69 75 75 – 6001
Fax: +49 [0] 69 75 75 – 6258
E-Mail: armin.betz@messefrankfurt.com

Parcel service
→ Post and shipping service

Parking Garage Rebstock
→ Rebstock

Parking lot administration
Fraport AG
Torhaus, Service Center, Level 2
Tel.: +49 [0] 69 69 – 07 44 54
Fax: +49 [0] 69 69 – 05 97 17
E-Mail: park-service@fraport.de

Parking lots for exhibitors
→ Shop for Exhibitor Services
→ Rebstock

There are parking lots on the exhibition grounds by Hall 4 (P4 – ca. 800 parking spaces), and Hall 9 (P9 – ca. 800 parking spaces), and to the west of the exhibition grounds where there are the parking spaces/multi – storey car park Rebstock (ca. 5,400 parking spaces), with a free shuttle bus service to the exhibition grounds.

Perfumery
→ Drugstore

Personnel agency/hire
→ Catering

Pharmacies
There are no pharmacies at the Exhibition Center. Outside of the Exhibition Center:

Brocks’sche Apotheke
at Skyline Plaza
Europa-Allee 6
Tel. +49 [0] 69 25 75 822 330

Apotheke im Hauptbahnhof
at the Frankfurt Central Station
Europa-Allee 6
Basement level, north wing
Tel. +49 [0] 69 23 30 47
Opening hours:
Mo to Fr, 09.00 – 21.00 h
Sa, 10.00 – 21.00 h
Mo to Fr, 06.30 – 21.00 h
Sa, 08.00 – 21.00 h
Su, 09.00 – 21.00 h

Kuhwald Apotheke
Müllerstraße 30
Tel.: +49 [0] 69 771735
Opening hours:
Mo, Tu, Th, Fr, 08.30 – 13.00 h
15.00-18.30h; Wend,8.30-13.00h
Sa, 08.30 – 13.00 h
Paracelsus – Apotheke
Schlossstraße 81
Tel.: +49 [0] 69 77 53 81
Opening hours:
Mo to Fr, 08.30 – 14.00 h
15.00-18.30h
Sa, 08.30 – 13.00 h

Photocopies
→ Multimedia-Shop

Photography
Exhibitors are allowed to engage photographers of their choice. Photography is allowed on the exhibition grounds.

Pizza service
Available during September 06 - 23, daily from 11.00 to 22.00h. To avoid waiting times, for larger orders, please call ahead a day prior.
The minimum order value is € 10.00. Cash only.

Pizza Service Rebstock
Tel.: +49 [0] 69 71 58 55 22
E-Mail: pizza@accenteservices.de

See also → Catering

Police
Emergency call 110

A police station will be open in hall 4:
Tel. +49 69 75 75 – 6555

Frankfurt Police Station 13
Schlosstraße 88
60486 Frankfurt am Main
Tel.: +49 [0] 69 75 51 13 00
E-Mail: 13.Polizeirevier.PPFFM@polizei.hessen.de
Post and shipping service
Shipping service for journalists,
Congress Center Messe Frankfurt
CMF, level C2
September 10+11, 09.00 h – 18.00 h

Postage dispensing machine
Service-Center Torhaus, Level 3

Postal service
Outside the Exhibition Center
Ludwig-Erhard-Anlage 2 – 8 or at Frankfurt Central Station.
Hotline: +49 [0] 180 23 – 333.
There is no foreign exchange at the post office.

Power
→ Electricity
→ Shop for Exhibitor Services

Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6670
Fax: +49 [0] 69 75 75 – 6602
E-Mail: electricity@messefrankfurt.com

Prayer Room
→ Church center
→ Muslim prayer room

Presentation technology
Messe Frankfurt Medien und Service GmbH
Ralph Neuber
Tel.: +49 [0] 69 75 75 – 5287
E-Mail: ralph.neuber@messefrankfurt.com

Press (IAA Press center)
You can find the IAA Press Center in the Congress Center Messe Frankfurt (CMF). It will be open from Tuesday, 10 September 2019.

Tel.: +49 [0] 30 89 78 42 – 121
Fax: +49 [0] 30 89 78 42 – 7121
E-Mail: vda-presse@vda.de
Prohibition of product and brand piracy
The exhibiting or offering of products based on brand or product piracy is not admitted at the IAA. Exhibitors or other organisations whose rights have been infringed may take action through the courts, the customs and the police to protect those rights. If product piracy is confirmed, the organizer may order removal of the objects exhibited or closure of the stand.

