Accente
Catering & Hospitality. For catering and stand delivery phone: +49 69 75 602-0, www.accente.com, email: 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 www.gateway.messefrankfurt.com.

SET-UP

Access during advanced set-up:
On Friday, January 17, 2020 (Christmasworld) and Saturday, January 18, 2020 (Paperworld and Creativeworld) from 00:00 am to midnight.

The entrance during the advanced set-up is only possible upon proof of the advanced set-up permit. You can order the permits online in the service shop for exhibitors on the website www.serviceshop.messefrankfurt.com.
Your entry pass for access to the fairground has to be registered online in the electronic gateway system on the website www.gateway.messefrankfurt.com. After your successful registration you will receive an ordering confirmation per Email which you can download and print out.

In any case and at any time, please follow the signs to “Check-In”. At the Check-In, your documents will be verified and then checked whether a loading area is vacant. As soon as this is the case, you will receive an entry permit for your vehicle with the information at which gate your entrance is granted.

Access during regular set-up:
On Saturday, January 18, 2020 (Christmasworld) and on Sunday, January 19, 2020 (Paperworld and Creativeworld) from 00:00 am to midnight. Exhibitors, stand construction companies and freight forwarders can register in advance online at www.gateway.messefrankfurt.com. The registration confirmation is sent to you by e-mail and has to be printed out.

All vehicles (cars and trucks) register at the respectively marked check-in. Please follow the digital signposts in the direction of the check-in, off the A 648 motorway. Only at the check-in the final entrance to the trade fair grounds will be granted and the entry permit will be issued.

DURING THE FAIR EVENT
Exhibitors can reach their parking lots P1 and P2 via Gate East, P3 and P4 via Gate North, P8 via Gate 8 and P9 via Gate 9, P12 via Gate West.

Parking permits are also available on the fairground at the Fraport Service Center in Service Center Torhaus, Level 2. The counter is open from Wednesday, January 22 until Friday, January 24, 2020, daily from 8:30 am to 6:30 pm as well as on Saturday, January 25, 2020, from 8:00 am until 1:00 pm, phone: +49 69 75 75-13 14.

Delivery services can access the Exhibition Center for one hour. A deposit of € 100.00 is required at the gate.

DISMANTLING
Please note that on the last day of the exhibition a pre-registration via the Electronic Entry System is not required.

Access during dismantling:
On the last day of all exhibitions, Tuesday, January 28, 2020, vehicles will not be allowed to enter the exhibition center after 02:00 pm. You may remove small loads from the exhibition ground (vehicles of 3.5 tons max.) from 05:00 pm to 07:00 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 at the central information desk in the Service Center Torhaus, level 2 two days before the event and during the exhibition. Please note that the supply of passes is limited (400 pieces max.) and that they are only provided for exhibitors upon proof and presentation of their Messe Frankfurt customer number. When leaving the exhibition ground by 07:00 pm via Gate West, the special dismantling pass will not be invoiced.

Please note that dismantling is allowed inside the stands only on the last day of the fair, Tuesday, January 28, 2020 from 05:00 pm until 08:00 pm due to carpet removal in the aisles and delivery of empties by the freight forwarders.

On the last day of the fair, Tuesday, January 28, 2020 from 03:00 pm until 10:00 pm the car-park shuttle buses run between Entrance Portalhaus and Rebstock car park also stop at bus stop 4 at the truck assembly point Rebstock.

The official entry for dismantling vehicles starts on Tuesday, January 28, 2020 after 08:00 pm from the Rebstock assembly area only.

For dismantling on Wednesday, January 29 and Thursday, January 30, 2020 vehicle entry passes have to be ordered online in advance through the Electronic Entry System at www.gateway.messefrankfurt.com. Once you have registered successfully, you will be sent an email with the registration confirmation to print out.

All vehicles (passenger vehicles and trucks), must first pass through the Check-In. Please 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 for all fairs on Thursday, January 30, 2020, at 08:00 pm.

Accommodations
Booking: Frankfurt Tourism & Congress Board, Kaiserstr. 56, phone: +49 69 21 23 08 08, fax: +49 69 21 24 05 12, email: info@infofrankfurt.de.
Online hotel reservations: www.frankfurt-tourismus.de.

You can also arrange your booking in the main entrance area of Frankfurt Central Station at the “Tourist Info” counter, open daily from 08:00 am to 09:00 pm and on weekends from 09:00 am to 06:00 pm.

The Hotel Guide Frankfurt Rhein Main also gives you an overview of hotels located in and around Frankfurt am Main: www.hotelguide-frankfurt.com.

