

heimtextil

11. – 14.1.2012

Your service numbers

from

A

to

Z



messe frankfurt

Building Supply Store
 > *see Tools*
 Business Cards
 Business Center
 Bus Lines

C

Cabs > *see Taxi*
 Cafés & Bars
 Camping Site > *see Park & Sleep*
 Car Breakdown Assistance
 Car Rental
 Caravans > *see Park & Sleep*
 Cardboard Boxes > *see Packaging Material*
 Car-Parking > *see Parking Permits*
 Car-Parking Shuttle Services
 > *see Bus Lines*
 Carpeting > *see Stand Equipment*
 Cash Desk
 Cash Machines
 Cash Sales
 Catalogues
 Catering
 CDH
 Ceiling Suspensions
 Cell Phones > *see Multimedia Shop*
 Church Center > *see Prayer*
 City Map of Frankfurt
 Cleaning – Hall and Facility Cleaning
 Color Prints > *see Business Center*
 Commercial Agent > *see CDH*
 Complete Stands > *see Stand Construction*
 Computer > *see Multimedia Shop*
 Computer Printout > *see Business Center*
 Conference Rooms
 Contact Persons > *see Management of the Exhibition*

Containers
 Copiers > *see Multimedia Shop*
 Copy Shop > *see Business Center*
 Coupons > *see Vouchers*
 Courier Service
 Cranes > *see Logistics*
 Currency Exchange Office > *see Bank Office*
 Customs

D

Dates
 Day Care > *see Kindergarten*
 Dentist
 Desk-Top Copiers > *see Multimedia Shop*
 Deutsche Bahn / German Railway > *see Railway*
 Dishes for Rent
 Dismantling
 Display Case
 Doctor
 Drugstore

E

Electricians > *see Stand Fitting*
 E-Mail > *see Internet*
 Emergency Calls
 Entrances-Pedestrians
 Environmentally Compatible Exhibitions > *see Greencheck*
 Evening Out
 Eventence
 Events
 Exhibitor Brochure Service
 Exhibitor Profile Online
 Exhibitor Tickets
 Exhibitors' Hotline
 Exhibitors' Night

F

Fairconstruction > *see Stand Construction*
 Fairground Maps

Fair Shop
 Fax Service
 Fire Department
 First Aid Stations
 Flight Schedule
 Flowers
 Foreign Trade Shows > *see Dates*
 Forklift > *see Logistics*
 Forwarding Agents
 Found Item > *see Lost and Found*
 Frankfurt Airport > *see Airport Frankfurt*
 Frankfurt Information
 Fraport Exhibitor Parking Service
 Furniture Rental > *see Stand Equipment*

G

GPS
 Graphic Designer > *see Stand Equipment*
 Greencheck
 Groceries > *see Mini Markets*
 Guards

H

Hair Dresser
 Hall Managers
 Halls Occupied
 Hostesses
 Hotel Bookings > *see Accommodations*
 Hotel Guide Frankfurt Rhein Main
 Hotline > *see Exhibitors' Hotline*

I

Information
 Information and Distribution Service
 Information Points
 Infringement of Copyright > *see Messe Frankfurt against Copying*
 Insurance

International Sales
 Partners of Messe Frankfurt
 Internet
 Interpreter
 Invoice > *see Cash Desk*

K

Kindergarten

L

Laptops > *see Multimedia Shop*
 Lawyers
 Lettering > *see Stand Equipment*
 Lifting Ramp
 Logistics
 Lost and Found
 Loudspeakers
 Lufthansa

M

Management of the Exhibition
 Massage > *see Wellness Lounge*
 Media Package
 Medicine > *see Pharmacies*
 Messages > *see Fax Service*
 Messe Frankfurt against Copying
 Messe Frankfurt GmbH
 Mini Markets
 Mobile Home > *see Park & Sleep*
 Mobile Phones > *see Multimedia Shop*
 Multimedia Shop

N

National Federation of German Commercial Agencies and Distribution > *see CDH*
 Newspaper Stand

Next Exhibitions > *see Dates*
 Non-Smokers Protection Law

O

Office Equipment > *see Multimedia Shop*
 Office Supplies > *see Mini Markets*
 Opening Hours

P

Packaging Material
 Painters > *see Stand Equipment*
 Park & Sleep
 Parking Permits
 Patent Lawyers > *see Lawyers*
 Payments > *see Cash Desk*
 Pharmacies
 Photocopies > *see Business Center*
 Photographers
 Photography
 Pizza Service
 Plants > *see Flowers*
 Plumbers > *see Stand Fitting*
 Police Station
 Postage Machine
 Postal Service
 Post Office
 Prayer
 Prepaid Card > *see Multimedia Shop*
 Presentation Equipment
 Press Center
 Press Service
 Printers > *see Multimedia Shop*
 Printing Service
 Productpilot.com
 Public Transportation Tickets
 Publisher

Q

Questions

INDEX

A

Accente
 Accident > *see Emergency Calls*
 Accommodations
 Address of Messe Frankfurt
 Advertising at the Fair
 Advertising Material
 Advertising Services
 Advertising Spot > *see Radio Via Mobile*
 Airlines
 Airport Frankfurt
 ALIS > *see Visitor Registration Systems – ALIS and LeadSuccess*
 Ambulance Service > *see Emergency Calls*
 Arrival / Departure
 Ascoli-Club > *see VIP Club*

B

Bank Office
 Beauty Parlor > *see Hair Dresser*
 Beverage Services > *see Stand Deliveries*
 Boxes > *see Packaging Material*

R
 Radio Via Mobile
 Railway
 Rebstock Parking
 Red Cross > *see*
 Emergency Calls
 Relaxation > *see*
 Wellness Lounge
 Rent a Car > *see*
 Car Rental
 Restaurants
 Restaurant Guide
 > *see* *Hotel Guide*
 Frankfurt Rhein Main
 RMV
 Room Reservations >
 see *Accommodations*

S
 S-Bahn > *see* *Arrival /*
 Departure
 Safety and Security
 Sale
 Satellite Navigation
 System > *see* *GPS*
 Security Services
 Service Center
 Setting-Up
 Setting-up and
 Dismantling Passes
 Shipping Address > *see*
 Address
 Shopping Facilities
 > *see* *Mini Markets*
 Shuttle Bus
 > *see* *Bus Lines*
 Smoking on the
 Fairgrounds > *see*
 Non-Smokers
 Protection Law

 Sound Systems > *see*
 Loudspeakers
 Stand Assistants > *see*
 Hostesses
 Stand Cleaning > *see*
 Cleaning- Hall and
 Facility Cleaning
 Stand Construction
 Stand Deliveries
 Stand Equipment
 Stand Fitting
 Stand Guards > *see*
 Guards
 Stand Party
 Stand Wall Cleaning
 > *see* *Stand*
 Equipment
 Storage Space > *see*
 Logistics
 Suburban Trains > *see*
 Arrival / Departure
 Super Market > *see*
 Mini Markets

T
 Taxi
 Team Office > *see*
 Management of the
 Exhibition
 Technical Equipment
 > *see* *Presentation*
 Equipment
 Telecommunications
 Telephones
 Telephone Cards
 Theft
 Ticket Offices
 Tools
 Torhaus > *see*
 Service Center

 Towing Service
 Traffic Guide
 Train Schedule > *see*
 Railway
 Translators > *see*
 Interpreter
 Transports
 Tulip Club
 Typing Service > *see*
 Business Center

U
 U-Bahn / Underground
 > *see* *Arrival /*
 Departure

V
 Vehicle Access
 Video Equipment
 > *see* *Presentation*
 Equipment
 VIP Club
 Visitor Registration
 Systems – ALIS and
 LeadSuccess

 Vouchers

W
 WLAN
 Waste Disposal
 Water Connection > *see*
 Stand Fitting
 Websites
 Wellness Lounge
 Wheelchairs

heimtextil

Heimtextil 2012

From Accommodations to WLAN

(Subject to modifications)

A

Accente

for catering and stand delivery phone: +49 69 75 602-0.
www.accenteservices.de

Accident

see Emergency Calls

Accommodations

booking: Frankfurt Tourism & Congress Board, phone: +49 69 21 23 08 08, fax +49 69 21 24 05 12, info@infofrankfurt.de. Online hotel reservations: www.frankfurt-tourismus.de or during the exhibition at the reservation desk, Torhaus level 3. Opening hours: January 10, 2012, from 2 pm to 6 pm; from January 11 to January 13, 2012, from 9 am to 6 pm and on January 14, 2012, from 10 am to 2 pm.

You can also arrange your booking in the main entrance area of Frankfurt Central Station at the "Tourist Info" counter, open daily from 8 am until 9 pm and on the weekend from 9 am until 6 pm.

