

## **FAQs Regarding Heimtextil 2019**

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## **1. Stand construction / technical equipment**

- **Technical data regarding the halls → maximum construction heights / maximum floor loads**

*How high is the ceiling in the hall? What is the maximum floor load and what is the lighting situation in my hall? For this information, please refer to fact sheets available here.*

*If you have any other questions, please contact the project manager at*

*Telephone +49 69 75 75-57 86*

*anette.berz@messefrankfurt.com*

- **Can my stand have two storeys?**

*In some of the halls (see information regarding heights), stands can have two storeys.*

*To build a two-storey stand, you will be required to submit two copies of plans relevant to the approval process including verified information on the static no later than six weeks before installation to*

*Messe Frankfurt Venue GmbH*

*Technisches Veranstaltungsmanagement*

*Ludwig-Erhard-Anlage 1*

*D-60327 Frankfurt am Main*

*technics@messefrankfurt.com*

*For more detailed information, please refer to the General Terms and Conditions or the [Technical Guidelines](#) (p. 12, item 4.2, Stand Construction Approval) as amended from time to time.*

*You will be charged a fee for the inspection of your two-storey stand. The cost of the approval process (inspection of documents submitted and approval on site) will be invoiced to you or to your stand builder. If you fail to submit information on the static determined by a second independent structural engineer, the engineering firm contracted by Messe Frankfurt will conduct the inspection and will bill the cost to you separately.*

*If you have any questions, please contact*

*the Technical Event Management team at*

*Telephone +49 69 75 75-59 04 or*

*technics@messefrankfurt.com*

- **What is the actual width of row and corner stands?**

*Due to the width of the partition walls, if your stand is open on one or two sides please subtract 6 cm from the confirmed width of the stand. The result will be the inside width of your stand.*

- **Will my stand have partition and/or delimiting walls?**

*If required, for stands of up to 50 m<sup>2</sup> Messe Frankfurt will provide standardised partition walls (height: 2.50 m) equipped with adjustable feet (length: up to 0.12 m) free of charge. If you do not need any partition walls, please inform the contact person responsible.*

*Please note that stand partition walls must not be damaged (by nails, screws, etc.).*

- **What types of stands are subject to approval? / How do I get approval for the construction of my stand?**

*Open-air stands, temporary structures, mobile stands, two-storey stands, special mountings, and special constructions are subject to separate approvals and fees.*

*Special constructions include:*

- *stands measuring more than 100 m<sup>2</sup>*
- *two-storey stands*
- *walls measuring more than 4 m in height*
- *closed ceilings*
- *platforms measuring more than 0.20 m in height*
- *glass constructions*
- *moveable parts*

*Stand plans with a suitable scale (e.g., 1:100) and labelling in German or in English must be submitted in duplicate no later than six weeks before installation to*

*Messe Frankfurt Venue GmbH  
Technisches Veranstaltungsmanagement  
Ludwig-Erhard-Anlage 1  
D-60327 Frankfurt am Main  
technics@messefrankfurt.com*

*Special consideration for stand elements bordering on aisles*

*All stand elements bordering on aisles must be as transparent as possible. Ideally, 70% of the front should be open. Long, enclosed elements bordering on aisles are not permitted. Please comply with item 4.7.1 of the Technical Guidelines. Otherwise, Messe Frankfurt reserves the right to adjust your stand's construction on site, for which you will be subject to a fee.*

- **Will a hall support structure/pillar be integrated into my stand?**

*Hall support structures are marked on the hall plan as black rectangles or circles. These structures are covered with white chipboard panels (except in Halls 11.0, 12.0 and 12.1 where they are not panelled) up to a height of 3 m. The panels may not be strained or damaged. For the exact measurements and locations of these structures, please refer to the drawing included in your stand proposal. The measurements relate to the panels on the support structures.*

- **Can I hang objects from the ceiling of the hall?**

*You cannot hang any objects from the ceilings of Halls 8.0, 5.1 and 10.0. Hanging objects from the ceilings in other halls is subject to the terms specified in the Shop for Exhibitors Services. All ceiling installations must be carried out by the electrician responsible for the hall. To order this service, please go to the Shop for Exhibitors Services.*

*If you have any questions or would like to request a quotation, please contact the Ceiling Suspensions team at  
Telephone +49 69 75 75-68 99 or  
suspensions@messefrankfurt.com*

