

# heimtextil

9. – 12.01.2018

Your service numbers

from **A** to **Z**

## INDEX

### A

Accente  
 Accident  
   > *Emergency Calls*  
 Access for Vehicles  
 Accommodations  
 Address of Messe  
   Frankfurt  
 Advertising at the Fair  
 Advertising Material  
 Advertising Spot  
   > *Radio Via Mobile*  
 Airlines  
 Airport Frankfurt  
 Ambulance Service  
   > *Emergency Calls*  
 App  
 Arrival / Departure  
 Ascoli-Club

### B

Bank Office  
 Barrier-Free Visit within  
   the Fairgrounds  
 Beverage Services  
   > *Catering*  
 Boxes  
   > *Packaging Material*  
 Building Supply Stores  
   > *Tools*  
 Bus Lines  
 Business Cards  
 Business Center

### C

Cabs  
   > *Taxi*  
 Car Breakdown  
   Assistance  
 Car Rental  
 Car-Parking  
   > *Parking*  
 Car-Parking Shuttle  
   Services  
   > *Bus Lines*  
 Carpeting  
   > *Stand Equipment*  
 Cashier  
 Cash Machines  
 Cash Sales  
 Catalogues  
 Catering  
 CDH  
 Ceiling Suspensions  
 Cell Phones  
   > *Multimedia Shop*  
 Check-In and Electronic  
   Entry System  
 Charging Stations  
   Electric Cars  
 Church Center  
 Cleaning – Hall and  
   Facility Cleaning  
 Color Prints  
   > *Business Center*  
 Commercial Agent  
   > *CDH*  
 Complete Stands  
   > *Stand Construction*  
 Computer  
   > *Multimedia Shop*  
 Computer Printouts  
   > *Business Center*  
 Conference Rooms  
 Construction Workers  
 Contact Persons  
   > *Management  
   of the Exhibition*  
 Containers  
 Copiers  
   > *Multimedia Shop*  
 Copy Shop  
   > *Business Center*  
 Coupons  
   > *Vouchers*  
 Courier Service  
   > *Postal Service*  
 Cranes  
   > *Logistics*

### Currency Exchange

Office  
   > *Bank Office*  
 Customs

### D

Dates  
 Day Care  
   > *Kindergarten*  
 Dentist  
 Deutsche Bahn  
   > *Railway*  
 Dishes for Rent  
 Dismantling  
 Display Cases  
 Doctor  
 Drugstore  
   > *Pharmacies*

### E

Easy Order  
   > *Shop for Exhibitor  
   Services*  
 Electricians  
   > *Stand Fitting*  
 Emergency Calls  
 Entrances Pedestrians  
 Environmentally  
   Compatible Exhibitions  
   > *Greencheck*  
 Evening Out  
 Eventence  
 Events  
 Exhibitor Profile Online  
 Exhibitor Tickets  
 Exhibitors Hotline  
 Exhibitors Night

### F

Fairconstruction  
   > *Stand Construction*  
 Fairground Maps  
 Fair Shop  
 Fax Service  
 Fire Department  
 First Aid Stations  
 Flight Schedule  
 Flowers  
 Foreign Trade Shows  
   > *Dates*  
 Forklift  
   > *Logistics*  
 Forwarding Agents

### Found Item

> *Lost and Found*  
 Frankfurt Airport  
   > *Airport Frankfurt*  
 Frankfurt Information  
 Fraport Exhibitor  
   Parking Service  
   > *Parking*  
 Furniture Rental  
   > *Stand Equipment*

### G

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

### H

Hall Managers  
 Halls Occupied  
 Homepages  
 Hostesses  
 Hotel Bookings  
   > *Accommodations*  
 Hotel Guide Frankfurt  
   Rhein Main  
   > *Restaurant Guide  
   Frankfurt Rhein Main*  
 Hotline  
   > *Exhibitors Hotline*

### I

Information  
 Information and  
   Distributing Service  
 Information Points  
 Infringement of  
   Copyright  
   > *Messe Frankfurt  
   against Copying*  
 Insurance  
 International Sales  
   Partners of Messe  
   Frankfurt  
 Internet  
 Interpreter  
 Invoice  
   > *Cash Desk*

### K

Kindergarten

### L

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

### M

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

### N

National Federation of  
   German Commercial  
   Agencies and  
   Distribution  
   > *CDH*  
 Newspaper Stand  
 Next Exhibitions  
   > *Dates*  
 Non-Smokers Protection  
   Law

### O

Office Equipment  
   > *Multimedia Shop*  
 Office Supplies  
   > *Mini Markets*  
 Online  
 Online Banner  
 Opening Hours

### P

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

### Q

Questions

### R

Radio Via Mobile  
 Railway  
 Rebstock Parking  
   > *Parking*  
 Red Cross  
   > *Emergency Calls*  
 Relaxation  
   > *Wellness Lounge*  
 Rent a car  
   > *Car Rental*  
 Restaurant Guide  
   Frankfurt Rhein Main  
 Restaurants  
 RMV

Room Reservations  
> Accommodations

## S

S-Bahn  
> Arrival / Departure

Safes

Sale  
> Cash Sales

Scooter  
> Barrier-Free Visit  
within the Fairgrounds

Service Center

Setting-Up

Setting-up and  
Dismantling Passes

Shipping Address  
> Address

Shop for Exhibitor  
Services

Shopping Facilities  
> Mini Markets

Shuttle Bus  
> Bus Lines

Smoking on the  
Fairgrounds

>  
Non-Smokers  
Protection Law

Social Media

Sound Systems  
> Media Technology

Stand Assistants  
> Hostesses

Stand Cleaning  
> Cleaning – Hall and  
Facility Cleaning

Stand Construction

Stand Deliveries

Stand Equipment

Stand Fitting

Stand Guards

> Guards

Stand Party

Stand Wall Cleaning  
> Stand Equipment

Storage Space

> Logistics

Suburban Trains  
> Arrival / Departure

Super Market  
> Mini Markets

## T

Taxi

Team Office  
> Management of the  
Exhibition

Technical Equipment  
> Media Technology

Telecommunications

Telephone Cards

Telephones

Theft

Ticket Offices

Ticket Services for  
Exhibitors

Tools

Torhaus  
>  
Service Center

Towing Service

Traffic Guide

Train Schedule  
> Railway

Translators  
> Interpreters

Transports

Tulip Club

Typing Service  
> Business Center

## U

U-Bahn / Underground  
> Arrival / Departure

## V

Video Equipment  
> Media Technology

VIP Clubs  
> Ascoli Club and  
Tulip Club

Visitor Registration  
Systems -

LeadSuccess

Vouchers

## W

Waste Disposal

Water Connection  
> Stand Fitting

Wellness Lounge

Wheelchairs  
> Barrier-Free Visit  
within the Fairgrounds

WLAN

# heimtextil

## Heimtextil 2018

### Your A to Z from Accommodations to WLAN

(Subject to modifications)

## A

### Accente

Catering & Hospitality. For catering and stand delivery  
phone: +49 69 75 602 0, [www.accente.com](http://www.accente.com), [info@accente.com](mailto:info@accente.com).

### Accident

see Emergency Calls

### Access for Vehicles

**Please note:** The vehicle passes for advanced set-up, general set-up and dismantling have to be ordered online in advance through the Electronic Entry System at:  
<https://einfahrt.messefrankfurt.com/ees/deliverer>.

**In any case and at any time, please follow the signs to "Check-In".**

Online registration is available four weeks in advance of the exhibition. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds. Exhibitors, stand construction companies and freight forwarders can register online in advance, allowing them to easily download and print their own registration confirmation form. Please have the confirmation ready to hand when you arrive at the **Check-In** to fasten the entering procedure. All vehicles (passenger vehicles and trucks) must first pass through the Check-In point. This is the only place where access to the exhibition center will be finally authorised.

For further information regarding **Traffic regulations**, please see Access for Vehicles or visit us online at: <http://messefrankfurt.com/verkehr>.