The Hotel Guide Rhein-Main also gives you an overview of hotels, restaurants and bars located in and around Frankfurt am Main: www.hotelguide-rheinmain.de. The printed guide is available at Messe Frankfurt Medien und Service GmbH, phone: +49 69 75 75-60 83, fax +49 69 75 75-68 02.

"From A to Z" issued by Messe Frankfurt Venue GmbH, Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main, Telephone +49 69 75 75-0, fax +49 69 75 75-64 33, info@messefrankfurt.com, www.messefrankfurt.com

Address of Messe Frankfurt

for consignments to exhibitors: Messe Frankfurt Exhibition GmbH, Heimtextil 2012 - *insert name of the exhibitor, hall and stand number* - Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

To write an E-mail to a member of Messe Frankfurt staff, please use the following address: [first name].[family name]@messefrankfurt.com or info@messefrankfurt.com.

Advertising at the Fair

for exhibitors wanting to advertise outside their exhibition stand. The range of products offered by Advertising Services includes:

Advertising **inside** the hall:

- display cases along Via Mobile
- advertising pillars
- Triangle Tower
- Slim Box
- advertising space around stands
- advertising spots on Radio Via Mobile
- brochure distribution on the Via Mobile and in the foyer of Hall 4.1
- brochure distribution to all exhibitors

Advertising **outside** the hall:

- flags at the Exhibition Center
- advertising space/pillars throughout the Exhibition Center
- mega poster on the exterior walls of the halls
- city light poster in the Rebstock visitors' parking garage
- advertising at the front of the Rebstock visitors' parking garage

Please contact Advertising Services, Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86 or Ms Anabell Conдеми, phone: +49 69 75 75-68 58.

Advertising Material

may only be distributed inside your stand or at the Exhibitor Brochure Service. For further information, see Exhibitor Brochure Service.

Advertising Services

For advertising options on the exhibition grounds and at the Rebstock Parking Garage please contact Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86 or Ms Anabell Conдеми, phone: +49 69 75 75-68 58.

Advertising Spot

see Radio Via Mobile

Airlines

Telephone numbers can be obtained at any information point or by calling: +49 69 75 75-0

Airport Frankfurt

For airport information, phone: +49 1805 372 4636 or visit: www.frankfurt-airport.de

ALIS

see Visitor Registration Systems - ALIS and LeadSuccess

Ambulance Service

see Emergency Calls

Arrival / Departure

Direct shuttle-bus service during the exhibition, from or to the **airport**, one-way ticket, € 7.50 for adults and € 3.00 for children under 14, transfer: 20 minutes.

The buses run from January 11 to January 14, 2012, as follows:

From the Airport Terminal 1 (bus lane opposite Gate A) over Terminal 2 (Gate E) to the Exhibition Center, entrance "Portalhaus" between 8 am and noon, every 10 minutes.

From the Exhibition Center: Exit "Portalhaus" to the airport Terminal 2 and then to Terminal 1. Between noon and 3 pm the buses run every 30 minutes, and from 3 pm to 7 pm, every 15 minutes.

Or use the train service **or suburban service lines S8 or S9** from the airport to Frankfurt Central Station (Frankfurt/Main Hbf) as indicated.

From **Frankfurt Central Station** you have four possibilities to get to the fair. Either by the suburban train (**S-Bahn**) from basement platform 104 **lines S3** (Bad Soden), **S4** (Kronberg), **S5** (Bad Homburg/Friedrichsdorf), **S6** (Friedberg/Groß Karben), the second stop is "Messe" (Torhaus station). Or by the subway (**U-Bahn**), **line U4** (Bockenheimer Warte) to the next station "Festhalle/Messe", arriving at the Exhibition Center, entrance "City". Or by the **tramway/streetcar: line 16** (Ginnheim) or **line 17** (Rebstockbad) to the stop "Festhalle/Messe".

Walking takes approximately 10 minutes.

By **car**: from any motorway to "Westkreuz Frankfurt", then motorway A 648, destination "Stadtmitte". Following the direction "Messe", you will be guided to the Rebstock Parking Garage. From there, shuttle buses will bring you to the Exhibition Center - free of charge.

Arriving with your camper? Please see Park & Sleep

Ascoli Club

see VIP Club

B

Bank Office

Reisebank: Hall 9.T phone: +49 69 74 22 76 73

Reisebank: Hall 4.1 phone: +49 69 74 22 77 68

Open only during the exhibition.

Outside the Exhibition Center you will find offices at the Frankfurt Central Station, south exit (open 7:30 am to 9 pm), at the airport, Terminal 1, departure hall A, level 2 (open from 6 am to 10 pm).

Beauty Parlor

see Hair Dresser

Beverage Services

see Stand Deliveries

Boxes

see Packaging Material

Building Supply Stores

see Tools

Business Cards

Are yours running low? You'll find some help at the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 09.

You can get an offer and information concerning a visitor registration system at the Multimedia Shop, located at the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 20,
E-mail: multimedia-shop@messefrankfurt.com.

Business Center

is located at the Torhaus Service Center, level 3, phone: +49 69 75 75-13 09, open from January 10 to January 14, 2012, daily from 8:30 am to 6 pm.

Here you will find everything for your office needs.

All mobile phones can be recharged in lockable boxes at the Business Center, where they can be picked up again after recharging.

The Multimedia Shop is also located at the Business Center as well as the fax service for exhibitors. If you do not have your own fax machine at your stand, you can let your faxes be delivered to your stand through our fax service at the Business Center, fax: +49 69 75 75-13 95. Name of the exhibitor (company name), hall number and stand number should be indicated.

Bus Lines

Direct shuttle bus service during the exhibition, from or to the **airport**, (one-way ticket, € 7.50 for adults and € 3.00 for children under 14) transfer time: 20 minutes.

The buses run from January 11 to January 14, 2012, as follows:

From Airport Terminal 1 (bus lane opposite Gate A) and Terminal 2 (Gate E) to the Exhibition Center, entrance "Portalhaus" between 8 am and noon, every 10 minutes.

From the Exhibition Center, exit "Portalhaus" to the airport to Terminal 2 and then to Terminal 1. Between noon and 3 pm the buses run every 30 minutes and from 3 pm to 7 pm every 15 minutes.

Car-park: Free shuttle service between Rebstock Parking Garage and Exhibition Center. During the exhibition buses run 90 minutes before opening until 90 minutes after closing.

Shuttle routes:

Line 1: Rebstock - entrance Portalhaus - Entrance Galleria - Rebstock,

Line 2: Rebstock - Hall 3 East - Rebstock,

January 11, 8:00 am - 7:30 pm and 7:30 am - midnight (Forum North - Rebstock)

January 12, 8:00 am - 7:30 am and 7:30 pm - 11:00 pm (Forum North - Hall 3 North-Hall 8 - Rebstock)

January 13, 8:00 am - 7:30 pm and 7:30 pm - 10:00 pm (Forum North - Rebstock)

January 14, 8:00 am - 6:30 pm and 4:00 pm - 10:00 pm (Galleria - Rebstock + bus stop 4)

Exhibition Center Shuttle: This free bus service runs every day during the exhibition 90 minutes before opening until 90 minutes after closing (on the last day of the exhibition only until 60 minutes after closing).

Shuttle route: Hall 1 North, entrance LEA - Hall 3 North - Hall 4, East - Torhaus East - Hall 8 Southeast - Hall 8 Southwest - Portalhaus.

Non-Stop Shuttles: run additionally between Hall 3 Northeast and Hall 11 Southeast. These buses run daily from 7:30 am to 7:30 pm.

C

Cabs

see Taxi

Cafés & Bars

You will find more than 40 cafés and bars in the halls and on the open-air grounds.

Different booths are open during the setting-up and dismantling periods. For detailed information call: +49 69 75 602-22 20 or enquire at any information point.

Camping Site

see Park & Sleep

You will find a wide selection of public camping sites on the website www.frankfurt.de

Car Breakdown Assistance

The following automobile clubs will be pleased to help:

ACE	phone: +49 180 2 336 677
ADAC	phone: +49 180 2 22 22 22
AvD	phone: +49 800 9 90 99 09

Car Rental

Car rental stations are located at Frankfurt Central Station (Frankfurt/Main Hbf), travel service center (DB Reisezentrum):

Avis	phone: +49 69 27 99 70 10
Hertz	phone: +49 69 23 04 84
Sixt	phone: +49 180 52 52 52 5

Caravans

see Park & Sleep

Car-Parking

see Parking Permits

Car-Parking Shuttle Services

see Bus Lines

Carpeting

see Stand Equipment

Cash Desk

Open accounts can be settled at the Messe Frankfurt cash desk, Torhaus North, level 4, room 215. Cash desk open hours during the fair are from 8:30 am to 5:30 pm.