- **Where can I find the hall manager/hall master?**

*The offices of the hall managers are marked with this pictogram:*



*If you have any questions on site, the hall managers are your first point of contact. You can reach them by telephone at*

*Forum: +49 69 75 75-54 39*

*Hall 1: +49 69 75 75-63 01*

*Hall 2: +49 69 75 75-63 02*

*Hall 3: +49 69 75 75-63 03*

*Hall 4: +49 69 75 75-63 04*

*Hall 5: +49 69 75 75-63 05*

*Hall 6: +49 69 75 75-63 06*

*Hall 8: +49 69 75 75-63 08*

*Hall 9: +49 69 75 75-63 09*

*Hall 10: +49 69 75 75-63 10*

*Hall 11: +49 69 75 75-63 11*

*Hall 12: +49 69 75 75-63 12*

## **2. Service documents for Heimtextil 2019**

**When will the service documents for Heimtextil 2019 be available?**

*The service folder containing all the relevant information for exhibitors will be available in digital form only. You will be able to download it from our website at [www.heimtextil.de](http://www.heimtextil.de) as of August 2018.*

### **3. Exhibitor services shop**

- **When do I have access to the Shop for Exhibitor Services?**

*From August 2018 you will have access to the Shop for Exhibitor Services.*

- **I don't have my login data for the online shop.**

*If you are the principal contact person for communications with Messe Frankfurt and you don't have any login data yet, we will prepare your access to the online shop for you. You will receive a confirmation e-mail from us automatically. Simply click on the registration link and create your own password. We will inform you by e-mail as soon as you have access to the Shop for Exhibitor Services. Then you can start placing orders immediately.*

*Please note that these e-mails only will be sent to your company's principal contact person for communications with Messe Frankfurt. Only this person has full access to the respective stand in the Shop for Exhibitor Services.*

*If you already have received your login data,*

*please go to <https://serviceshop.messefrankfurt.com>, then click Login and enter your e-mail address and your password. If you don't remember your password, simply click on Forgot your Password? We will send you an e-mail immediately with the information you require to reset your password.*

*What to do if your company's principal contact person for communications with Messe Frankfurt has changed*

*You cannot overwrite another person's data in the login field. Please contact the Heimtextil team at [heimtextil@messefrankfurt.com](mailto:heimtextil@messefrankfurt.com).*

- **How do I manage other persons' rights to place orders?**

*Users and rights only can be managed by the principal contact person for communications with Messe Frankfurt (contact person indicated in the contract) and his/her proxies. You have two options for managing users and rights:*

*Management by proxy:*

*The proxies you appoint will have the same rights in the Shop for Exhibitor Services that you have as principal contact person and can manage, for example, rights to place orders. To do so, proxies have to create their own login data.*

*Management by stand code:*

*If you want to grant rights to third parties, for example, your stand builders, to place orders which will be billed to your stand and, thus, to your account, simply forward your stand code to these third parties. Persons using your stand code will have to create their own login data.*

*In the menu under User Administration you can view a list of all order authorisations you have granted. If required, you can revoke them at any time.*

- **Contact and helpline information**

*If you have any questions regarding the Shop for Exhibitor Services, please call the shop hotline at +49 69 75 75-29 99 or send an e-mail to [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com).*

### **3.1 Placing orders**

- **As a stand builder, where can I order services on behalf of exhibitors?**

*Please contact your contracting partner. He/she can create rights for you in Shop for Exhibitor Services shop by setting up another account so you can order services on behalf of your contracting partner and in his/her name, or by requesting a separate account for you so you can place orders which will be billed to you.*

- **I have not received confirmation of my order. How can I tell if it was submitted?**

*Please go to View Orders Submitted.*

#### **3.1.1 Services for your stand**

- **Where can I order additional construction materials, equipment, and/or furniture?**

*Please go to Stand Equipment in the Shop for Exhibitors Services.*

*Your contact:*

*Messe Frankfurt Services*

*Telephone +49 69 75 75-65 70*

*[equipment@messefrankfurt.com](mailto:equipment@messefrankfurt.com)*

- **Where can I order electricity, power, and water?**

*We can install the power outlet in your stand wherever you need it, either from the hall ceiling or via the utility conduits in the floor. To order this service, please go to the Shop for Exhibitor Services*

*If you have any questions or would like to request a quotation, please contact the Electricity team at*