---

"From A to Z" issued by Messe Frankfurt Venue GmbH, Ludwig-Erhard-Anlage 1,  
60327 Frankfurt am Main, phone +49 69 75 75-0, fax +49 69 75 75-64 33,  
[info@messefrankfurt.com](mailto:info@messefrankfurt.com), [www.messefrankfurt.com](http://www.messefrankfurt.com)

---

## Setting-up

In any case and at any time, please follow the signs to "Check-In".

**Access during advanced set-up:** Have to be ordered from the Shop for Exhibitor Services.

Please note that it is not possible to register vehicles until payment for advance set-up has been received.

**Access during general set-up: from Thursday, January 4 to Monday, January 8, 2018.**

Passenger cars that do not have to drive into the loading zones or only have small loads to deliver, obtain free car-parking permits at Gate North (for exhibitors in Halls 3-6) and Gate 9 (for exhibitors in Halls 8-11).

## Trade Fair

**Access during the exhibition:** Exhibitors can reach P 3 and 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 € 100.00 is required at the gate.

## Dismantling

**Access during dismantling:**

**On the last day of the exhibition, Friday, January 12, 2018,** 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 7:30 pm. Therefore, a **special dismantling pass** is required, against a declaration of cost assumption, which states that you will be charged € 200.00 together with the invoice of additional costs, in case you do not leave the exhibition grounds by the time indicated on the pass.

Special dismantling passes are available two days before the event and during the exhibition. Please note that the supply of passes is limited and that they are only provided for exhibitors upon proof and presentation of their Messe Frankfurt customer number. When leaving the fairgrounds by 7:30 pm via Gate West, the special dismantling pass will not be invoiced.

**Official entry** for dismantling vehicles begins **after 8 pm** from the Rebstock assembly area only.

**Please note that on the last day of the exhibition a preregistration via the Electronic Entry System is not possible and not necessary.**

**On January 13 and 14, 2018** vehicle entry passes for dismantling have to be ordered online in advance through the **Electronic Entry System** at: <https://einfahrt.messefrankfurt.com/ees/deliverer>. Registration is possible beginning four weeks before the start of the trade fair. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds.

All vehicles (passenger vehicles and trucks), must first pass through the Check-In. Please start to follow the digital signing "Check-In" from the motorway A 648. The Check-In is the only place where access to the exhibition center will be finally authorised.

Dismantling ends on **Sunday, January 14, 2018, at 11 pm**.

## Accommodations

Booking: Frankfurt Tourism & Congress Board, phone: +49 69 21 23 08 08, fax: +49 69 21 24 05 12, [info@infofrankfurt.de](mailto:info@infofrankfurt.de). Online hotel reservations: [www.frankfurt-tourismus.de](http://www.frankfurt-tourismus.de) or during the exhibition at the reservation desk, Torhaus Service Center, level 3. Opening hours: From Tuesday, January 9 to Thursday, January 11, 2018, from 2 pm to 6 pm, Friday, January 12, 2018, 1 pm to 4 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 to 9 pm and on weekends from 9 am to 6 pm.

The online portal Hotel Guide Frankfurt Rhein Main can be accessed at [www.hotelguide-frankfurt.com](http://www.hotelguide-frankfurt.com) as well as the Messe Frankfurt events website. The information can also be obtained from the e-magazine Hotel & Restaurant Guide. Both are published by Messe Frankfurt Medien und Service GmbH. For more information: Tel. +49 69 75 75-60 83 or [restaurantguide@messefrankfurt.com](mailto:restaurantguide@messefrankfurt.com).

## Address of Messe Frankfurt

For consignments to exhibitors: Messe Frankfurt Exhibition GmbH, Heimtextil 2018 - insert exhibitors company name, hall and stand number and if available: Contact person and cellphone number) - Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

To write an email to a member of Messe Frankfurt staff, please use the following address: [first name].[family name]@messefrankfurt.com or [info@messefrankfurt.com](mailto: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 on the exhibition grounds - indoors:**

- Display cases along Via Mobile
- Advertising columns
- ePoster: 10 multimedia terminals along the Via Mobile for your advertising
- Triangle Tower
- Slim Box
- Advertising space around stands
- Advertising spots on Radio Via Mobile
- Brochure distribution to all exhibitors
- Led-Banners at Torhaus

**Advertising on the exhibition grounds - outdoors:**

- Flags at the exhibition center
- Advertising space/columns throughout the exhibition center
- Mega poster on the exterior walls of the halls
- City light poster in the Rebstock visitors' parking area
- Advertising at the front of the Rebstock visitors' parking area
- Triangle Tower

Please contact Advertising Services, Ms Anabell Conдеми, phone: +49 69 75 75-68 58 or

Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86.

### Digital Advertising:

Online Banners placed on the event homepage of Messe Frankfurt provide your company with extra visibility before, during and after the exhibition. Ms Angela Krohne, phone +49 69 75 75-52 85 will be pleased to advise you.

### **Advertising Material**

may only be distributed inside your stand or at your additionally rented promotional space. For further information, please contact Advertising Services: Ms Anabell Condemi, phone: +49 69 75 75-68 58 or Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86.

### **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](http://www.frankfurt-airport.de).

### **Ambulance Service**

see Emergency Calls

### **App**

The Smartphone App "**Navigator Heimtextil**" is the orientation guide for exhibitors and visitors of Heimtextil. Receive inspiration through news and twitter messages on the highlights of the exhibition. There is a variety of first class events to attend such as lectures, presentations and competitions.

The app offers the following features:

- News from the blog, twitter, facebook and press releases
- Trends 2018/2019: moods, visuals and colors
- Audio Guide, an accoustical guidance leading through the Theme Park
- Events, special exhibits, lecture programmes, guided tours, awards
- Exhibitors, search for companies and products
- Fairground, floor plan with booth details
- Favorites, your favorite companies and events at a glance
- Scanner, scan functionally for QR-codes
- Nearby, over the air downloads and videos from exhibitors you passed
- My Downloads, all downloads from the exhibitor search and from "Nearby" in one place

**Heimtextil Navigator** is available for **Apple-Products** (iPhone, iPod touch, iPad) at the App Store and **Android** on Google Play Store as a **free app**. Please send your feedback to [apps@messefrankfurt.com](mailto:apps@messefrankfurt.com).

### **Arrival / Departure**

For bus shuttles between Frankfurt International Airport and the exhibition center, see "Bus Lines".

### **Premium Service - VIP Airport Service – Arrival/Departure**

#### Gate to Door / Door to Gate Service:

Limousine service between airport and fairgrounds

Provider: Fraport AG Airport Services Worldwide, 60547 Frankfurt

Booking upon request online under:

[www.serviceshop.flughafen-frankfurt.de](http://www.serviceshop.flughafen-frankfurt.de).

Price (one-way): € 149.00 for up to 5 passengers (payable per credit card, direct debit, or prepayment)

Phone: +49 69 690 33300

#### Gate to Messe:

- Greeting at gate by service employee
- Assistance in processing through immigrations
- Assistance with baggage claim (on foot or per electric cart)
- Escort to waiting limousine (terminal pick-up point)
- Transfer to Messe Frankfurt fairgrounds

#### Messe to Gate:

- Pick-up at exhibition grounds (three meeting points)
- Direct transfer to Frankfurt International Airport
- Check-In and baggage check by service employee
- Separate security point and (if required) escort through passport control
- Direct limousine transfer to your departure gate

A regular train service is provided from Frankfurt Airport to Frankfurt Central Station (Frankfurt/Main Hbf) by **suburban service lines S8 or S9** as indicated.

From **Frankfurt Central Station** you have four possibilities to get to the fair. Take 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 take the subway (**U-Bahn**), **line U4** (Bockenheimer Warte) to the next station "Festhalle/Messe", arriving at the exhibition center, entrance City. Or use the **tramway/streetcar: line 16** (Ginnheim) or **line 17** (Rebstockbad) to the stop "Festhalle/Messe".