Cash Machines

Commerzbank	Entrance "City", level 0
Postbank	Torhaus Service Center, level 3
Reisebank	Entrance Torhaus (S-Bahn-Terminal)
Reisebank	Hall 4.1 foyer
Reisebank	Entrance Galleria, Hall 9.T
Reisebank	Entrance Portalhaus (Hall 11)

Cash Sales

of any goods to visitors are prohibited. Visitors will be checked at the exits and sent back to the exhibitor with the product they have purchased.

Catalogues

Exhibitors can pick up one catalogue per exhibitor at the hall manager's office upon presentation of their exhibitor's pass.

Catering

Accente GmbH provides the complete catering for all occasions.

Beverages and snacks: phone: +49 69 75 602-22 51 or +49 69 75 602-21 58, fax: +49 69 75 602-21 90.

Buffets and party service: phone: +49 69 75 602-21 48, +49 69 75 602-21 22 or +49 69 75 602-22 41, fax +49 69 75 602-22 04.

External caterer: For entry permission, please contact Accente GmbH, Ms Birgit Witan, phone: +49 69 75 602-21 71, fax +49 69 75 602-21 67.

CDH

National Federation of German Commercial Agencies and Distribution, 10873 Berlin, phone: +49 30 726 25 600, fax +49 30 726 25 699 or e-mail: Centralvereinigung@cdh.de.

Ceiling Suspensions

Please contact our service team, phone: +49 69 75 75-68 99 or per e-mail at: abhaengungen@messefrankfurt.com

Cell Phones

see Multimedia Shop

Church Center

see Prayer

City Map of Frankfurt

is available at all Compass information points.

Cleaning - Hall and Facility Cleaning

For stand, hall and facility cleaning please contact our service team, phone: +49 69 75 75-69 11or per email to: reinigung@messefrankfurt.com

Dry cleaning: Röver at Frankfurt Central Station, basement level, south wing, phone: +49 69 23 45 27.

Color Prints

see Business Center

Commercial Agent

see CDH

Complete Stands

see Stand Construction

Computer

see Multimedia Shop

Computer Printouts

see Business Center

Conference Rooms

at the Exhibition Center can be booked through Ms Natalia Lewerenz, phone: +49 69 75 75-52 21.

For **technical equipment** for conferences and meetings (overhead projectors, flipcharts etc.), please call Ms Waltraud Tschsch, phone: +49 69 75 75-64 18.

Contact Persons

see Management of the Exhibition

Containers

for waste disposal from 2.5 cbm to 40 cbm capacity can be ordered from our service team, phone: +49 69 75 75-69 11, or per email at: reinigung@messefrankfurt.com

Copiers

see Multimedia Shop

Copy Shop

see Business Center

Coupons

see Vouchers

Courier Service

TNT, Service Center Torhaus level 3, phone: +49 69 75 75-14 85. Open during the opening hours of the exhibition. Otherwise, fair office in Wiesbaden: phone: +49 611 69 02 13 90.

Cranes

see Logistics

Currency Exchange Office

see Bank Office

Customs

located at the Cargo Center of Messe Frankfurt, on the first floor, phone: +49 69 75 75-65 14. For customs clearance of fair goods our logistics partners are always at your service. You will find the contact address of our logistics partners under the keyword 'Packaging Material'.

D

Dates

of the next **Heimtextil in Frankfurt:** 09.01.-12.01.2013

Heimtextil will take place **abroad** on the following dates:

Intertextile Shanghai Home Textiles - Spring
Edition, China 29.02.-02.03.2012

Intertextile Guangzhou Home Textiles,
Hometextile China 18.03.-21.03.2012

Interiorlifestyle, Tokyo, Japan 06.06.-08.06.2012

Home Textiles Sourcing Expo, New York, USA 24.07.-26.07.2012

Intertextile Shanghai Home Textiles - Autumn
Edition, China 28.08.-30.08.2012

IFFT/Interior Lifestyle Living, Tokyo, Japan 17.10.-19.10.2012

Heimtextil Russia, Moskau 26.09.-28.09.2012

For further information, please get in touch with our "Global Stand" in the foyer of Hall 4.1, phone: +49 69 75 75-12 67.

Day Care

see Kindergarten

Dentist

Emergency service of the University Clinic (Uniklinik), Theodor-Stern-Kai 7,
phone: +49 69 63 01 67 13, from 11:30 pm to 5 pm
phone: +49 69 63 01 58 77, from 5 pm to 11:30 pm

Desk-Top Copiers

see Multimedia Shop

Deutsche Bahn / German Railway

see Railway

Dishes for Rent

and stand deliveries: Accente Gastronomie GmbH, Catering Services,
phone: +49 69 75 602-2158 or -2251, fax +49 69 75 602-2190.

Dismantling

Regular dismantling: from Saturday, January 14, 2012, after 8 pm
nonstop to Monday, January 16, 2012, 8 pm.

Vehicle access: On the last day of the exhibition, January 14, 2012,
vehicles will not be allowed to enter the Exhibition Center **after 2 pm**.
You may remove small loads from the Exhibition Center (vehicles of
3.5 tons max.) from 5 pm to 7 pm. **The required permit** is available from
10 am to 2 pm at the Central Information Desk, Torhaus level 3, two days
ahead of the event as well as during the exhibition (supply of permits is
limited). The deposit of € 200 will be refunded upon leaving the
Exhibition Center only via Gate West before 7 pm.

Official entry for dismantling vehicles begins **after 8 pm**. Please make
sure to obtain your entry pass at Rebstock Parking Site. Only vehicles
coming from there will be admitted to the Exhibition Center.

Extended dismantling time is not possible.

On the last day of the event, Saturday, January 14, 2012, Heimtextil is open until 5pm. Concerning opening hours please note: With your registration, you accepted the general terms and conditions of the contract (§§ 8.2, 9.1, 10.1). Kindly also remind your stand assistants not to begin dismantling your stand before official closing time.

During dismantling several **snacks** are offered at the following **Café Bars:**

Open until January 16, 2012: Hall 3.0 East, Hall 8.0 Northeast, Hall 10.0 Pilsstube, Hall 11.0 Northeast

Open until January 17, 2012: Hall 5.0 Southwest.

Additionally, our self-service **Restaurant Cucina**, located in the Dependence is open until January 16, 2012, daily from 7 am to 2:30 pm.

Our **Pizza Service**, located at Rebstock Parking Garage is open until January 16, 2012. For delivery please call Accente Catering Services, phone: +49 69 71 58 55 22.

Display Cases

The keys for the glass showcases along the Via Mobile are available at the Advertising Services Information Desk, Torhaus level 2, phone: +49 69 75 75-13 37 or -14 70, open daily from January 9 2012 on from 9 am to 5 pm.

For further information, please contact Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86, Ms Anabell Condemmi, phone: +49 69 75 75-68 58.

Doctor

During the exhibition a medical doctor is on duty at the First Aid Station, Hall 4, phone: +49 69 75 75-65 00. After opening hours call the ambulance, phone: 112.

24-hour medical emergency service: phone: +49 69 192 92.

24-hour private patient emergency service: phone: 01805-30 45 05.

Drugstore

for beauty products: Friseursalon Flechsigs, Torhaus level 3, phone: +49 69 75 26 33.

Pharmacy service for prescribed medicine is offered at the Central Information Desk, located Torhaus level 3, phone: +49 69 75 75-13 33.

Pharmacy near the Exhibition Center: Apotheke im Hauptbahnhof (Frankfurt Central Station, basement level north wing), phone: +49 69 23 30 47, open Mon. to Fri. 6:30 am to 9 pm, Sat. 8 am to 9 pm, Sun. 8 am to 8 pm.

E

Electricians

see Stand Fitting

Email

see Internet

Emergency Calls

Emergency phone: 112

Police, phone: 110

First Aid Stations in Hall 4.C (German Red Cross DRK), phone:

+49 69 75 75-65 00 and in Hall 8.0 (Samaritans ASB), phone:

+49 69 75 75-65 02. A doctor is on duty in Hall 4.C during the exhibition.

24 hour medical emergency service, phone: +49 69 192 92.

Private patient 24 hour emergency service, phone: 01805-30 45 05.

Entrances-Pedestrians

are open for exhibitors one hour before the official opening hours of the exhibition.

For **exhibitors** and **visitors**: entrance "City" (near Hall 1), entrance "Galleria" 9.T (between Halls 8 and 9), entrance "Torhaus" (S-Bahn station), entrance Hall 3 East and entrance "Portalhaus".

Additional entrances for **exhibitors**: Via Mobile East (near Congress Center/Maritim Hotel), entrance Hall 3 West, entrance Hall 10 South.

Environmentally Compatible Exhibitions

see Greencheck (your check list for an environmentally compatible exhibition)

Evening Out

Plan your evening by visiting our homepage www.messefrankfurt.com, page: 'For visitors / What's on in Frankfurt' or find suggestions in the Hotel Guide Rhein-Main, the hotel and restaurant guide of Messe Frankfurt, www.hotelguide-rheinmain.de.