*Telephone +49 69 75 75-66 70 or*

*[electricity@messefrankfurt.com](mailto:electricity@messefrankfurt.com)*

*Your water outlet will be installed in the location of your choice in your stand via the utility conduits in the floor or the water main located in one of the pillars. You can order this service in the Shop for Exhibitor Services as well.*

*If you have any questions or would like to request a quotation, please contact*

*the Water team at  
Telephone +49 69 75 75 -66 78 or  
[water@messefrankfurt.com](mailto:water@messefrankfurt.com)*

- **I have submitted my order and would like to position the product in the drawing of the stand.**

*Once you have placed your order, you no longer can position the product in the drawing of your stand. Please send your own drawing to the department responsible (remember to indicate the name of the trade fair, your hall number, your stand number, and your customer number in the drawing).*

- **Where can I order cleaning services?**

*Please go to Stand Services in the Shop for Exhibitor Services.*

*If you have any questions, please contact  
the Cleaning team at  
Telephone +49 69 75 75-69 11 or  
[cleaning@messefrankfurt.com](mailto:cleaning@messefrankfurt.com)*

- **Where can I order waste collection services?**

*Waste of up to 0.5 m<sup>3</sup> per day accrued in your stand during the trade fair will be removed by Messe Frankfurt. Simply place your bagged refuse in the aisle at the close of the trade fair. If you have to dispose of larger amounts of waste, please order a container.*

*During installation and dismantling, special waste, such as paint and varnish, can be placed in the respective containers.*

*For all other types of waste, please go to the Shop for Exhibitor Services and order a container.*

*If you have any questions, please contact  
the Waste Disposal team at  
Telephone +49 69 75 75-69 11 or  
[waste@messefrankfurt.com](mailto:waste@messefrankfurt.com)*

- **Where can I order catering/equipment?**

*Please go to Catering/Events in the Shop for Exhibitor Services.*

*Your contact:  
Accente Gastronomie Service GmbH  
Telephone +49 69 7 56 02-0  
[info@accente.com](mailto:info@accente.com)*

*Also, an overview of our catering services is available at [www.accenteservices.de](http://www.accenteservices.de).*

*Please note that all third-party catering companies need previous approval to enter the fairgrounds with vehicles and such entrance is subject to a fee.*

- **Where can I order security services?**

*Please go to Stand Services in the Shop for Exhibitor Services.*

*If you have any questions, please contact  
the Stand Security team at  
Telephone +49 69 75 75-68 95 or  
standguard@messefrankfurt.com*

- **Where can I request personnel/waiters?**

*Please go to Stand Services in the Shop for Exhibitor Services.*

*Your contact:  
Eventence  
Telephone +49 69 756 02-24 34  
eventence@accenteservices.de*

- **Where do I request hosts, translators and/or interpreters?**

*Please go to Stand Services in the Shop for Exhibitor Services.*

*Your contact:  
Eventence  
Telephone +49 69 756 02-24 34  
eventence@accenteservices.de*

- **How do I log into the WiFi service on the fairgrounds?**

*All exhibitors have access to free WiFi services during Heimtextil. You can use this access to visit websites and to download or send the occasional e-mail. Availability throughout the fairgrounds depends on the number of users. For instructions regarding WiFi services on the fairgrounds, please go to [https://heimtextil.messefrankfurt.com/frankfurt/de/ausstellerservices/Stand construction/messe-frankfurt-wlan.html](https://heimtextil.messefrankfurt.com/frankfurt/de/ausstellerservices/Stand%20construction/messe-frankfurt-wlan.html).*

*If you need a guaranteed bandwidth, we suggest that you order WiFi products in the Shop for Exhibitor Services, which products are subject to a fee.*

### **3.1.2 Non-stand related services**

- **Where can I order transport and/or logistics services for use on the fairgrounds?**

*You can order forklifts, cranes, and other technical equipment from Messe Frankfurt's Logistics Services team. The team also handles your full and empty freight crates and accepts your cargo, takes it to storage, and delivers it to your stand per your instructions.*

*Forklift and crane services for the fairgrounds only can be ordered in the Shop for Exhibitor Services and will be provided by Messe Frankfurt's logistics services partners. The same applies to the storage of full and empty freight crates during the trade fair.*

*For individualised consulting, please contact the Logistic Services team at Telephone +49 69 75 75-60 75 or [logistics@messefrankfurt.com](mailto:logistics@messefrankfurt.com)*