**Walking** takes approximately 10 minutes (to entrance City).

By **car**: from any motorway to "Westkreuz Frankfurt", then motorway A 648, destination "Stadtmitte" or "Messe". Follow the signs to "Messe". You will be directed to Messe Parkplatz Rebstock, from where free shuttle buses will take you to the fairgrounds.

### **Ascoli Club**

VIP Club, open to Ascoli club members only, at Torhaus level 2, phone: +49 69 75 75-13 13. Ascoli Club members have free entrance to the exhibition.

# B

## Bank Office

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

Open during the exhibition only.

Outside the exhibition center you will find offices at the Frankfurt Central Station, south exit (open 7:30 am to 9 pm) or at the airport, Terminal 1, Departure Hall A, level 2 (open 6 am to 10 pm).

## Barrier-Free Visit within the Fairgrounds

Our information hotline for disabled visitors is always available to respond to your questions, comments and suggestions, phone: +49 69 75 75-69 99 or email: [handicap@messefrankfurt.com](mailto:handicap@messefrankfurt.com). Additional information is available on our website at: [www.messefrankfurt.com](http://www.messefrankfurt.com), see Arrival and Stay.

**Wheelchairs and scooters** can be reserved for a deposit of € 50.00 on a daily basis. Should you need the wheelchair for two or more days the deposit is € 100.00. Please contact the German Red Cross at the first aid station in Hall 4.0 southwest, phone: +49 69 75 75-65 00, or the ASB at the first aid station in Hall 8, phone: +49 69 75 75-65 02. The Euro WC key to the barrier-free lavatories can be purchased (€ 25.00) in the Business Center at the Service Center, level 3, phone: +49 69 75 75-13 91. If you are not already in possession of this key, please contact our service personnel in the hall and they will be pleased to unlock the WC for you.

## Beverage Services

see Catering

## Boxes

see Packaging Material

## Building Supply Stores

see Tools

## Bus Lines

**Airport shuttles:** Direct shuttle bus service from January 9 to January 12, 2018 from or to the **airport**, one-way ticket, € 7.50 for adults and € 3.00 for children under 14, transfer time: 20 minutes,

**From the Airport:** Terminal 1 (charter bus lane across from exit A) on to Terminal 2 (exit E) to the exhibition center, Entrance Portalhaus and then to Entrance Hall 3 east. The buses run every 10 minutes between 8 am and noon.

**From the Fairgrounds:** Departing from Entrance Hall 3 east via Entrance Portalhaus on to airport Terminal 2 and then on to Terminal 1. The buses run every 30 minutes between noon and 3 pm and every 15 minutes between 3 pm and 7 pm.

**Car-park shuttles:** Free shuttle service between Rebstock parking area and the fairgrounds. During the exhibition buses run 90 minutes before opening until 90 minutes after closing.

**Line 1: Rebstock - Portalhaus - Galleria 9.T - Rebstock**

**Line 2: Rebstock - Hall 3 east side - Rebstock**

From January 9 to January 11, 2018 both lines run from 7:30 am to 7:30 pm.

## Night buses:

From **January 9 to January 11, 2018** buses run between 7:30 pm and midnight, route: Hall 4 east - Hall 3 north - junction at Halls 4/5/6 – Torhaus – Hall 8 south – Hall 11 – Portalhaus - Rebstock.

On **January 12, 2018** bus lines 1 and 2 run between 7:30 am and 6:30 pm (from 4 pm to 6:30 pm, the lines also approach stop 4 at the Rebstock truck parking area).

From 6:30 pm to 10:00 pm buses run between Rebstock – Galleria 9.T – Rebstock – stop 4 (Rebstock truck parking area).

## Hall Shuttles:

During the exhibition this free shuttle service runs from 90 minutes before opening until 90 minutes after closing between 7:30 am and 7:30 pm. On the last day of the exhibition buses run only until 60 minutes after closing.

Shuttle route: Hall 1 north – Entrance LEA - Hall 3 north - Hall 4 east – junction at Halls 4/5/6 - Torhaus east – Hall 8 southeast – Hall 8 southwest – Hall 11 north – Portalhaus.

**Non-Stop Buses:** run additionally between Hall 3 northwest and Portalhaus/Hall 11 southeast, daily between 7:30 am and 7:30 pm. On the last day of the exhibition they run only until 60 minutes after closing.

## 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 obtain an offer and information concerning a visitor registration system at the Multimedia Shop, located in the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 20, email: [multimedia-shop@messefrankfurt.com](mailto: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 7 to January 12, 2018, daily from 8:30 am to 6 pm. You will find everything for your office needs here.

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

The Multimedia Shop and the fax service for exhibitors are also located at the Business Center. If you do not have your own fax machine at your stand, you can have your faxes 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 must be clearly indicated.

# C

## Cabs

see Taxi

## Car Breakdown Assistance

The following automobile clubs will be pleased to help:

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 1806 25 25 25

## Car-Parking

see Parking

## Car-Park Shuttle Services

see Bus Lines

## Carpeting

see Stand Equipment

## Cashier

Open accounts can be settled at the Messe Frankfurt payments office, Torhaus north, level 4, room 215. Cash desk opening hours are from 8:30 am to 5 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

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

## Catalogues

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

## Catering

Accente GmbH provides complete catering for all occasions.

**Beverages and snacks:** phone: +49 69 75 602-22 51 or -2158, fax: +49 69 75 602-22 04.

**Buffets and party service:** phone: +49 69 75 602-22 41 or -21 55, fax: +49 69 75 602-22 04.

**External caterer:** For entry permits please contact Accente GmbH, Ms Claudia Dill or Ms Christianne Lang phone: +49 69 75 602-21 29 or -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 email: Centralvereinigung@cdh.de, www.cdh.com.

## Ceiling Suspensions

Please contact our service team, phone: +49 69 75 75-68 99 or email: suspensions@messefrankfurt.com.

## Cell Phones

see Multimedia Shop

## Check-In and Electronic Entry System

**Please note:** The vehicle entry passes for advanced set-up, general set-up and dismantling have to be ordered online in advance through the **Electronic Entry System** at:

<https://einfahrt.messefrankfurt.com/ees/deliverer>. Registration is available four weeks before the start of the trade fair. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds.

All vehicles (passenger vehicles and trucks), must first pass through the **Check-In**. This is the only place where access to the exhibition center will be finally authorised.

For further information regarding **Traffic regulations**, please see Access for Vehicles or visit us online at: <http://messefrankfurt.com/verkehr>.

## Charging Stations Electric Cars

Exhibitors dispose of charging stations located on the fairgrounds. As spaces are limited, we ask you to register in advance at: [emobil@messefrankfurt.com](mailto:emobil@messefrankfurt.com). All charging stations dispose of type 2 connections.

## Church Center

Raum der Stille (Room of silence), Torhaus, level 4, phone: +49 69 75 75 24 76

## Cleaning – Hall and Facility Cleaning

**For stand, hall and facility cleaning** please contact our service team, phone: +49 69 75 75-69 11 or email: [cleaning@messefrankfurt.com](mailto:cleaning@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 our room coordinating team, phone: +49 69 75 75-35 65.

For **technical equipment** for conferences and meetings (overhead projectors, flipcharts etc.), please contact Mr Henrik Mattern, phone: +49 69 75 75-69 17.

## Construction Workers

Assistance for setting up or dismantling your stand can be ordered through our service partner Stageservice Frankfurt am Main GmbH, Westerbachstrasse 47, 60489 Frankfurt am Main, phone: +49 69 971 941 40, fax: +49 69 971 941 60, email: messe@stagegmbh.com.