Eventence

provides hostesses and stand assistants on demand during the fair - Eventence: Service Center, Torhaus level 2, phone: +49 69 75 75-13 10, open from Wednesday, January 11, 2012, on. Before or after the fair please contact Eventence, phone: +49 69 756 02-2434, eventence@accenteservices.de or www.eventence.de.

Events

Heimtextil-Trends 2012/2013	Forum 0
Deco Team Presentation	Hall 3.0 B 54
Wall Gallery	Hall 3.1 F 43
Innovation Award "Architecture Textile Object"	Hall 4.1 Foyer 04
Competition for Israeli Designers	Hall 4.1 Foyer 06
Coffee House - A Taste of Britain.	Hall 4.1 F 50
Design-up Germany VDMD	Halle 4.2 C 86
Young Contract Creations Award 2012: Upholstery	Hall 4.2 E 75
Campus	Hall 4.2 G 91
Lecture: Let's talk about it!	Hall 5.1/6.1 Foyer
Café sun	Hall 5.1 A 58
Cooperation: Frankfurt School of Apparel and Fashion	Hall 11.0 A 20
Green Exhibition - let it grow!	Hall 11.1 C 11

Exhibitor Brochure Service

Your only opportunity to present your company's brochures outside your exhibition stand is located on the Via Mobile at the stairway leading down to Hall 8.0 and in the foyer of Hall 4.1. For further information, please contact Advertising Services: Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86 or Ms Anabell Conдеми, phone: +49 69 75 75-68 58.

Exhibitor Profile Online

For updates or changes to your online profile at the Heimtextil 2012 exhibitor search function please phone: +49 69 75 75-50 90 or email to: service@online.messefrankfurt.com.

Exhibitor Tickets

During the official days of the fair all exhibitor tickets include free travel to and from the Exhibition Center using the local public transport system RMV (Detailed information provided by www.rmv.de). These tickets are for exhibitors and their staff members only, and should not be passed on to any customers at all. The exhibitor ticket entitles the holder admittance to the Exhibition Center and the halls one hour before the official opening hours.

Admission is valid from noon on the last day of setting-up, but not valid for the free travel with public transportation. Please note that the exhibitor tickets must be scanned every time when leaving or entering the Exhibition Center.

If you require additional exhibitor tickets you can purchase them from Monday, January 9, 2012 on at the Central Information Desk located in Torhaus Service Center, level 3, phone: +49 69 75 75-13 33.

Exhibitors' Hotline

For any questions or requests, please contact the Exhibitors' Service Hotline from Monday, January 9 to Saturday, January 14, 2012 daily from 8 am to 7 pm. You can reach us at: 49 69 75 75-66 99.

Exhibitors' Night

takes place in the Forum, level 1 on Wednesday, January 11, 2012 from 6:30 pm on.

In the evening, parking shuttles will be running every 30 minutes between the Forum, north side and the Rebstock Parking Garage from 7:30 pm until midnight.

F

Fairconstruction

see Stand Construction

Fairground Maps

in this booklet on page 38/39.

Fair Shop

"Did you bring me a souvenir?" At the Fair Shop you will find the answer to this question. Located in Hall 4.1. Information: Advertising Services, Ms Jeanette Rudloff, phone: +49 69 75 75-69 25 or Ms Kathrin Lässig, phone: +49 69 75 75-63 62.

Fax Service

Delivery of faxes for exhibitors to their stand: Business Center, Torhaus Service Center, level 3, **fax:** +49 69 75 75-13 95, phone: +49 69 75 75-13 09.

Name of the exhibitor (company name), hall number and stand number must be indicated.

Fire Department

in Hall 4, phone: 112.

First Aid Stations

First Aid Stations in Hall 4.C (German Red Cross DRK), phone: +49 69 75 75-65 00 and in Hall 8.0 (Samaritans ASB), phone: +49 69 75 75-65 02, also open during the setting-up and dismantling period. A doctor is on duty in Hall 4.C during the exhibition.

Flight Schedule

Please check at any information stand.

Flowers

are offered by the florist AS Green Event during setting-up in the foyer of Halls 4, 5 and 9.

During the exhibition, please contact AS Green Event in Hall 5.0, phone: +49 69 7422 1935.

Foreign Trade Shows

see Dates

Forklift

see Logistics

Forwarding Agents

of Messe Frankfurt Venue GmbH can be contacted through our Messe Frankfurt Logistics Services, phone: +49 69 75 75-60 75, fax +49 69 75 75-960 75, logistics@messefrankfurt.com.

Found Item

see Lost and Found

Frankfurt Airport

see Airport Frankfurt

Frankfurt Information

is available at the Frankfurt Information Desk at the Torhaus Service Center, level 3, phone: +49 69 75 75-13 04 or at Frankfurt Tourism & Congress Board, phone: +49 69 21 23 88 00. You can also visit www.frankfurt.de or www.messefrankfurt.com, page: 'For visitors / What's on in Frankfurt'.

Fraport Exhibitor Parking Service

is responsible for allocating parking spaces to Messe Frankfurt exhibitors. For more information, please call Fraport AG, Retail & Properties, HVM-PV, Park-Service-Messe, 60 547 Frankfurt am Main, phone: +49 69 690 744 54, fax +49 69 690 59 717 or park-service@fraport.de.

Additionally, you can obtain parking permission at the Fraport Service Counter, Torhaus Service Center, level 2, open from January 9 to January 10, 2012, daily from 8:30 am to 6:30 pm and on January 11, 2012, from 8 am until 1 pm, phone: +49 69 75 75-13 14, fax +49 69 75 75-13 15.

Furniture Rental

see Stand Equipment

G

GPS

Please enter the street name in your satellite navigation system:

Visitors: Zum Messeparkhaus Rebstock leads to Rebstock Parking Garage (Zum Rebstockbad-old navigation system)

Exhibitors: Europa-Allee leads to Gate South
Brüsseler Strasse (Hemmerichsweg-old navigation system) leads to Gate East

Katharinenkreisel, from there follow the signs leading to Gate North, Gate 8 or Gate 9

Straße der Nationen leads to Gate West

(old navigation system: Am Römerhof, from there follow the signs leading to Gate West)

Press: Straße der Nationen leads to Gate West

(old navigation system: Am Römerhof, from there follow the signs leading to Gate West)

Trucks: Bruno Poelke Strasse leads to Parking Lot E

Graphic Designer

see Stand Equipment

Greencheck

Simple methods to make your exhibition presence more eco-friendly: A checklist for environmentally compatible participation can be found in your Welcome Package.

Groceries

see Mini Markets

Guards

Stand guards: Messe Frankfurt Venue GmbH & Co.KG, Mr Jürgen Steingötter, phone: +49 69 75 75-68 95, or Mr Dimitrios Donis., phone: +49 69 75 75-56 43, fax: +49 69 75 75-63 48.

Park guards: Fraport, phone: +49 69 690 744 54 or fax +49 69 690 59 717, e-mail: park-service@fraport.de

H

Hair Dresser

At the Exhibition Center: Flechsigs, Torhaus level 3, phone: +49 69 75 26 33.

Hall Managers

can be reached at the following telephone numbers:

Forum:	phone: +49 69 75 75-54 39
Hall 3:	phone: +49 69 75 75-63 03
Hall 4:	phone: +49 69 75 75-63 04
Hall 5:	phone: +49 69 75 75-63 05
Hall 6:	phone: +49 69 75 75-63 06
Hall 8:	phone: +49 69 75 75-63 08
Hall 9:	phone: +49 69 75 75-63 09
Hall 10:	phone: +49 69 75 75-63 10
Hall 11:	phone: +49 69 75 75-63 11

Halls Occupied

in this booklet on page 38/39.

Hostesses

Please contact Eventence, located during the fair at Torhaus Service Center, level 2, phone: +49 69 75 75-13 10. Before or after the fair please contact Eventence, phone: +49 69 756 02-2434, E-mail: eventence@accenteservices.de or www.eventence.de.

Hotel Bookings

see Accommodations

Hotel Guide Frankfurt Rhein Main

In the editorial section readers are supplied with plenty of information and a detailed description of hotels. The Restaurant Guide is a separate publication and contains information about many restaurants in Frankfurt and the Rhein-Main area. The two publications will be sent together.

The Hotel Finder contains more than 400 addresses, with a clear division into trade fair categories and room prices and is available at: www.hotelguide-frankfurt.de.

The guide is also available at Messe Frankfurt Medien und Service GmbH, phone: +49 69 75 75-60 83, fax: +49 69 75 75-68 02.

Hotline

see Exhibitors' Hotline

Information

Please call our Information Center for further information about Heimtextil 2012 or Messe Frankfurt, phone: +49 69 75 75-0. During the event you can also visit the information points.

Directory assistance: for national call, phone: 11 833 and international call, phone: 11 834.