Public transport
The exhibition grounds are served by the following services of the regional public transport provider → RMV

Suburban train service (S – Bahn)  Subway (U – Bahn)
Messe station, Torhaus entrance    FestHall/Messe station
Lines S3, S4, S5, S6              City entrance, Line U4

Tram
FestHall/Messe station
City entrance, Line 16 & 17

See also → Local public transport ticket

Rail connections
For the travel service of the Deutsche Bahn call:
Tel.: +49 [0] 1806 99 66 33 or via www.bahn.de

General travel schedule information free of charge
Tel. +49 [0] 800 150 70 90

Rebstock
Messe-car park of the Messe Frankfurt
5,400 Parking places, 7 floors

Parking fee for the car park: 14.00 €/Day

Parking fee for the Rebstock grounds: 13.00 €/Day

→ Shop for Exhibitor Services

Rental cars
→ Car rental
Restaurants on the exhibition grounds
To book a table, please call:
Tel.: +49 [0] 69 75 60 2 – 2240
Fax: +49 [0] 69 75 60 2 – 282240

Hall 4.0                     Hall 4.1
Restaurant Sky             Restaurant Piazza

Hall 5.0                     Hall 9.0
Restaurant Giardino         Restaurant Centro

Restoring the exhibition space
The exhibitor is obliged to restore the exhibition space it has been used to its original state. Foundations and other constructions created by the exhibitor must be removed. Any rubble created must be removed from the exhibition grounds immediately (see also Waste disposal). All the necessary restoration work must be completed by 27 September. If restoration has not been completed by the end of the dismantling period, Messe Frankfurt has the right to complete it on behalf of the organizer without a new deadline being set, at the expense of the exhibitor (see also → Damage reports and → Waste disposal).

Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6911
Fax: +49 [0] 69 75 75 – 6954
E-Mail: cleaning@messefrankfurt.com

RMV
Rhein-Main-Verkehrsbund is responsible for public transport.
Hotline: +49 [0] 69 24 24 80 24
www.rmv.de

Room Setup
Messe Frankfurt Medien und Service GmbH
Stand Construction & Exhibitor-Services
Tel.: +49 [0] 69 75 75 – 6811
Fax: +49 [0] 69 75 75 – 6528
E-Mail: fairconstruction@messefrankfurt.com
www.fairconstruction.messefrankfurt.com

Security Service
→ Operation & Security Center (OSC)

Shopping
→ Mini Market
Shuttlebus
→ Busses

Signs
→ Stand numbers

Specialist Events
Daily seminars, workshops and panel discussions during the fair. For more information visit www.iaa.de/en/.

Stand cleaning
→ Shop for Exhibitor Services
Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6911
E-Mail: cleaning@messefrankfurt.com

Stand construction materials
Messe Frankfurt Medien und Service GmbH
Messebau & Aussteller Services
Julian Schmitt
Tel.: +49 [0] 69 75 75 – 5557
E-Mail: julian.schmitt@messefrankfurt.com

Stand numbers
Stand number signs are neither arranged nor required by the organizer. Display of number signs must comply with the regulations for stand design. Exhibitors wishing to display the number of their stand can obtain signs from:

Edel Messereklame & Digitaldruck GmbH
Office and workshop: Hall 8.0, Eastern side
Tel.: +49 [0] 69 75 60 77 – 0
Fax: +49 [0] 69 75 60 77 – 15/ –18
E-Mail: info@edel-messereklame.de

Stand photographers
→ Photography

Stand surveillance
→ Surveillance

Stand system hire
Messe Frankfurt Medien und Service GmbH
Julian Schmitt
Stationery
→ Office supplies

Surveillance
→ Shop for Exhibitor Services

General surveillance of the exhibition halls is performed on behalf of the organizer during setup and dismantling and during the exhibition. However, this general surveillance cannot guarantee protection of the property of individual exhibitors. If the exhibitor wishes his exhibition stand to be guarded at night, he may authorize a security company through the → Shop for Exhibitor Services or choose a different company.

If the exhibitor hires a different company, authorisation is required for a fee of € 45.00 plus VAT per person to be checked.