## 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 email: cleaning@messefrankfurt.com.

## Copiers

see Multimedia Shop

## Copy Shop

see Business Center

## Coupons

see Vouchers

## Courier Service

see Postal Service

## Cranes

see Logistics

## Currency Exchange Office

see Bank Office

## Customs

located at the Cargo Center of Messe Frankfurt, level 1, 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

**Next Heimtextil in Frankfurt:** Jan 8 - Jan 11, 2019

### **Abroad:**

Intertextile Shanghai Home Textiles, spring  
Shanghai, China Mar 14 - Mar 16, 2018

Interior Lifestyle Tokyo / Heimtextil Japan May 30 - Jun 1, 2018

Heimtextil India, New Delhi, India Jun 27 - Jun 29, 2018

Home Textiles Sourcing, New York, USA Jul 25 - Jul 27, 2018

Intertextile Shanghai Home Textiles, autumn  
Shanghai, China Nov 14 - Nov 16, 2018

Heimtextil Russia, Moscow, Russia Sep 18 - Sep 20, 2018

IFFT / Interior Lifestyle Living, Tokyo, Japan Nov 20 - Nov 22, 2018

For further information on events abroad, please visit the **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.

Monday to Friday: from 8 am to 5 pm, phone +49 69 63 01 75 01, and from 5 pm to 11:30 pm, phone +49 69 63 01 58 77.

Saturday / Sunday / holidays round the clock: phone +49 69 63 01 58 77

## Deutsche Bahn

see Railway

## Dishes for Rent

and stand deliveries: Accente Gastronomie GmbH, Catering Services, phone: +49 69 75 602-21 58 or-22 51, fax: +49 69 75 602-22 04.



## Dismantling

**Official dismantling:** From **Friday, January 12, 2018, after 8 pm**, nonstop to **Sunday, January 14, 2018, 11 pm**.

**Please note** that on the last day of the exhibition, Friday, January 12, 2018, the Heimtextil is officially open until 5 pm. With your registration you accepted the general terms and conditions of the contract concerning opening times (§§ 8.2, 9.1, 10.1.). Kindly also remind your stand assistants not to begin dismantling before official closing time.

**Extended dismantling is not possible.**

**For vehicle access during dismantling see Access for Vehicles.**

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

Open until January 13, 2018: Café Bar Hall 3.0 east,  
Café Bar Hall 8.0 northeast

Open until January 14, 2018: Café Bar Hall 5.0 southwest,  
Café Bar Hall 11.0 northeast

Additionally, our self-service **Restaurant Cucina** located in the **Dependance** is open until January 15, 2018, daily from 7:30 am to 2:30 pm.

Our **Pizza Service** located at Rebstock parking area is open until January 14, 2018. 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 2 days ahead of the exhibition, daily from 9 am to 5 pm. For further information, please contact Advertising Services, Ms Anabell Condemi, phone: +49 69 75 75-68 58 or Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86.

## Doctor

During the exhibition a medical doctor is on duty at the First Aid Station, Hall 4.0 southwest, 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: +49 69-69 44 69

## Drugstore

see Pharmacies

# E

## Easy Order

see Shop for Exhibitor Services

## Electricians

see Stand Fitting

## Emergency Calls

The Messe Frankfurt **Operation and Security Center (OSC)** is open around the clock throughout the year. **For all emergencies phone: +49 69 75 75-33 33.**

Emergency phone: 112

Police phone: 110

First Aid Stations are located in Hall 4.0 southwest, phone: +49 69 75 75-65 00 and in Hall 8.0 foyer northwest, phone: +49 69 75 75-65 02. A doctor is on duty in Hall 4.0 during the exhibition.

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

24-hour private patient emergency service, phone: +49 69-69 44 69

## Entrances-Pedestrians

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

For exhibitors and visitors: Entrance City, Entrance Galleria 9.T (between Halls 8 and 9), Entrance Torhaus (S-Bahn station), Entrance Foyer Hall 3 East and Entrance Portalhaus.

Additional entrances for exhibitors (ticket holders): Entrance LEA (Ludwig-Erhard-Anlage, near the Congress Center/Maritim Hotel), Entrance Hall 3 West.

## Environmentally Compatible Exhibitions

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

## Evening Out

Find suggestions to plan your evening in the Restaurant Guide Frankfurt Rhein Main, the restaurant guide of Messe Frankfurt, [www.restaurantguide-frankfurt.com](http://www.restaurantguide-frankfurt.com).

## Eventence

provides hostesses and stand assistants on demand during the fair - Eventence: Service Center Torhaus, level 2, phone: +49 69 75 75-13 11. Before or after the fair please contact Eventence, phone: +49 69 756 02-24 37, [eventence@accente.com](mailto:eventence@accente.com) or [www.accente.com](http://www.accente.com).

## Events

see App

In addition an overview on the Heimtextil highlights is provided at: [www.heimtextil.messefrankfurt.com](http://www.heimtextil.messefrankfurt.com).

## Exhibitor Profile Online

For updates or changes to your online profile at the Heimtextil 2018 exhibitor search function please phone: +49 69 75 75-50 90 or email: [service@online.messefrankfurt.com](mailto: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](http://www.rmv.de)). These tickets are for exhibitors and their staff members only and should, in no case, be passed on to customers. The exhibitor ticket entitles the holder to admittance to the exhibition center and the halls one hour before the official opening time.

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

If you require additional exhibitor tickets you can easily order them online via our platform "Ticket Services for Exhibitors" or purchase them from Sunday, January 7, 2018 on, at the Central Information Desk located at the Torhaus Service Center, level 2, phone: +49 69 75 75-13 33 or +49 69 75 75-1304.

## Exhibitors Hotline

For any questions or requests, please contact the Exhibitors' Service Hotline from Sunday, January 7 to Friday, January 12, 2018, daily from 8 am to 7 pm. You can reach us at: +49 69 75 75-66 99.

## Exhibitors Night

takes place on Wednesday, January 10, 2018, at Forum, level 1, hall Panorama, from 6:30 pm on.

# F

---

## Fairconstruction

see Stand Construction

## Fairground Maps

in this booklet on pages 42-43

## Fair Shop

Trendy gifts are sold at the Fair Shop in Hall 4.1 foyer. For information, please contact Ms Waldinger, phone: +49 69 75602-24 33 and Mr Wellems, phone: +49 69 75602-24 80.

## Fax Service

Delivery of faxes for exhibitors to their stand: This service is offered at the 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 4.0 southwest, phone: 112

## First Aid Stations

First Aid Stations are located in Hall 4.0 southwest, (German Red Cross DRK), phone: +49 69 75 75-65 00 and in Hall 8.0 west, (Samaritans ASB), phone: +49 69 75 75-65 02.

A doctor is on duty in Hall 4.0 southwest during the exhibition.

## Flight Schedule

Please check at any Compass information point.

## Flowers

are offered by the florist AS Green Event during setting-up in the foyer of Halls 4.0 and during the fair in the flower shop located at Hall 5.0 south. During the exhibition, please contact AS Green Event by phone: +49 69 7422 1935.

## Foreign Trade Shows

see Dates

## Forklift

see Logistics

## Forwarding Agents

of Messe Frankfurt Venue GmbH, can be contacted via our Messe Frankfurt Logistics Services, phone: +49 69 75 75-60 75, fax: +49 69 75 75-960 75, email: [logistics@messefrankfurt.com](mailto:logistics@messefrankfurt.com).

## Found Item

see Lost and Found

## Frankfurt Airport

see Airport Frankfurt

## Frankfurt Information

is available at the Frankfurt Tourism & Congress Board, phone: +49 69 21 23 88 00. You can also visit [www.frankfurt.de](http://www.frankfurt.de).

## Fraport Exhibitor Parking Service

see Parking

## Furniture Rental

see Stand Equipment

# G

---

## GPS

Please enter the street name in your satellite navigation system:

**Check-In:** Zum Messeparkhaus Rebstock in general leads to the **Check-In** at Rebstock parking area but the **signing "Check-In" got priority.**

**Visitors:** Zum Messeparkhaus Rebstock leads to Rebstock parking area.

**Exhibitors:** Europa-Allee leads to **Gate South.**

Brüsseler Strasse leads to **Gate East.**

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

**Press:** Straße der Nationen leads to **Gate West.**

**Trucks:** Bruno Poelke Strasse leads to parking lot section 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** are available at: Messe Frankfurt Venue service team, phone: +49 69 75 75-63 42, fax: +49 69 75 75-63 48.