Information and Distribution Service

is an Advertising Service for exhibitors during the fair. For detailed information, please contact: Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86, or Ms Anabell Condemni, phone: +49 69 75 75-68 58.

Information Points

are located on each hall level and along the Via Mobile. Here you can ask for hall plans, stand and product information. All lost and found items are listed here as well.

Infringement of copyright

see Messe Frankfurt against Copying

Insurance

Allianz general agency "Beetz und Sohn", phone: +49 69 65 50 49.

International Sales Partners of Messe Frankfurt

During the fair: Torhaus Service Center, level 2, room 202-205, phone: +49 69 75 75-13 93, fax +49 69 75 75-12 87. After the fair, please contact Ms Heike Vogel-Schenkewitz, phone: +49 69 75 75-62 77 for information.

Internet

Docking stations for your laptop are provided at the Service Center, Torhaus level 3,

You will find computer workstations in our **net-lines** in **Hall 3.C East and West, Hall 8.1 West** or at the **entrance Portalhaus**.

In Hall 6.Z (level between 6.0 and 6.1) you will find the **Café net-line**.

Or you can also access Internet by using the free **Wireless Local Area Network** at the fairgrounds. Should you, as an exhibitor, require a guaranteed bandwidth you can order your individual WLAN products through EasyOrder: www.easyorder.messefrankfurt.com (subject to charges).

For assistance during the event, please call our WLAN hotline: +49 69 75 75-711 77.

Interpreter

please contact BBK - Gesellschaft für moderne Sprachen mbH, Marktstraße 4, 76726 Germersheim, phone: +49 7274-702770, info@bbklanguages.com, www.bbklanguages.com.

Invoice

see Cash Desk

K

Kindergarten

Service Center Torhaus, level 1, free of charge for children ages three to ten, open from January 11, - January 13, 2012 from 8 am to 6 pm daily and on the last day, Saturday, January 14, 2012 until 5 pm.
Phone: +49 69 75 75-13 17.

L

Laptops

see Multimedia Shop

Lawyers

Please contact Dr. Schönberger & Dr. Dielmann,
phone: +49 69 27 13 57-0, fax +49 69 27 13 57-22.

During the exhibition you will find our experts of "**Messe Frankfurt against Copying**" at the information booth located in the foyer of Hall 4.1, phone: +49 69 75 75-12 73.

Lettering

see Stand Equipment

Lifting Ramp

If you need a lifting ramp, please contact the logistic partners of Messe Frankfurt:

Agility Logistics GmbH, Cargo Center Messe Frankfurt, 3rd floor,
phone: +49 69 9767 14200 or +49 69 75 75-67 82

DHL Trade Fairs & Events GmbH, Cargo Center Messe Frankfurt,
2nd floor, phone: +49 69 9767 14100 or +49 69 75 75-69 13

You can also contact the company MATECO, phone: +49 69 905 4668-0,
or -19.

Logistics

Diverse logistics services at the Exhibition Center, for example forklifts or storage are offered to you by: Messe Frankfurt Logistics Services, phone: +49 69 75 75-60 75, fax +49 69 75 75-960 75,
logistics@messefrankfurt.com.

Lost and Found

The Lost and Found office located at the Torhaus Service Center, level 0 is open from Tuesday, January 10 until Sunday, January 15, 2012, phone: +49 69 75 75-14 48, fax +49 69 75 75-14 58. During the fair you can also enquire about lost items at every information point.

Shortly after the event, please contact Ms Senem Bozkurt, phone: +49 69 75 75-68 34,

Approx. 14 days after the end of the fair: Lost and Found Office of the City of Frankfurt (Fundbüro Ordnungsamt Frankfurt), Kleyerstraße 86,
phone: +49 69 21 24 24 03.

Loudspeakers

can be rented from the company Contec, Hall 5.1 North, phone: +49 69 75 75-65 54.

Lufthansa

Central reservation office: +49 1805 805 805 or www.lufthansa.com
Lufthansa Cargo: +49 1805 5747 100.

M

Management of the Exhibition

The Exhibition Management Office is located at the Service Center Torhaus, level 2, phone: +49 69 75 75-13 26, -13 27 or -13 28, fax: +49 69 75 75-13 25, open from Monday, January 2 to Thursday, January 5, 2012 from 7:30 am to 5:30 pm and from Friday, January 6 to Saturday, January 14, 2012 from 8:00 am to 6:00 pm.

Please contact:

Ulrike Wechsung,

Sandra Neumann, Sales Manager

Petra Mertens, Sales Manager

Simone Schneider, Sales Manager

Sabine Voigt, Sales Manager

Maria Lopez, Team Assistant

Karin Mayer, Team Assistant

Meike Kern,

Christiane Specht, Sales Manager

Sibylle Krug, Sales Manager

Olga Drexler, Sales Manager

Almut Kwetkus, Sales Manager

Verena Schroeder, Team Assistant

Regine Gemein, Team Assistant

Director **Home Textiles**

Halls 3.0, 4.1

Halls 3.1, 5.1,
crossing 5.1/6.1

Halls 4.0 room Europa,
4.2, Forum 0

Halls 6.1, 6.2, 6.3

Halls 3-6, Forum

Halls 3-6, Forum

Director **House Textiles**

Halls 8.0, Galleria 0+1

Halls 9.0, 11.1

Halls 10.0, 11.0

Halls 10.1, 10.2, 10.3

Halls 8-11

Halls 8-11

Massage

see Wellness Lounge

Media Package

The Media Package secures you an entry in the official printed catalogue and in the onsite Compass information system during the trade show. It also ensures that your company and its products are adequately visible and locatable at the event website: www.heimtextil.messefrankfurt.com. Furthermore, you can also request, free of charge, a presentation in the year-round, all-event business-to-business portal productpilot.com.

For questions concerning your Media Package, please call:
+49 69 75 75-50 90, E-mail: service@online.messefrankfurt.com.

Medicine

see Pharmacies

Messages

see Fax Service

Messe Frankfurt against Copying

Trade fairs are platforms for innovations and trends. In order to keep things this way, Messe Frankfurt has launched "Messe Frankfurt against Copying", an initiative for combating brand and product piracy. It works closely with official bodies and private organizations to offer a wide range of measures for protecting your products and brands.

Do you have any questions, are you in need of assistance or would you like to find out more about protecting yourself against brand and product piracy? Visit our information booth during the fair in the foyer of Hall 4.1, phone: +49 69 75 75-12 73, or contact us at: againstcopying@messefrankfurt.com.

Messe Frankfurt GmbH

Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main
phone: +49 69 75 75-0
fax: +49 69 75 75-64 33
www.messefrankfurt.com
info@messefrankfurt.com

Mini Markets

The following markets offer a wide assortment of food, beverages, fresh bakery products, tobacco products, souvenirs, electric supplies, domestic goods and office supplies.

Open from January 9 to January 14, 2012:

Super Market Torhaus level 3, phone: +49 69 75 602-23 54

Mini Market Hall 10.0, phone: +49 69 75 602-2343

Mini Market Hall 11.0, phone: +49 69 75 602-22 75

Open from January 10 to January 14, 2012:

Mini Market Hall 4.1, phone: +49 69 75 602-2356

Super Market Hall 9.0, phone: +49 69 75 602-2269

The company **Schröer** offers you a wide range of tools in Hall 9.0 East, next to the elevator and in Hall 5.0 West, next to the Café Bar "Giardino". Open during the last three setting-up days, from January 8 to January 10, 2012. Mobile phone number: +49 177 328 35 85 or +49 177 328 39 70.

Mobile Home

see Park & Sleep

Mobile Phones

see Multimedia Shop

Multimedia Shop

offers a wide range of mobile phones (cellular phone cards, adapters etc.), desk copiers, computers and notebooks, phone: +49 69 75 75-13 20, located at the Business Center, Torhaus Service Center, level 3.

All mobile phones can be recharged in lockable boxes in the Multimedia Shop, where they can be picked up again after recharging.

N

National Federation of German Commercial Agencies and Distribution

see CDH

Newspaper Stand

Hall 9.T, foyer crossing between Hall 5.1 and Hall 6.1.

Next Exhibitions

see Dates

Non-Smokers Protection Law

Out of respect for others, we kindly ask you to abstain from smoking within the halls, lounges and walkways. Smokers have the possibility to smoke in designated smoking areas. In gastronomic establishments the non-smoking-rule applies in accordance with public law.

O

Office Equipment

see Multimedia Shop

Office Supplies

see Mini Markets

Opening Hours

The Heimtextil 2012 is open for trade visitors from Wednesday, January 11 to Friday, January 13, 2012 from 9 am to 6 pm and on the last day, Saturday, January 14, 2012 from 9 am to 5 pm.