- **Where can I order office space and/or conference rooms on the fairgrounds?**

*Your contact:*

*Room Coordination team*

*Telephone +49 69 75 75-35 65*

*[Raumkoordination@messefrankfurt.com](mailto:Raumkoordination@messefrankfurt.com)*

### **3.2 Marketing / press**

- **What is the deadline for submitting media/catalogue entries?**

*The deadline is 12 October 2018.*

*If you have any questions regarding your catalogue entry, please contact Messe Frankfurt Medien and Service GmbH at Telephone +49 69 75 75-51 31 or [mediapackage.heimtextil@messefrankfurt.com](mailto:mediapackage.heimtextil@messefrankfurt.com)*

- **Where can I receive free marketing materials for the trade fair?**

*Your marketing materials will be available in the online shop at [www.promotion.messefrankfurt.com](http://www.promotion.messefrankfurt.com) as of September 2018.*

*In the shop you will find free print and/or digital marketing materials you can use to attract attention to your appearance at Heimtextil. Materials include information flyers, personalisable e-cards, and coupons for entry tickets for your customers.*

*If you would like comprehensive consultation services regarding the marketing materials available or if you have any questions regarding the optimal combination of marketing materials or regarding personalisation, please contact the Marketing Services team at Telephone +49 69 61 999-115 /-116 or [service@dialogistiker.de](mailto:service@dialogistiker.de)*

- **What are my options regarding press work during the trade fair?**

*You can rent a pigeonhole at the Press Centre for your printed press documents. In addition, you can book an online pigeonhole for text and photos on our website where you can present your innovations to the media.*

*If you would like to organise press talks at your stand or in a conference room on the fairgrounds, we will include the respective date in our official list of press appointments. In addition, we will help organise a conference room that meets your needs.*

*For more information please contact*

*Heike Meub*

*Telephone +49 69 75 75-65 20*

*heike.meub@messefrankfurt.com*

- **Where can I book space for advertising on the fairgrounds?**

*You can book advertising space in the Shop for Exhibitor Services under Marketing Services.*

*Your contact:*

*Team Advertising Services*

*Telephone +49 69 75 75-56 46*

*advertising.services@messefrankfurt.com*

*Please click [here](#) to view a list of options.*

### **3.3 Billing**

- **When will I receive the invoice for the goods/services I order?**

*Invoices for stand-related services such as suspensions, electrical, water or telecommunication outlets will be sent to you after the trade fair.*

*If you have any questions regarding individual invoices, please contact the respective department or partner that sold the service to you. You can view the e-mail addresses and telephone numbers by clicking on the name of the respective service in the Shop for Exhibitor Services.*

- **To whom will the invoice for my order be sent?**

*Generally, all invoices will be sent to the billing address saved in Messe Frankfurt's central system. If you want individual invoices to be sent to another address, please contact the hotline at +49 69 75 75-29 99 or at [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com) before placing your order.*

## **4. Permits for installation and dismantling / exhibitor tickets / coupons for entry tickets / entry tickets**

- **Where can I get permits for installation and dismantling?**

You can download a pdf file of your permit to be used for installation and dismantling from the Exhibitor Ticket Services portal. Simply print the requested number of permits.

Each installation and dismantling helper needs his own card, on which he enters his name, so that an access is possible. Please note that random permit inspections may be conducted.

These permits are to be used exclusively for installation and dismantling your stand. Every person involved in the installation and dismantling of your stand must have a permit and must carry it in a visible location at all times.

Alternatively, you can obtain permits for installation and dismantling at the Service Centre at Torhaus, level 2, or at the entrances to the fairgrounds.

Please note that permits for installation and dismantling are not valid for public transportation.

**- Where can I get exhibitor tickets?**

Depending on the size of your stand, you will receive the following number of exhibitor tickets free of charge:

|                            |                 |                           |                 |                             |                  |
|----------------------------|-----------------|---------------------------|-----------------|-----------------------------|------------------|
| 10 m <sup>2</sup> and less | 2 tickets each  | 301 to 350 m <sup>2</sup> | 35 tickets each | 801 to 850 m <sup>2</sup>   | 85 tickets each  |
| 11 to 20 m <sup>2</sup>    | 4 tickets each  | 351 to 400 m <sup>2</sup> | 40 tickets each | 851 to 900 m <sup>2</sup>   | 90 tickets each  |
| 21 to 30 m <sup>2</sup>    | 5 tickets each  | 401 to 450 m <sup>2</sup> | 45 tickets each | 901 to 950 m <sup>2</sup>   | 95 tickets each  |
| 31 to 50 m <sup>2</sup>    | 6 tickets each  | 451 to 500 m <sup>2</sup> | 50 tickets each | 951 to 1000 m <sup>2</sup>  | 100 tickets each |
| 51 to 80 m <sup>2</sup>    | 8 tickets each  | 501 to 550 m <sup>2</sup> | 55 tickets each | 1001 to 1050 m <sup>2</sup> | 105 tickets each |
| 81 to 100 m <sup>2</sup>   | 10 tickets each | 551 to 600 m <sup>2</sup> | 60 tickets each | 1051 to 1100 m <sup>2</sup> | 110 tickets each |
| 101 to 150 m <sup>2</sup>  | 15 tickets each | 601 to 650 m <sup>2</sup> | 65 tickets each | 1101 to 1150 m <sup>2</sup> | 115 tickets each |
| 151 to 200 m <sup>2</sup>  | 20 tickets each | 651 to 700 m <sup>2</sup> | 70 tickets each | 1151 to 1200 m <sup>2</sup> | 120 tickets each |
| 201 to 250 m <sup>2</sup>  | 25 tickets each | 701 to 750 m <sup>2</sup> | 75 tickets each | 1201 to 1250 m <sup>2</sup> | 125 tickets each |
| 251 to 300 m <sup>2</sup>  | 30 tickets each | 751 to 800 m <sup>2</sup> | 80 tickets each |                             |                  |

Exhibitor tickets are valid for the duration of the trade fair only. They entitle the holders to access the fairgrounds/halls, generally one hour prior to the official opening.

Exhibitor tickets are issued exclusively to exhibitors and stand personnel and must not be forwarded to customers. If you need any additional exhibitor tickets, we will provide them to you for a fee. You can personalise and print your exhibitor tickets conveniently in the Exhibitor Ticket Services portal. The number of free tickets you are allotted automatically is linked to your stand number and will be shown in the portal.

**- Where can I get coupons for entry tickets?**

Coupons (for one-day entry) are valid for the duration of the trade fair and entitle holders to access the fairgrounds during the hours the trade fair is open.

You can purchase coupons for entry tickets in the Exhibitor Ticket Services portal or order them as part of your Promotion Package. After the trade fair, you will be billed only for the coupons that have been redeemed.

## 5. Installation and dismantling

### **When can I start installing/dismantling my stand?**

Please go to <https://heimtextil.messefrankfurt.com/frankfurt/de/planung-vorbereitung/aussteller.html#aufbau> to view the new regulations regarding installation and dismantling in detail.

During regular installation and dismantling hours, work can be carried out in the halls 24 hours a day. The carpeting will be laid on the last day of installation, starting at 3:00 p.m. The aisles in all halls must be vacated at this time. Please ensure that after 3:00 p.m. all installation and/or decoration work is restricted to the interior of your stand. All aisles will be carpeted for the duration of the trade fair.

## 6. Travel / online registration / parking before, during and after the trade fair

### - **Where can I get permits for vehicle access to the fairgrounds?**

To ensure smooth installation and dismantling of Heimtextil 2019, all vehicles that access the fairgrounds for early and regular installation (27 - 28 December 2018 and 2 - 7 January 2019) and for dismantling (12 - 13 January 2019) must be **registered** in advance and must report to the check-in point.

Exhibitors, stand construction companies, and forwarders can register online and can download and print the registration confirmation conveniently in advance. You will be required to show your confirmation at the check-in point. Please follow the signage. The information you provided during registration will be read into the system when you check in, and you will be assigned a loading zone. Once the loading zone is available, you will receive an **access permit** for your vehicle. The number of the gate through which you can access the fairgrounds will be indicated on the permit.

You can register in advance as of 5 November 2018 at <https://einfahrt.messefrankfurt.com/ees/deliverer>.

For more information regarding traffic regulations during Heimtextil, please [click here](#).

### - **What are the rules regarding parking during the trade fair?**

Lorries with a permissible total weight of 2.5 tons will be provided with parking space on the fairgrounds or in the Rebstock parking garage subject to a fee. Please submit your reservation in the Shop for Exhibitor Services no later than six weeks prior to the beginning of the trade fair. Also for a fee, transporters and lorries can be parked in the lot (Rebstock Parkplatz)

operated by Messe Frankfurt Venue GmbH. Reservations are not necessary for the use of this parking lot.