# H

---

## Hall Managers

can be reached at the following telephone numbers:

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 pages 42-43

## Homepages

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

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

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

[www.accente.com](http://www.accente.com)

[www.congressfrankfurt.de](http://www.congressfrankfurt.de)

[www.fairconstruction.com](http://www.fairconstruction.com)

[www.productpilot.com](http://www.productpilot.com)

## Hostesses

**Please contact** Eventence, during the fair located at Torhaus Service Center, level 2, **phone: +49 69 75 75-13 11.** Before or after the fair please contact Eventence, phone: +49 69 756 02-24 37, email: [eventence@accente.com](mailto:eventence@accente.com), [www.accente.com](http://www.accente.com).

## Hotel Bookings

see Accommodations

## Hotel Guide Frankfurt Rhein Main

see Restaurant Guide Frankfurt Rhein Main

## Hotline

see Exhibitors Hotline

# I

---

## Information

Please call our Information Center for further information about Heimtextil 2018, phone: +49 69 75 75-0. During the event you can also visit the information points.

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

## Information and Distributing Service

is an Advertising Service for exhibitors during the fair. Reach all other exhibitors by including an insert in the Welcome Package. For detailed information, please contact Advertising Services:

Ms Anabell Condemi, phone: +49 69 75 75-68 58 or Mr Wolf Henning Folgmann, phone: +49 69 75 75-68 86.

## 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.  
Contact: Mr Lars Sauer, phone: +49 69 6530 2092,  
fax: +49 69 6530 2093, email: beetz.sauer@allianz.de.

## International Sales Partners of Messe Frankfurt

During the fair: Torhaus north, level 1, rooms 205-208,  
phone: +49 69 75 75-13 93,  
fax: +49 69 75 75-12 87. After the fair, please contact International Sales  
Management, Ms Heike Vogel-Schenkewitz, phone: +49 69 75 75-62 77.

## Internet

see WLAN

## Interpreter

For simultaneous translations or interpreters for negotiations please  
contact BBK - Gesellschaft für moderne Sprachen mbH, Marktstraße 4,  
76726 Germersheim, phone: +49 7274-702770, info@bbklanguages.com,  
www.bbklanguages.com.

## Invoice

see Cashier

# K

---

## Kindergarten

Torhaus Service Center, level 1, free of charge for children ages three to  
ten, open from January 9 to January 11, 2018, 8 am to 6 pm, and on the  
last day of the exhibition, January 12, 2018, until 5 pm,  
phone: +49 69 75 75-13 17.

# L

---

## Laptops

see Multimedia Shop

## Lawyers

Please contact the law office Heuking Kühn Lüer Wojtek PartGmbH and  
attorney-at-law Mr Thorsten A. Wieland (Partner), Goetheplatz 5-7,  
60313 Frankfurt am Main, phone: +49 69 9756 1 422,  
fax: +49 69 9756 1 400, www.heuking.de.

During the exhibition, our service initiative "**Messe Frankfurt against  
Copying**" provides initial legal advice in Hall 4.C, room 183,  
phone: +49 69 75 75-12 12.

## 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, level 3,  
phone: +49 69 9767 14200 or +49 69 75 75-67 82

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

You can also contact the company **MATECO**, phone: +49 69 90 54 66 80.

## 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,  
email: logistics@messefrankfurt.com.

## Lost and Found

office, located at the Torhaus Service Center, level 0, is open from  
January 8 to January 14, 2018, phone: +49 69 75 75-14 48,  
email: lostandfound@messefrankfurt.com. During the fair you can also  
enquire about lost items at every Compass information point. Shortly  
after the event, please enquire about lost items per  
email: lostandfound@messefrankfurt.com.

## Loudspeakers

see Media Technology

## Lufthansa

A **Lufthansa Check-In counter** is located in the City entrance, level 0,  
open as of the second exhibition day, January 10, to January 12, 2018,  
during the opening hours of the exhibition.

After checking in online for a LH Group flight (flights with LH, OS, LX, SN  
flight numbers) simply drop off your baggage on the day of travel at least  
3 hours before departure at the specially designated Baggage Drop-Off  
Counter at **Messe Entrance City**.

Central reservation office: +49 69 86 799 799 (open 24 hours daily), or  
www.lufthansa.com,

Lufthansa Cargo, phone: +49 1806 747 100; email: lhcargo@dlh.de

# M

## Management of the Exhibition

The Exhibition Management Office is located at the Torhaus Service Center, level 2, phone: +49 69 75 75-13 26, -13 27 or -13 28, fax: +49 69 75 75-13 25.

### Opening hours of the management office:

January 4 – 7, 2018	8 am to 6 pm
January 8, 2018	8 am to 8 pm
January 9 – 11, 2018	8 am to 6:30 pm
January 12, 2018	8 am to 5:30 pm

Please contact:

Ms Sabine Scharrer     Director **Halls 3-6**  
Ms Meike Kern         Director **Halls 8-11, Galleria 0+1**

Ms Petra Mertens     Sales (Halls 3.1, 5.1)  
Ms Sandra Neumann   Sales (Halls 3.0, 4.0, 4.1, 4.2: upholstery, floor)  
Ms Simone Schneider   Sales (Halls 6.0, 4.2: textile design)  
Ms Verena Beck       Sales (Halls 6.1, 4.2: Interior.Architecture.Hospitality Expo)  
Ms Sabine Voigt       Sales (Halls 6.2, 6.3)  
Mr André Kreimer     Sales (Halls 8.0, Galleria 0+1)  
Ms Sibylle Krug       Sales (Halls 9.0, 11.0, 11.1)  
Ms Olga Drexler       Sales (Halls 10.0, 10.3)  
Ms Almut Kwetkus     Sales (Halls 10.1, 10.2)

Ms Karin Mayer       Sales Assistant  
Ms Kalaya Insala      Sales Assistant  
Ms Chiara Loos       Sales Assistant

## Massage

see Wellness Lounge

## Media Package

As a stipulation of your contract covering the participation in Heimtextil 2018, the **Media Package** secures you an entry in all official printed and digital media covering the trade show. It ensures that **your company and its products are adequately visible and locatable** in the printed catalogue, at the event website: [www.heimtextil.messefrankfurt.com](http://www.heimtextil.messefrankfurt.com), in the Heimtextil app: **Heimtextil Navigator**, on the **interactive fairground map** and **on location** in the Compass Information System. Furthermore, you can request, free of charge, a presentation in the year-round, all-event business-to-business portal: [www.productpilot.com](http://www.productpilot.com). For questions concerning your Media Package, please phone: +49 69 75 75-50 90, or email: [service@online.messefrankfurt.com](mailto:service@online.messefrankfurt.com).

## Media Technology

Presentation equipment such as video and mega projectors, plasma and LCD displays, video screens, light technology as well as technical assistance for your events are offered by Exhibitor Services, Video Technology of Messe Frankfurt Venue, phone: +49 69 75 75-51 22, fax: +49 69 75 75-51 11 or email: [videotechnik@messefrankfurt.com](mailto:videotechnik@messefrankfurt.com).

## Medicine

see Pharmacies

## Messages

see Fax Service

## Messe Frankfurt against Copying

Trade fairs are presentation platforms for innovations and trends. To ensure it stays this way, Messe Frankfurt has launched "Messe Frankfurt against Copying", the initiative against brand and product piracy. During the exhibition we offer you competent professional advice, legal support and extensive information material in Hall 4.C., Room 183. We will be glad to assist you by phone: +49 69 75 75-12 12, or per email: [againstcopying@messefrankfurt.com](mailto: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](http://www.messefrankfurt.com)  
[info@messefrankfurt.com](mailto:info@messefrankfurt.com)

## Mini Markets

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

Open from January 5 to January 14, 2018:

Mini Market Hall 9.0, phone: +49 69 75 602-22 69

Open from January 7 to January 13, 2018:

Mini Market Hall 4.0, phone: +49 69 75 602-22 60

Mini Market Hall 10.0, phone: +49 69 75 602-23 71

Open from January 8 to January 12, 2018:

Mini Market Hall 4.1, phone: +49 69 75 602-23 56

Open from January 9 to January 12, 2018:

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

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

The company **Schröer** offers you a wide range of **tools** in Hall 9.0 east, next to the elevator, open during the last three setting-up days, from January 6 to January 8, 2018. Cell phone number: +49 177 328 35 85.