P

Packaging Material

You can obtain cardboard boxes, packaging foil, adhesive tape etc. directly at the logistics partners of Messe Frankfurt:

Agility Logistics GmbH

Cargo Center Messe Frankfurt, 3rd floor

Phone: +49 69 9767 14200 or call: +49 69 75 75-67 82

DHL Trade Fairs & Events GmbH

Cargo Center Messe Frankfurt, 2nd floor

Phone: +49 69 9767 14100 or call: +49 69 75 75-69 13

Painters

see Stand Equipment

Park & Sleep

Camping trailers and vehicles can be parked on the "Park & Sleep" site of the "Rebstock" premises, open from Monday, January 9, 2012 on.

52 parking lots will be at the disposal of exhibitors and visitors coming to the Frankfurt Fair.

The site is equipped with sanitary facilities and electricity. Drinking water will be provided as well as sewage disposal.

The Reception is located at the gateway and is open daily during Heimtextil 2012 from 7 am to 10 pm and on Sunday, January 15, 2012 from 7 am to 10 am.

Parking Permits

Exhibitors: with parking permits for the Exhibition Center, available only from Fraport AG, Retail & Properties, HVM-PV, Park-Service-Messe, 60547 Frankfurt am Main, phone: +49 69 690 744 54, fax +49 69 690 59 717 or park-service@fraport.de.

Parking permits are also available during the fair at the Fraport Desk at the Service Center in Torhaus level 2. The desk is open from January 9 to January 10, 2012, daily from 8:30 am to 6:30 pm and on January 11, 2012, from 8 am until 1 pm, phone: +49 69 75 75-13 14, fax +49 69 75 75-13 15.

Parking space: P 1 via Gate East, P 3 via Gate North, P 4 via Gate North, P 8 via Gate 8, P 9 via Gate 9, P 12 via Gate West. Alternatively use Rebstock Parking Garage.

Visitors: Rebstock Parking Garage from where a free shuttle bus service runs to the Exhibition Center.

Press: P 10 via Gate West.

Trucks: Rebstock Parking Area, sections E and E 1.

There is a charge for fair-construction vehicles parking at the Rebstock area during the fair. The last day of the fair is free of charge for positioning the vehicles.

The charges are:

€ 15.00 per day for vehicles up to 10 m long and

€ 20.00 per day for vehicles over 10 m long.

The charges can only be paid in cash at the entrance to the parking site.

Car-trailer parking places: Exhibition ground:

- P 12 (west side of the Cargo Center)

- P 5 (north side of Hall 5)

- P 3 (west side of Hall 3)

Orders by fax to Fraport, fax +49 69 690 59 717, € 44.00 per event.

Patent Lawyers

see Lawyers

Payments

see Cash Desk

Pharmacies

There are no pharmacies at the Exhibition Center, but a pharmacy service for prescribed medicine is offered at the Central Information Desk, located in Torhaus Service Center, level 3, phone: +49 69 75 75-13 33.

If you hand in your prescription before 11 am, your medicine will be available at 5 pm.

Pharmacy near the Exhibition Center: Apotheke im Hauptbahnhof (Frankfurt Central Station, basement level north wing), phone: +49 69 23 30 47, open Mon. to Fri. 6:30 am to 9 pm, Sat. 8 am to 9 pm, Sun. 8 am to 8 pm.

Photocopies

see Business Center

Photographers

Information on the authorized photographer for your hall can be obtained through Ms Brigitte Borz, phone: +49 69 75 75-68 59 and Ms Sylvia Klawitter, phone: +49 69 75 75-63 55.

Photography

Please do not take any pictures in the halls of the Exhibition Center (except members of the press). It is strictly forbidden to carry any cameras; therefore, you are kindly asked to leave your camera at the cloakrooms in the entrance areas: "City", "Torhaus" (S-Bahn station), Hall 3.0 East, "Galleria" 9.T or "Portalhaus". Using mobile phone cameras is also prohibited.

If you would like to have pictures taken of your stand, please pass by the Exhibition Management Office for permission. The office is located in Torhaus level 2, phone: +49 69 75 75-13 26.

Pizza Service

for delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22, open from January 6 to January 16, 2012.

Plants

see Flowers

Plumbers

see Stand Fitting

Police Station

Emergency call: 110.

During the fair in Hall 4, phone: +49 69 75 75-65 55.

Postage Machine

located in the Torhaus Service Center, level 3.

Postal Service

Torhaus Service Center, level 3, open during the exhibition, daily from 8:30 am to 6 pm.

Post Office

Outside the Exhibition Center: Ludwig-Erhard-Anlage 2-8 or at the main railway station. Central telephone: +49 180 23 333. There is no foreign currency exchange at the post office.

Prayer

Chapel, information, pastoral care noon to 3 pm daily;

Meditation with harp music at 1:30 pm daily

Torhaus level 4, phone: +49 69 75 24 76.

Muslim Faith: Hall 10.3, room Reflexion 1+2

Prepaid Cards

see Multimedia Shop

Presentation Equipment

such as video and data projectors, plasma and LCD displays, video walls and light engineering. The Exhibitor Service - Video Equipment of Messe Frankfurt Venue GmbH can provide technical support for your event.

Please phone: +49 69 75 75-51 22, fax: +49 69 75 75-51 11 or videotechnik@messefrankfurt.com

Press Center

is located in Torhaus Service Center, level 4, phone: +49 69 75 75-13 00, fax +49 69 75 75-14 83.

Press Service

for exhibitors: Are you planning a press event and need to arrange facilities for your event? The press team will be pleased to coordinate the time and place of your meeting. Please contact Ms Heike Meub, phone: +49 69 75 75-65 20. Press material displays are available for presenting corporate and product information.

Printers

see Multimedia Shop

Printing Service

The Printing Service of Messe Frankfurt supplies digital prints in print-runs of 100 copies or more. We fold your prints or bind them with an adhesive binding. For further information, please call: +49 69 75 75-64 68 or-64 80.

Productpilot.com

On the website www.productpilot.com all exhibitors of Messe Frankfurt-organized events can be found.

Beside the possibility to look for innovative products or manufacturers the whole year round, users also have access to product and company presentations of exhibitors.

Take advantage of the potential that productpilot.com offers you as a business-to-business platform for effectively making business contacts.

Phone: +49 69 75 75-50 90, E-mail: csc@productpilot.com.

Public Transportation Tickets

During the official days of the fair all exhibitor tickets include free travel to and from the Exhibition Center using the local public transport system RMV (Detailed information provided by www.rmv.de).

Train tickets for the German Railway can be obtained at the central station as well as at the suburban train track platform "Messe".

Publisher

For [catalogue entries](#), please contact:

Messe Frankfurt, Medien und Service GmbH, Publishing Services
Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main
katalog@messefrankfurt.com, www.verlag.messefrankfurt.com

Exhibitors can pick up their catalogue at their Hall Manager's office upon presentation of their exhibitor's pass.

For questions concerning your catalogue entry, please call:
+49 69 75 75-51 31.

For questions concerning your online presence, please call:
+49 69 75 75-50 90.

Q

Questions

not covered by this guide, please do not hesitate to call the Information Center: +49 69 75 75-0.

R

Radio Via Mobile

is the only live radio on the Via Mobile. With our exhibition radio, your advertising commercial will find its way straight to the visitor. Radio Via Mobile, the voice of Messe Frankfurt, broadcasts information, music and your commercial around the clock.

For further information, please contact Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86 or Ms Anabell Condemi, phone: +49 69 75 75-68 58

Railway

24 hour information call: 01805 99 66 33 or visit www.bahn.de

Rebstock Parking

is where the parking garage of Messe Frankfurt is located.

The Rebstock Parking Garage has space for 5.400 cars on seven levels.

The daily parking charge is € 11.00. A free shuttle service to the Exhibition Center is provided.

The Rebstock area, section E is also used by fair-construction companies to park their trucks.

There is a charge for fair-construction vehicles parking at the Rebstock area during the fair. The last day of the fair is free of charge for positioning the vehicles.

The charges are:

€ 15.00 per day for vehicles up to 10 m long and

€ 20.00 per day for vehicles over 10 m long

The charges can only be paid in cash at the entrance to the parking site.

Red Cross

see Emergency Calls

Relaxation

see Wellness Lounge

Rent a car

see Car Rental

Restaurants

the following restaurants offer various kinds of food:

Dependance: Cucina - self-service restaurant, open daily from January 2 to January 16, 2012 from 7 am to 2:30 pm.

Torhaus level 2: Fontana - self-service restaurant, open daily during the exhibition from 11 am to 4 pm.

Forum Via: Patio - fresh self-service buffet, open daily during the exhibition from 10 am to 5 pm.

Hall 3.0: Aubergine - self-service restaurant, open daily during the exhibition from 11 am to 4 pm.

Hall 3.1: Trilogie - open daily during the exhibition from 10 am to 4 pm.

Hall 4.1: Piazza - Italian Flair, open on January 10, 2012 from 10 am to 4 pm and during the exhibition from 9 am to 5 pm.