Car park support
Fraport
Tel.: +49 [0] 69 690 – 74454
Fax: +49 [0] 69 690 – 59717
E-Mail: park-service@fraport.de

Stand Security
Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6342
Fax: +49 [0] 69 75 75 – 6348
E-Mail: standbewachung@messefrankfurt.com

Tableware
→ Crockery hire service

Taxi service
Taxi stops at the entrances Galleria, City, Congress Center Messe Frankfurt, Portalhaus.
Hotline: Tel. +49 69 23 00 - 01 / 33

Technical Problems
For technical issues and problems see → Operation and Security Center (OSC)
For anything else → Emergency call

Telephone information
→ Directory assistance
Telephone, fax
→ Shop for Exhibitor Services

Messe Frankfurt Venue GmbH
Exhibitor service – Telecommunication
Tel.: +49 [0] 69 75 75 – 71 173
Fax: +49 [0] 69 75 75 – 71 174
E-Mail: telecommunications@messefrankfurt.com

Theft
→ Emergency and violation report

Tourist-Information
Frankfurt Central Station, Entrance hall

Hotel- and Restaurantguide of
Messe Frankfurt Medien und Service GmbH
Tel.: +49 [0] 69 75 75 – 6083
Fax: +49 [0] 69 75 75 6802
www.hotelguide-rheinmain.de

Towing
The organizer reserves the right to tow away vehicles that are parked on the exhibition grounds in a position that hinders traffic, are located in no-parking zones or on driving lanes, at the expense of the vehicle’s owner.

Traffic regulations
The German road traffic regulations (StVO) apply to the exhibition grounds. Maximum permitted speed is 30 km/h (20mph).

The unauthorized parking of motor vehicles, trailers, containers, semi-trailers, interchangeable bridges, etc. as well as the unauthorized use of motor vehicles on the exhibition grounds and in the halls is prohibited. The organizer reserves the right to tow unauthorized vehicles at the owner’s expense.

Train connections
→ Deutsche Bahn AG

Transport
Freight transports through Messe Frankfurt's logistics partners. Contact addresses can be found under → Packing material.
Travel agency
→ Accommodation service
→ Deutsche Bahn or → Frankfurt Airport

Vouchers
→ Entrance tickets

Washing facilities
For passenger cars
Aqua Autowasch GmbH
Schmidtstraße 49
60326 Frankfurt am Main
Tel.: +49 [0] 69 73 70 78

For commercial vehicles
VGF Omnibuswerkstätten
Am Römerhof 27
60486 Frankfurt am Main
Tel.: +49 [0] 69 21 32 22 92

Waste disposal
→ Shop for Exhibitor Services
The exhibitor is responsible for removing waste materials, both during the event and during construction and dismantling. Disposal must be undertaken by the exhibitor or its agents in accordance with the most recent version of the German Waste disposal law (Abfallbeseitigungsgesetz) and the German Packaging ordinance (VerpackVO) (see Organizational and Technical Regulations, page 20).
Substances hazardous to health or to water, e.g. oils, paints and emulsions, may not enter the sewerage system. Small quantities of these substances can be placed in the appropriately marked containers on the trade fair grounds. The exhibitor can order containers for the removal and disposal of larger quantities (incl. residues and recyclable materials from dismantled stands), if it is not planning to dispose of them itself:

Messe Frankfurt Venue GmbH
Team Abfallentsorgung
Tel.: +49 [0] 69 75 75 – 6911
Fax: +49 [0] 69 75 75 – 96911
E-Mail: abfall@messefrankfurt.com

Water supply
→ Shop for Exhibitor Services

Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 6678
Fax: +49 [0] 69 75 75 – 6602
E-Mail: water@messefrankfurt.com
Wheelchairs (or scooters)
Please contact the First Aid Station of the German Red Cross (DRK) in:

Hall 4
Tel. +49 69 75 75 – 65 00

Hall 8.0 (Samaritans, ASB)
Tel. +49 69 75 75 – 65 02

For further information, please contact our Hotline: Tel. +49 69 75 75 – 69 99. Rental with pre-booking or reservation for a deposit of € 50.00.

Wi-Fi
Wireless Local Area Network at the exhibition grounds.
→ Shop for Exhibitor Services

Messe Frankfurt Venue GmbH
Tel.: +49 [0] 69 75 75 – 71177
Fax: +49 [0] 69 75 75 – 71174
E-Mail: telecommunications@messefrankfurt.com