## Mobile Phones

see Multimedia Shop

## Multimedia Shop

offers a wide range of mobile phones (cellular phone cards, adapters etc.), printers, fax machines, copiers, computers, notebooks, etc., phone: +49 69 75 75-13 20, located in 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

located at the crossing between Halls 5.1 and Halls 6.1, 8.0 foyer, 9.T and 10.1 foyer.

## 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

## Online Banner

Online Banners placed on the event homepage of Messe Frankfurt provide your company with extra visibility before, during and after the exhibition. Ms Angela Krohne, phone +49 69 75 75-52 85 will be pleased to advise you.

## Opening Hours

The Heimtextil 2018 is open for trade visitors from January 9 to January 11, 2018, 9 am to 6 pm and on the last day of the exhibition, January 13, 2018, from 9 am to 5 pm.

# P

## Packaging Material

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

### Agility Logistics GmbH

Cargo Center Messe Frankfurt, level 3,  
phone: +49 69 9767 14200 or call: +49 69 75 75-67 82  
as well as:

### DHL Trade Fairs & Events GmbH

Cargo Center Messe Frankfurt, level 2,  
phone: +49 69 9767 141-14 or +49 69 9767 141-23,  
internal +49 69 75 75-69 13

## Painters

see Stand Equipment

## Parking

**Exhibitors** holding parking permits for the exhibition center (available from Fraport AG, HVM-PV, Park-Service-Messe, 60547 Frankfurt am Main, phone: +49 69 690 744 54, fax: +49 69 690 59 717 or parken.messe@fraport.de) can reach P 3 and P 4 via Gate North, P 8 via Gate 8, P 9 via Gate 9. Alternatively use the Rebstock parking area. Parking permits are also available during the fair at the Fraport Service Counter at the Torhaus Service Center, level 2. The desk is open on the last two setting-up days, Sunday, January 7, and Monday, January 8, 2018, daily from 8:30 am to 6:30 pm and on the starting day of the exhibition, Tuesday, January 9, 2018, from 8 am until 1 pm, phone: +49 69 75 75-13 14.

**Visitors** park at **Rebstock parking ground**. The multi-storey car park has space for 5.400 cars on seven levels. The daily parking charge is € 14.00. A free shuttle service to the exhibition center is provided.

**Press:** P 10 via Gate West.

**Trucks:** Rebstock parking area, sections E and E 1.

The parking of fair-construction vehicles at the Rebstock area during the fair is **charged € 24.00 per day for vehicles up to 10 m long and € 28.00 per day for vehicles over 10 m long**. The charges are payable in cash only at the entrance to the parking site. The last day of the fair is free of charge for positioning the vehicles.

**Car-trailer parking spaces** on the exhibition grounds:

- P 3 (west side of Hall 3)
- P 5 (north side of Hall 5)
- P 10 (south side of Hall 10)

Orders by fax to Fraport, fax: +49 69 690 59 717, € 56.00 for the event.

## Patent Lawyers

see Lawyers

## Payments

see Cashier

## Pharmacies

There are no pharmacies at the exhibition center, but a pharmacy service for prescribed medicine is offered at the Central Information Desk, located at Torhaus Service Center, level 2, phone: +49 69 75 75-13 04 and +49 69 75 75-13 33.

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

Outside the exhibition center: Brocks' Pharmacy, Skyline Plaza, phone: +49 69 25 75 82 23 30, open Monday to Wednesday, 9 am to 8 pm, Thursday and Friday, 9 am to 9 pm, and Saturday 10 am to 9 pm, [www.apotheke-skyline-plaza.de](http://www.apotheke-skyline-plaza.de).

Apotheke im Hauptbahnhof (Frankfurt Central Station, basement level, north wing), phone: +49 69 23 30 47, open Monday to Friday 6:30 am to 9 pm, on Saturday 8 am to 9 pm, on Sunday 9 am to 8 pm.

## Photocopies

see Business Center

## Photographers

Information on the authorised photographer for your hall can be obtained through Ms Natascha Eschrich, phone: +49 69 75 75-37 85.

## Photography

Taking pictures in the halls or on the outdoor grounds of the exhibition center, as well as carrying photo equipment of any sort is strictly prohibited (except for members of the press). Mobile phones (mobile terminal devices such as mobile phones, tablets, etc.), may be carried, but not used for photography.

Exhibitors who would like to have pictures taken of their stand can download the permission (free of charge) at the shop for exhibitor services, [www.serviceshop.messefrankfurt.com](http://www.serviceshop.messefrankfurt.com).

Exhibitors can obtain "photography forbidden" pictograms at their hall manager's office.

### Photography after event opening hours

Taking pictures of your stand after opening hours is due to a fee and requires a written permission and is only possible if the photographer is accompanied by security personnel. Please place your order at the shop for exhibitor services.

## Pizza Service

This service is offered from January 6 to January 14, 2018. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

## Plants

see Flowers

## Plumbers

see Stand Fitting

## Police Station

The Messe Frankfurt Operation and Security Center (OSC) is open around the clock throughout the year. For all emergencies phone: +49 69 75 75-33 33.

Emergency call: 110.

During the fair the police are on duty in Hall 4.0 southwest, phone: +49 69 75 75-65 55.

## Post Office

Outside the exhibition center: Ludwig-Erhard-Anlage 2-8 or at the main railway station, central telephone: +49 1802 33 33. There is no foreign currency exchange at the post office.

## Postal Service

Post Shop-DHL Trade Fairs & Events GmbH

Service Center Torhaus, level 3, open daily during the exhibition, from 8:30 am to 6 pm, phone: +49 69 75 75-54 62, fax: +49 69 75 75-54 87, email: [express-service.fairs@dhl.com](mailto:express-service.fairs@dhl.com).

## Prayer

Church Center: Raum der Stille (Room of silence), Torhaus level 4

Muslim Faith: Hall 10.4, access via Hall 10.3

Jewish Faith: Hall 4.2, room 113

## Prepaid Cards

see Multimedia Shop

## Presentation Equipment

see Media Technology

## Press Center

The Heimtextil Press Center is located at the Torhaus Service Center, level 4, phone: +49 69 75 75-13 00, fax: +49 69 75 75-14 83.

## Press Service

for exhibitors: Make use of the press center as a platform for communicating your press releases and information to the media (free of cost).

The press display units are located in the Press Center, Torhaus, level 4. They are large enough for A 4 pages (31 x 10 x 31 cm).

Just bring us your press material on the day before the fair and we do the rest, i.e., store it, check regularly that there is sufficient material in your display unit(s) and top it up on a regular basis. We will label the press display unit with your company's name so it is even easier for journalists to find information about your company. Please contact Ms Heike Meub, phone: +49 69 75 75-65 20, email: [heike.meub@messefrankfurt.com](mailto:heike.meub@messefrankfurt.com).

## 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 phone: +49 69 75 75-64 68.

## Productpilot.com

productpilot.com is the cross-industry and international B2B supplier portal of Messe Frankfurt that pools exhibitor information about suppliers and products of events in Frankfurt into one platform. The online platform makes it possible to perform searches year-round according to suppliers, products and buyers. Users can also automatically match suppliers with consumers based on specific criteria by filling in business matching wizards. Productpilot.com is a year-round online marketing and sales tool for exhibitors.

For questions concerning productpilot.com, please phone: +49 69 75 75-50 90 or email: [service@online.messefrankfurt.com](mailto:service@online.messefrankfurt.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](http://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

**Exhibitors can pick up their catalogue at their hall manager's office upon presentation of their exhibitor's pass.** For catalogue entries, please contact: [katalog@messefrankfurt.com](mailto:katalog@messefrankfurt.com).