Delivery vehicles are allowed to enter the fairgrounds for one hour on trade fair days (on the last day only before 2:00 p.m.). Drivers will be required to make a 100 euro deposit which will be retained if the one-hour period is exceeded.

On the last day of the trade fair, the latest access will be at 2:00 p.m. Access to the fairgrounds will be closed to vehicles between 2:00 p.m. and the beginning of the period in which vehicles can access the fairgrounds for dismantling purposes. Vehicles used for dismantling purposes must be taken to Sammelplatz E1 at Rebstock where a permit can be obtained. From 3:00 p.m. and 10:00 p.m. on 11 January 2019, shuttles will run regularly between the fairgrounds and Station 4 at the Rebstock parking lot for lorries free of charge. You will have the opportunity to take small cargo from the fairgrounds on 11 January 2019 between 5:00 p.m. and 7:00 p.m. before vehicles can access the fairgrounds for dismantling purposes. On the last two installation days and during the trade fair, Messe Frankfurt will issue a limited number of **special dismantling access permits for lorries and small transporters with a permissible total weight of 3.5 tons.**

**You can pick up a special dismantling access permit from 6 to 11 January 2019 between 10:00 a.m. and 2:00 p.m. at the Central Information Centre at Torhaus, level 02.** You will be required to sign a declaration confirming that 200 euros will be added to your ancillary costs if you fail to leave the fairgrounds before the deadline indicated on the special permit. Special dismantling access permits only will be issued to exhibitors who provide identification and their customer number. No more than 400 special dismantling access permits will be issued.

You must enter and leave the fairgrounds through the gate indicated on your permit. Please note that Messe Frankfurt will not be able to provide any freight lifts because of the work on the carpeting in the aisles.

For more information regarding traffic regulations during Heimtextil, please [click here](#)..

- **Where can I get installation permits for vehicles? Where can I order parking permits and when will I receive them?**

You can order parking permits for the fairgrounds and the Rebstock parking garage for **lorries with a permissible total weight of 2.5 tons** in the Shop for Exhibitor Services under Permits/Tickets. You do not need to register your vehicle at the Rebstock check-in point. The **deadline for ordering** parking permits **ends six weeks** before the trade fair begins. Parking permits will not be mailed until after the deadline for ordering them has expired.

If parking permits still are available after the deadline for ordering them has expired, the remaining tickets can be ordered in the Shop for Exhibitor Services but will not be mailed to exhibitors outside of Germany.

Subject to availability, parking permits ordered will be reserved and can be picked up on any of the last two installation days at the Service Counter at Torhaus, level 2.

- **Where can I get information on travelling to Frankfurt by car or public transport?**

*For information for your navigation system or your smartphone on travelling to Frankfurt am Main by car, please go to [www.heimtextil.messefrankfurt.com/anreise](http://www.heimtextil.messefrankfurt.com/anreise).*

- **Frankfurt am Main, an eco-friendly zone – what to keep in mind when travelling to the trade fair**

*The eco-friendly zone of the city of Frankfurt is located inside the ring of Autobahns formed by the BAB A5 in the west, the A3 in the south, and the A661 in the east. Vehicles with the applicable emissions permit and the respective badge can access the fairgrounds at any time. Vehicles without this badge can access the fairgrounds through Tor West or Tor Nord. When arriving from the A5, take the A648 and exit at Rebstock or Katharinenkreisel. You also can access the Rebstock parking garage via the exit at Rebstock.*

## 7. Contact information

- **Where can I find contact information for support with my planning/preparations?**

For information regarding your contacts on the Heimtextil team, please go to <https://heimtextil.messefrankfurt.com/frankfurt/de/contact.html>.

- **Important hotlines**

|                                    |                           |
|------------------------------------|---------------------------|
| <i>Shop for Exhibitor Services</i> | <i>+49 69 75 75-29 99</i> |
| <i>Stand Construction team</i>     | <i>+49 69 75 75-68 11</i> |
| <i>Ceiling Suspension team</i>     | <i>+49 69 75 75-68 99</i> |
| <i>Cleaning team</i>               | <i>+49 69 75 75-69 11</i> |
| <i>Electricity team</i>            | <i>+49 69 75 75-66 70</i> |
| <i>Water team</i>                  | <i>+49 69 75 75-66 78</i> |
| <i>Logistics Services team</i>     | <i>+49 69 75 75-60 75</i> |