Hall 4.1: Metropol - self-service restaurant, open during the exhibition from 10 am to 4 pm.

Hall 6.1: Rotisserie -open during the exhibition from 10 am to 4 pm.

Hall 6.2: America - self-service restaurant, open from January 11, to January 13, 2012 from 10 am to 4 pm.

Hall 6.3: Asia - Asien cuisine, open during the exhibition from 10 am to 4 pm.

Hall 9.0: Tivoli - street market atmosphere, open on January 10, 2012 from 10 am to 4 pm and during the exhibition from 9 am to 5 pm.

Hall 10.1: Mondial -, street market atmosphere, open during the exhibition from 10 am to 4 pm.

Hall 10.2: Atelier - Indian cuisine, open during the exhibition from 10 am to 4 pm.

Hall 11.0: Verdino -, self-service, international cuisine, pizza, pasta, open during the exhibition from 10 am to 5 pm.

Hall 11.1: Veranda - self-service restaurant, international cuisine, pizza, pasta, open during the exhibition from 10 am to 5 pm.

For your reservation please call: +49 69 75 602-2240.

During setting-up several snacks are offered at the following Café Bars:

Open from January 4, 2012 on: Hall 3.0 East, Hall 8.0 Northeast, Hall 11.0 Northeast.

Open from January 5, 2012 on: Hall 5.0 South-west, Hall 10.0 Pilsstube.

Open from January 9, 2012 on: Hall 9.0 East.

Open from January 10, 2012 on: Hall 3.0 Foyer West.

During dismantling several snacks are offered at the following Café Bars:

Open until January 16, 2012: 2012: Hall 3.0 East, Hall 8.0 Northeast, Hall 10.0 Pilsstube, Halle 11.0 Northeast.

Open until January 17, 2012: Hall 5.0 Southwest.

Our **Pizza Service**, located at Rebstock Parking Garage is open from January 6 to January 16, 2012. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

You also obtain an overview of restaurants in Frankfurt and the surrounding areas in the Hotel Guide Rhein-Main, the hotel and restaurant guide of Messe Frankfurt, www.hotelguide-rheinmain.de.

Restaurant Guide

see Hotel Guide Rhein Main

RMV

Rhein-Main-Verkehrsverbund, the Frankfurt public transport system, hotline phone: +49 1801 768 46 36, daily from 6 am to midnight or visit www.rmv.de.

Room Reservations

see Accommodations

S

S-Bahn

see Arrival / Departure

Safety and Security

For all questions about safety, please contact Mr Jürgen Steingötter, phone: +49 69 75 75-68 95, Mr Dimitrios Donis, phone: +49 69 75 75-56 43 or dial the following safety service phone number: +49 69 75 75-65 15.

Sale

of any goods to visitors is not allowed. Visitors will be checked at the exits and sent back to the exhibitor with the products he/she has purchased.

Satellite Navigation System

see GPS

Security Services

Police emergency call: 110. The police station is located in Hall 4, phone: +49 69 75 75-65 55.

First Aid call: 112. Paramedics are on duty in Hall 4.C (German Red Cross DRK), phone: +49 69 75 75-65 00 and in Hall 8.0 (Samaritans ASB), phone: +49 69 75 75-65 02.

Stand security: Mr Jürgen Steingötter, phone: +49 69 75 75-68 95, or Mr Dimitrios Donis, phone: +49 69 75 75-56 43, fax: +49 69 75 75-63 48.

Fire department: in Hall 4, phone: 112.

Service Center

Torhaus level 0: Lost and Found Office.

Torhaus level 1: Kindergarten.

Torhaus level 2: Exhibition Management Office, International Sales Partners of Messe Frankfurt, Fairconstruction, Fraport, Accente, Eventence - hostesses, telecommunications, Advertising Services, Restaurant Fontana, Ascoli Club.

Torhaus level 3: Business Center (Multimedia Shop, fax service for exhibitors, typing service, possibility to make photocopies or computer printouts...), Central Information Desk, internet access, TNT Courier, postal service, accommodations, cash machine, supermarket, hairdresser, meeting point.

“Torhaus Entrance” (level 3) / S-Bahn station: S-Bahn connection, “Compass”, the free computer information system of Messe Frankfurt, trade visitor identification, public telephones, ticket sales, cash machine, cloakrooms, toilets.

Torhaus level 4: Ecumenical Church Center and Chapel, Press Center.

Setting-Up

Advanced setting-up time, at extra cost: beginning January 2, 2012 (daily from 7 am to 9 pm) in Halls 3, 4.1, 5.1, 8, 9, 11 and beginning January 3, 2012 (daily from 7 am to 9 pm) in halls 6 and 10. You can order this service online via ‘easyorder’: www.easyorder.messefrankfurt.com, per phone: +49 69 75 75-66 28 or per email: aufbau.heimtextil@messefrankfurt.com

Vehicle entry during advanced setting-up: For Trucks, Gate West (see GPS), will be open daily from 6 am to 9 pm. Gate North is open around the clock.

Regular setting-up: Friday, January 6, 2012, from 7 am nonstop to Tuesday, January 10, 2012, 3 pm. Please note that on the last day of setting-up, everything must be removed from the aisles by 3 pm so that carpet laying can begin. However, decoration work within your stand can continue.

Vehicle entry during the regular setting-up: all vehicles should enter the Exhibition Center via Gate West, where the drivers receive their entry permission. Between 10 pm and 6 am vehicles enter via Gate North. Please follow the “Aufbau” (Setting-up) signs.

If you do not have to drive into the loading zones or only have small loads to deliver we hold car-parking spaces at your disposal at Gate North (for exhibitors in Halls 3-6) and at Gate 9 (for exhibitors in Halls 8-11).

The company **Schröer** offers you a wide range of tools in Hall 9.0 East, next to the elevator and in Hall 5.0 West, next to the Café Bar “Giardino”. Open during the last three setting-up days, from January 8 to January 10, 2012. Mobile phone number: +49 177 328 35 85 or +49 177 328 39 70.

During setting-up several snacks are offered at the following **Café Bars:**

Open from January 4, 2012 on: Hall 3.0 East, Hall 8.0 Northeast, Hall 11.0 Northeast.

Open from January 5, 2012 on: Hall 5.0 Southwest, Hall 10.0 Pilsstube.

Open from January 9, 2012 on: Hall 9.0 East.

Open from January 10, 2012 on: Hall 3.0 Foyer West

Additionally our self service **Restaurant Cucina**, located in the Dependence is open from January 2, 2012 on, open daily from 7 am to 2:30 pm.

Our **Pizza Service**, located at Rebstock Parking Garage is open from January 6, 2012 on. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

Setting-up and Dismantling Passes

Setting-up and dismantling passes are valid before and after the exhibition only and do not entitle the bearer to use of the local Rhein-Main public transport system (RMV).

They are solely valid for the setting-up and dismantling period of time. The exact period of validity is written on each setting-up and dismantling pass.

During the fair, setting-up and dismantling passes are available at the Team Office. Before the exhibition, additional setting-up and dismantling passes have to be ordered online via ‘easyorder’: www.easyorder.messefrankfurt.com. For further questions, please contact Ms Begona Hernandez, phone: +49 69 75 75-62 83 or Ms Mariya Delcheva, phone: +49 69 75 75-63 60.

Shipping Address

see Address

Shopping Facilities

see Mini Markets

Shuttle Bus

see Bus Lines

Smoking on the Fairgrounds

see Non-Smokers Protection Law

Sound Systems

see Loudspeakers

Stand Assistants

see Hostesses

Stand Cleaning

see Cleaning- Hall and Facility Cleaning

Stand Construction

Stand approval: Technical Event Management, Anette Berz, phone; +49 69 75 75-57 86.

Complete Stands: Counter located in the Service Center Torhaus, level 2, phone: +49 69 75 75-14 24, -14 25 and -14 26. The counter is open on Sunday, January 8, 2012 from 12:30 pm to 5 pm, on the last two setting-up days, January 9 and January 10, 2012 and on the first show day, January 11, 2012 from 8 am to 6 pm.

Stand Deliveries

Deliveries to exhibitors: Messe Frankfurt Exhibition GmbH, Heimtextil 2012 - insert name of the exhibitor, hall and stand number - Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

External caterer: for entry permission, please contact Accente GmbH, Ms Birgit Witan, phone: +49 69 75 602-21 71, fax +49 69 75 602-21 67.

Stand Equipment

Stand components, furniture rental, lettering, graphic designer, painter, stand wall cleaning:

Mr Armin Betz, Ms Denise Nickel, Mr Manuel Olbrich and Mr Sebastian Scheftschik, phone: +49 69 75 75-13 21, -13 22 or -13 23. The counter, located at the Exhibitor's Service Center Torhaus level 2, is open on January 9, 2012, from 8:30 am to 6 pm, on January 10, 2012, from 8 am to 6:30 pm and on January 11, 2012, from 8 am until noon.