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

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

# Q

## Questions

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

## Railway

24 hour information phone: 01806 99 66 33 or visit [www.bahn.de](http://www.bahn.de).

## Rebstock Parking

see Parking

## Red Cross

see Emergency Calls

## Relaxation

see Wellness Lounge

## Rent a car

see Car Rental

## Restaurant Guide Frankfurt Rhein Main

Restaurants in and around Frankfurt and near Messe Frankfurt:

The online portal can be accessed at [www.restaurantguide-frankfurt.com](http://www.restaurantguide-frankfurt.com) or [www.hotelguide-frankfurt.com](http://www.hotelguide-frankfurt.com) as well as the Messe Frankfurt events website. Restaurants can be selected by type of cuisine or distance from the fairground and hotels by trade fair, price category etc., with many direct links for making reservations included.

The information can also be obtained from the e-magazine Hotel & Restaurant Guide published by Messe Frankfurt. Both the website and the e-magazine can be optimized for viewing on not only a desktop computer but also a tablet or smartphone.

For downloading issues of the e-magazine, the online edition provides direct links to the Apple, Google and Amazon app stores as well as to the desktop version.

The Restaurant Guide and Hotel Guide are published by Messe Frankfurt Medien und Service GmbH, phone +49 69 75 75-60 83, [restaurantguide@messefrankfurt.com](mailto:restaurantguide@messefrankfurt.com).





## Restaurants

the following restaurants offer various kinds of food:

**Dependance: Cucina** – self-service restaurant,  
open from January 6 to January 15, 2018, daily from 7:30 am to 2:30 pm

**Torhaus level 2: Fontana** – self-service,  
open during the exhibition, daily from 10 am to 4 pm

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

**Hall 3.0: Bar Aubergine** – self-service,  
open during the exhibition, daily from 9 am to 4 pm

**Hall 3.1: Trilogie** - waiter service,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 4.0: Sky** –self-service, fast food,  
open during the exhibition, daily from 10 am to 5 pm

**Hall 4.1 foyer: Piazza** – self-service, italian flair,  
open daily from 9 am to 5 pm.

**Hall 4.1: Metropol** – self-service,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 6 Z: Sushi Bar**, self-service,  
open during the exhibition, daily from 10 am to 5 pm

**Hall 6.1: Westend** – self-service,  
open during the exhibition, daily from 11 am to 4 pm

**Hall 6.2: New Site** – self-service,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 6.3: Asia** - self-service, asian cuisine,  
open during the exhibition, daily from 10 am to 6 pm

**Hall 9.0: Centro** - self-service, market place,  
open during the exhibition, daily from 9 am to 5 pm

**Hall 10.0: Halal** - self-service, Halal food,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 10.1: Mondial** - self-service, market place,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 10.2: Atelier** - self-service, indian cuisine,  
open during the exhibition, daily from 10 am to 4 pm

**Hall 11.0: Verdino** – self-service, international cuisine, pizza, pasta,  
open during the exhibition, daily from 10 am to 4 pm

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

*For your reservation, please call: +49 69 75 602-22 40.*

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

Open December 28 and 29, 2017: Café Bar Hall 5.0 southwest

Open from January 2, 2018 on: Café Bar Hall 3.0 east,  
Café Bar Hall 5.0 southwest, Café Bar Hall 8.0 northeast,  
Café Bar Hall 11.0 northeast

Open from January 8, 2018 on: Café Bar Hall 4.2 west,  
Café Bar Hall 6.0 south

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

Open until January 13, 2018: Café Bar Hall 3.0 east,  
Café Bar Hall 8.0 northeast

Open until January 14, 2018: Café Bar Hall 5.0 southwest,  
Café Bar Hall 11.0 northeast

Our **Pizza Service**, located at Rebstock parking area is **open from January 6 to January 14, 2018**. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

## RMV

Rhein-Main-Verkehrsverbund, the Frankfurt public transport system,  
hotline phone: +49 69 24 24 80 24, 24 hours daily or visit [www.rmv.de](http://www.rmv.de).

## Room Reservations

see Accommodations

# S

## S-Bahn

see Arrival / Departure

## Safes

for goods of value, can be ordered through Mr Dimitrios Donis, phone: +49 69 75 75-56 48, Mr Jürgen Steingötter, phone: +49 69 75 75-68 95 or by fax: +49 69 75 75-63 48.

## Sale

see Cash Sales

## Scooter

see Barrier-Free Visit within the Fairgrounds

## Service Center

for exhibitors and visitors central located in the "Torhaus"

**Torhaus level 0:** Lost and Found Office

**Torhaus level 1:** Kindergarten, International Sales Partners of Messe Frankfurt

**Torhaus level 2:** Exhibition Management Office, Central Information "Compass" (the free computer information system of Messe Frankfurt), Fairconstruction, Fraport Parking Service, 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, internet access, DHL courier, Postal Service, Accommodations, cash machine, Supermarket, Meeting point, Wellness Lounge

**Torhaus Entrance, level 3, S-Bahn station:** S-Bahn connection, "Compass" (the free computer information system of Messe Frankfurt), ticket sales, cash machine, cloakrooms, toilets

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

## Setting-Up

**Advance setting-up time** at extra cost must be **pre-registered** and is available on **December 28 and 29, 2017** in Halls: **3, 6.1, 6.2, 6.3, 8, 10 and 11** daily from **7 am to 11 pm** and on **January 2 and 3, 2018** additionally in Halls **4, 5, 6,0 and 9** daily from **7 am to 11 pm**.

**Please note:** In Galleria 0+1 advance setting up is not available.

You can order the advanced set-up online from the shop for exhibitor services. For assistance please phone: +49 69 75 75-66 28 or email: [aufbau.heimtextil@messefrankfurt.com](mailto:aufbau.heimtextil@messefrankfurt.com).

**Official set-up:** From **Thursday, January 4, 2018, 7 am**, nonstop to **Monday, January 8, 2018, 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 access:** Please see Access for vehicles.

The company **Schröer** offers you a wide range of **tools** in Hall 9.0 east, next to the elevator, open during the last three setting-up days, from January 6 to January 8, 2018. Mobile phone: +49 177 328 35 85

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

Open on December 28 and 29, 2017: Café Bar Hall 5.0 southwest

Open from January 2, 2018 on: Café Bar Hall 3.0 east, Café Bar Hall 5.0 southwest, Café Bar Hall 8.0 northeast, Café Bar Hall 11.0 northeast

Open on January 8, 2018: Café Bar Hall 4.2 west, Café Bar Hall 6.0 south

Additionally, our self-service **Restaurant Cucina**, located in the Dependence, is **open from January 8, 2018 on, daily from 7:30 am to 2:30 pm**.

Our **Pizza Service**, located at Rebstock parking garage is **open from January 6 to January 8, 2018 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 only valid before and after the exhibition and do not entitle the bearer to use of the local Rhein-Main public transport system (RMV).

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

During the fair the setting-up and dismantling passes are available at the Fair Managements Office. Before the exhibition additional setting-up and dismantling passes must be ordered online in our Shop for Exhibitor Services: [www.serviceshop.messefrankfurt.com](http://www.serviceshop.messefrankfurt.com). For further questions, please contact Team Ticket Service, phone: +49 69 75 75-63 60, email: [tickets.v22@messefrankfurt.com](mailto:tickets.v22@messefrankfurt.com).

## Shipping Address

see Address

## Shop for Exhibitor Services

The Shop for Exhibitor Services offers stand services for exhibitors and stand construction companies. You can order your desired products and services easily online at: [www.serviceshop.messefrankfurt.com](http://www.serviceshop.messefrankfurt.com). If you have any questions, we will be glad to assist you, phone +49 69 75 75-29 99, email: [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com).

## Shopping Facilities

see Mini Markets

## Shuttle Bus

see Bus Lines

## Smoking on the Fairgrounds

see Non-Smokers Protection Law

## Social Media

www.heimtextil-blog.com  
www.facebook.com/heimtextil  
www.instagram.com/heimtextil  
www.twitter.com/heimtextil  
www.youtube.com/heimtextil  
www.pinterest.com/heimtextil  
www.texpertise.messefrankfurt.com

## Sound Systems

see Media Technology

## Stand Assistants

see Hostesses

## Stand Cleaning

see Cleaning - Hall and Facility Cleaning

## Stand Construction

**Stand approval:** Technical Event Management,  
phone: +49 69 75 75-59 04.

**Complete stands:** Please contact Fairconstruction,  
phone: +49 69 75 75-13 21, -13 22, -13 23 or -13 55. The counter, located at the Exhibitor's Service Center, Torhaus level 2, is open on January 7, 2018 from 8 am to 6 pm and on January 8, from 8 am to 6:30 pm as well as on the first day of the exhibition, January 9, 2018, from 8 am to noon.

## Stand Deliveries

**Deliveries to exhibitors:** Messe Frankfurt Exhibition GmbH,  
Heimtextil 2018 - *insert name of the exhibitor, hall and stand number* -  
Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

**External caterer:** For entry permits, please contact Accente GmbH,  
Ms Claudia Dill, phone: +49 69 75 602-21 29, fax: +49 69 75 602-21 67.

## Stand Equipment

Stand components and furniture rental are offered by the Team Fairconstruction, phone: +49 69 75 75-13 21, -13 22, -13 23 or -13 55, email: equipment@messefrankfurt.com. For additional orders, reclamations or any other enquiries, please visit us at our service counter, located at the Exhibitor's Service Center, Torhaus level 2, open on Sunday, January 7, 2018, from 8 am to 6 pm, on Monday, January 8, 2018, from 8 am to 6:30 pm and on Tuesday, January 9, 2018, from 8 am until noon.

**Presentation equipment** such as video and mega projectors, plasma and LCD displays, video screens, light technology as well as technical assistance for your events are offered by Exhibitor Services, Video Technology of Messe Frankfurt Venue, phone: +49 69 75 75-51 22, fax: +49 69 75 75-51 11 or email: videotechnik@messefrankfurt.com.

## Stand Fitting

**Electricity:** Please contact our service team, phone: +49 69 75 75-66 70 or email: electricity@messefrankfurt.com.

**Water:** Please contact our service team, phone: +49 69 75 75-66 78 or email: water@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?

Please note that stand parties must be announced at our shop for exhibitor services and can be carried out from 6 pm to midnight.

Please be aware that the time frame you announced is binding for the end of your party and that per every hundred guests one security guard is obligatory.

Until 10 pm your Stand Party is free of costs. The charge for every started hour after 10 pm is € 1,000.

## 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. During the fair, taxis are not allowed to enter the exhibition center before 7:30 pm.

## Team Office

see Management of the Exhibition

## Technical Equipment

see Media Technology

## Telecommunications

From telephone connections to customised and complex network solutions, Messe Frankfurt Venue, Team Telekom is able to provide your exhibition stand with everything that state-of-the-art telecommunications technology has to offer. The Team Telekom counter is located 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.

## Telephone Cards

are available at the Postal Service, Torhaus 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.

## 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.

## Theft

During the exhibition, please report any cases of theft to the Operation & Security Center (OSC) of Messe Frankfurt, phone: +49 69 75 75-33 33.

## Ticket Offices

are located at Entrance City, Entrance Galleria 9.T, Entrance Torhaus (S-Bahn station), Entrance Hall 3 East and Entrance Portalhaus at Hall 11, open for exhibitors one hour before the official opening of the trade fair.

## Ticket Services For Exhibitors

The new portal [www.exhibitortickets.messefrankfurt.com](http://www.exhibitortickets.messefrankfurt.com) offers the possibility of digital producing and managing exhibitor-/visitor tickets and comprehending their utilization, phone: +49 69 75 75-51 51 or [etickets@messefrankfurt.com](mailto:etickets@messefrankfurt.com).

## 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 939998-10. The company **Schröer** offers you a wide range of tools in Hall 9.0 east, next to the elevator, open during the last three setting-up days, from January 6 to January 8, 2018.

## Torhaus

see Service Center

## Towing Service

At the exhibition center, please contact the company Securitas, phone: +49 69 75 75-65 05.

Outside the exhibition center, please call the local Police Station, phone: +49 69 755 113 00.

## Traffic Guide

to the exhibition Center in this booklet on pages 42-43

## 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

Access to the Tulip Club is only available for holders of a club member card (provided to selected visitors in limited edition). Before the fair, members will be informed about the extensive services at their disposal during the event.

On all days of the exhibition, card holders have early access to the exhibition centre from 8:45 am on (15 minutes before the official opening) and can use the local public-transport services free of charge within the RMV (Rhein-Main-Verkehrsverbund).

During your visit to the fair, you can relax in the following Tulip Club lounges:

- at Hall 5.01, an intermediate level of the hall which can be reached via the via mobile level (moving walkways), phone: +49 69 7575-14 52.

- at Hall 9.T, an intermediate level of the hall (Entrance Galleria and the ticket offices are also located in this area), phone: +49 69 7575-14 54.

Both lounges are open from 8:45 am until 7 pm, except for the last day of the exhibition, when they close at 5 pm.

## Typing Service

see Business Center

## U

## U-Bahn / Underground

see Arrival / Departure

# V

---

## Video Equipment

see Media Technology

## VIP Clubs

see Ascoli Club and Tulip Club

## Visitor Registration System – LeadSuccess

LeadSuccess is available at the Multimedia Shop, located in the Business Center, Service Center Torhaus, level 3, phone: +49 69 75 75-13 20, email: multimedia-shop@messefrankfurt.com.

Visitors of Messe Frankfurt's events register at the entrance or while ordering tickets online. LeadSuccess barcode scanners enable you to record address data of registered visitors, by scanning their entrance tickets at your stand.

Available as follows:

- Visitor registration LeadSuccess App with hardware
- Visitor registration LeadSuccess App without hardware
- Visitor registration LeadSuccess with Barcode Scanner
- Visitor registration LeadSuccess with Business Card Scanner
- Visitor registration LeadSuccess Complete Package

## Vouchers

to invite your customers to the trade fair, can be ordered through our new portal **Ticket Services for Exhibitors**:  
[www.exhibitortickets.messefrankfurt.com](http://www.exhibitortickets.messefrankfurt.com).

Alternatively, you can create digital visitor admission vouchers and send them directly to your customers. Your customers can convert these into valid admission tickets by registering at:  
[www.visitortickets.messefrankfurt.com](http://www.visitortickets.messefrankfurt.com).

We will gladly help you with all requests you may have regarding the exhibitor ticketing portal, phone: +49 69 75 75-51 51 or email: [etickets@messefrankfurt.com](mailto:etickets@messefrankfurt.com).

You will only be charged for vouchers which have actually been used by the end of the fair.

Vouchers must be converted into tickets via internet to include free local transportation (RMV). Tickets converted at ticket counters do not include free transportation with RMV services.

# W

---

## Waste Disposal

is free of charge during the fair. You will be charged, however, for disposal of waste during 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 email: [cleaning@messefrankfurt.com](mailto:cleaning@messefrankfurt.com).

## Water Connection

see Stand Fitting

## Wellness Lounge

Massage, relaxation, quality breaks and powernapping are offered at our **brainLight Lounge**, located at Torhaus, level 3, next to the supermarket. A 14 minutes session is available from € 2.00 on.

## Wheelchairs

see Barrier-Free Visit within the Fairgrounds

## WLAN

Wireless Local Area Network - free wireless surfing throughout the exhibition grounds. This service is suitable for accessing websites and occasionally checking and sending emails. The maximum bandwidth is 1Mbit/s per user, but can vary depending upon the location on the fairgrounds and number of users. For transmission of large amounts of data such as VoIP, phoning, video streaming, press photos, presentations, etc., you, as an exhibitor, require individual WLAN / WiFi products, which can be ordered against a fee through the online Shop for Exhibitor Services. During the event please contact our Team Telekom, phone: +49 69 75 75-711 77.

**Haustextilien**  
Household textiles

**Heimtextilien**  
Home textiles