Presentation Equipment such as video and data projectors, plasma and LCD displays, video walls and light engineering. The Exhibitor Service - Video Equipment of Messe Frankfurt Venue GmbH can provide technical support for your event. Please phone: +49 69 75 75-51 22, fax: +49 69 75 75-51 11 or videotechnik@messefrankfurt.com

Stand Fitting

Electricity: Please contact our service team, phone: +49 69 75 75-66 70 or per e-mail at: strom@messefrankfurt.com

Water: Please contact our service team, phone: +49 69 75 75-66 78 or per e-mail at: wasser@messefrankfurt.com

Stand Guards

see Guards

Stand Party

Are you planning to have a stand party for your customers at the end of the exhibition day? Then just speak to us and give notice of your party to your sales manager (see Management of the Exhibition). Stand parties have to be announced and can be carried out from 6 pm to 9:30 pm.

Stand Wall Cleaning

see Stand Equipment

Storage Space

see Logistics

Suburban Trains

see Arrival / Departure

Super Market

see Mini Markets

T

Taxi

Phone: +49 69 23 00 01, +49 69 23 00 33, +49 69 25 00 01, +49 69 73 73 03, +49 69 54 50 11. Taxi stands: Entrance "City", "Galleria" in front of Gate 9b, Portalhaus and Hall 3 East via Gate East. Taxis may not enter the Exhibition Center during the fair.

Team Office

see Management of the Exhibition

Technical Equipment

see Presentation Equipment

Telecommunications

You can order telephones, fax machines, modems, ISDN connections, internet access, a complete system or an individual solution to your telecommunication needs at your stand from Messe Frankfurt Venue - Team Telekom. The Team Telekom is at your service in the Torhaus Service Center level 2, open two days before the exhibition, phone: +49 69 75 75-711 73 or fax +49 69 75 75-711 74.

Telephones

Stand telephones can be ordered from Messe Frankfurt Venue - Team Telekom. The Team Telekom is at your service in the Torhaus Service Center level 2, open two days before the exhibition, phone: +49 69 75 75-711 73 or fax +49 69 75 75-711 74.

The equipment will be collected from the stand after the fair.

Please note that you need to dial "0" to obtain an outside line. Call-by-call and pre-selection numbers cannot be used. Additionally, numbers beginning with 010..., 019..., 0900... cannot be called from this system.

For **mobile phones** and accessories (SIM cards, prepaid cards, adapters etc.), please contact the Multimedia Shop, located in the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 20.

Telephone Cards

are available at the Postal Service, Torhaus Service Center, level 3 or at any newspaper stand. Prepaid cards for mobile phones can be bought at the Multimedia Shop, located in the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 20.

Theft

During the fair please report any cases of theft to the police station in Hall 4, phone: +49 69 75 75-65 55. Otherwise call: +49 69 75 75-65 15.

Ticket Offices

are located at entrance "City", entrance "Galleria" 9.T, entrance "Torhaus" (S-Bahn station), entrance Hall 3 East or entrance "Portalhaus" Hall 11.

Open for exhibitors one hour before the official opening of the trade fair.

Tools

General building supplies: Hornbach, Hanauer Landstr. 477, phone: +49 69 420 12 70 (open from Monday to Saturday, daily from 7 am to 8 pm); toom BauMarkt, Mainzer Landstraße 681, phone: +49 69 939998-0.

The company **Schroer** offers you a wide range of tools in Hall 9.0 East, next to the elevator and in Hall 5.0 West, next to the Café Bar "Giardino". Open during the last three setting-up days, from January 8 to January 10, 2012. Mobile phone number: +49 177 328 35 85 or +49 177 328 39 70.

Torhaus

see Service Center

Towing Service

at the Exhibition Center, please contact Fraport AG, phone: +49 69 75 75-65 05.

Outside the Exhibition Center, please call the Police Station, phone: +49 69 755 113 00.

Traffic Guide

to the Exhibition Center in this booklet on page 38/39.

Train Schedule

see Railway

Translators

see Interpreter

Transports

of goods to and from the fairground are done by our logistics partners, as well as by partners of your own choice. You will find the contact address of our logistics partners under the keyword 'Packaging Material'.

Tulip Club

VIP Buyers Clubs - Open to Tulip Club members only. During the official days of the fair the Tulip tickets include free travel to and from the Exhibition Center using the local public transport system RMV.

Members have free entrance to the exhibition. The Tulip Lounge is located between two floors in Hall 5.1 within reach of "Via Mobile", phone: +49 69 75 75-14 52, fax +49 69 75 75-14 53 or in Hall 9 T, phone: +49 69 75 75-14 54. Open during the first three days of the exhibition from 9 am to 6 pm, on the last day until 5 pm.

Typing Service

see Business Center

U

U-Bahn / Underground

see Arrival / Departure

V

Vehicle Access

During advanced setting-up: For Trucks, Gate West (see GPS) will be open daily from 6 am to 9 pm. Gate North is open around the clock.

During regular setting-up all vehicles accessing all halls should enter the Exhibition Center via Gate West, where the drivers receive their entry permission. Please follow the "Aufbau" (Setting-up) signs. Between 10 pm and 6 am entrance is via Gate North.

If you do not have to drive into the loading zones or only have small loads to deliver we hold car-parking spaces at your disposal at Gate North (for exhibitors in Halls 3-6) and at Gate 9 (for exhibitors in Halls 8-11).

During the exhibition: Parking for exhibitors: P 3 via Gate North, P 4 via Gate North, P 8 via Gate 8, P 9 via Gate 9.

Delivery services can access the Exhibition Center for one hour. A deposit of € 100 is required at the gate.

On the last day of the exhibition, January 14, 2012, vehicles will not be allowed to enter the Exhibition Center **after 2 pm**. You may remove small loads from the Exhibition Center (vehicles of 3.5 tons max.) from 5 pm to 7 pm. The **required permit** is available at the Central Information Desk, Torhaus level 3, two days before the event as well as during the exhibition from 10 am to 2 pm daily (supply of permits is limited). The deposit of € 200 will be refunded upon leaving the Exhibition Center via Gate West by 7 pm.

Official entry for vehicles: begins after 8 pm. Please make sure to obtain your entry pass at Rebstock Parking Site. Only vehicles coming from there will be admitted to the Exhibition Center.

Video Equipment

see Presentation Equipment

VIP Club

Ascoli Club - Torhaus level 2, phone: +49 69 75 75-13 13. Open to Ascoli Club members only. Members have free entrance to the exhibition.

Visitor Registration Systems - ALIS and LeadSuccess

ALIS and LeadSuccess barcode scanners for electronic recording of your visitors entry tickets at your stand are available at the Multimedia Shop, located in the Business Center, Torhaus Service Center, level 3. For prices or advice please phone: +49 69 75 75-13 20, or E-mail: multimedia-shop@messefrankfurt.com.

Available as follows:

- ALIS with USB-Scanner
- ALIS with Netbook
- Visitor registration LeadSuccess with Barcode Scanner
- Visitor registration LeadSuccess with Business Card Scanner
- Visitor registration LeadSuccess Complete Package

Vouchers

In order to give your customers free admission to the fair, please contact Ms Begona Hernandez, phone: +49 69 75 75-62 83 or Ms Mariya Delcheva, phone: +49 69 75 75-63 60. You will only be charged for tickets (vouchers) which have actually been used after the end of the fair.

The vouchers include free local transportation (RMV). Please note: The vouchers must be changed via Internet into an entrance ticket for traveling with RMV.

W

WLAN

Messe Frankfurt offers free internet access using Wireless Local Area Network.

Exhibitors can additionally order guaranteed bandwidth for WLAN throughout the entire Exhibition Center. Order online through 'easyorder': www.easyorder.messefrankfurt.com.

For assistance, please call our hotline: +49 69 75 75-711 77.

Waste Disposal

is free of charge **during the fair**. You will be charged, however, for disposal of waste **from setting-up and dismantling**. If you need waste containers or any information regarding waste disposal, please contact our service team, phone: +49 69 75 75-69 11, or per email: reinigung@messefrankfurt.com.

Water Connection

see Stand Fitting

Websites

www.heimtextil.messefrankfurt.com

www.messefrankfurt.com

www.accenteservices.de

www.congressfrankfurt.de

www.fairconstruction.messefrankfurt.com

www.productpilot.com

Wellness Lounge

for massages and relaxation. Check locations at any Compass counter.

Wheelchairs

can be lent on a daily basis for a deposit of € 50.00.

Please contact the First Aid Station of the German Red Cross (DRK) in Hall 4, phone: +49 69 75 75-65 00 or Hall 8.0 (Samaritans, ASB), phone: +49 69 75 75-65 02.

For further information, please contact our **Hotline**, phone: +49 69 75 75-69 99.