The printed hotel guide and the restaurant guide are available at Messe Frankfurt Medien und Service GmbH, phone: +49 69 75 75-60 83 or email: restaurantguide@messefrankfurt.com.

Address of Messe Frankfurt
For consignments to exhibitors:
Messe Frankfurt Exhibition GmbH
Christmasworld 2020 / Creativeworld 2020 / Paperworld 2020
insert exhibitor’s company name
(if available: contact person and cellphone number)
hall and stand number
Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main
Germany

You’ll find a sample label on www.messefrankfurt.com/logistics.
If you’d like your goods to be stored in our Cargo Center and / or delivered to your booth please contact our logistics service, phone: +49 69 75 75-60 75, email: logistics@messefrankfurt.com.

If you would like 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.

Admission Vouchers

To invite your customers to the trade fair can be ordered through our portal Ticket Services for Exhibitors: www.exhibitortickets.messefrankfurt.com.

Your customers can convert these into valid admission tickets by registering on 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.

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.

Advertising at the Fair

For exhibitors who want 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
- ePoster: 10 multimedia terminals along the Via Mobile for your advertising
- Advertising columns
- Triangle Tower
- Slim Box
- Advertising space opposite exhibition stands
- Advertising spots on Radio Via Mobile
- Brochure distribution to all exhibitors
- LED-Banners in the Torhaus

Advertising on the exhibition grounds — outdoors:
- Flags on the exhibition grounds
- Advertising space around the exhibition grounds
- Advertising towers on the exhibition grounds and indoors
- Mega poster on the exterior walls of the halls
- City Light Poster in the Rebstock multi-storey car park
- Advertising at the front of the Rebstock multi-storey car park

Please contact Advertising Services,
Mr. Benjamin Braun, phone +49 69 75 75-51 51
Ms. Vera Scholz, phone +49 69 75 75-69 23
Ms. Emmanuelle Mazoyer, phone +49 69 75 75-68 32

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 Emmanuelle Mazoyer, phone +49 69 75 75-68 32

Advertising Material

The distribution of advertising material may only take place at your own stand or on the rented promotion areas. Information can be obtained from Advertising Services:
Mr Benjamin Braun, phone: +49 69 75 75-51 60
Ms Vera Scholz, phone +49 69 75 75-69 23
Ms Emmanuelle Mazoyer, phone +49 69 75 75-68 32

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 1805-37 24 63 6 or visit www.frankfurt-airport.de.

Ambulance Service

see Emergency Calls

App

The Apps „Christmasworld Navigator“, „Creativeworld Navigator“ and „Paperworld Navigator“ offer the following features:
- Exhibitor Search: here you find companies and products
- Fairground Map with information about the stalls and the special shows
- Events: for example meetings, lectures, guided tours and special shows
- News: Press Releases and Social-Media-Channels
- Bookmarks: Bookmarked Companies and Events
- Scanner: Scan-Function for QR-Codes
- Close to: Downloads of PDF-Documents and Videos of Exhibitors
- My Downloads: all downloads from the Exhibitor Search and from „close to“ in one place.

The „Christmasworld Navigator“, „Creativeworld Navigator“ and „Paperworld Navigator“ are available free of charge for Apple equipment in the App Store as well as for Android in the Google Play Store.

Send feedback to: apps@messefrankfurt.com

Arrival / Departure

A regular train service is provided from Frankfurt Airport to Frankfurt Central Station (Frankfurt/Main Hbf) by suburban service lines S 8 or S 9 as indicated.

From Frankfurt Central Station to the fairground:
To get to the fair from Frankfurt Central Station you have four possibilities:
Take the suburban train (S-Bahn) from basement platform 104, lines S 3 (direction "Bad Soden"), S 4 (direction "Kronberg"), S 5 (direction "Bad Homburg / Friedrichsdorf"), S 6 (direction "Friedberg / Groß Karben").
The second stop is “Messe” (Torhaus station).
Or take the subway (U-Bahn), line U 4 (direction “Bockenheimer Warte”) to the next station “Festhalle / Messe”, arriving at the exhibition center, Entrance City.

Or use the tramway/streetcar: line 16 (direction “Ginnheim”) or line 17 (direction “Rebstockbad”) to the stop “Festhalle/Messe”.

Walking takes approximately 15 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”.

Ascoli Club
Ascoli Club - Torhaus level 2, phone: +49 69 75 75-58 79. Open to Ascoli club members only. The club is open during the trade show from Friday, January 24 to Monday, January 27, 2020, daily from 09:00 am to 06:00 pm. On the last day of the exhibition, Tuesday, January 28, 2020 it is open from 09:00 am to 04:00 pm.

Bank Office
Reisebank: Hall 4.1 foyer, phone: +49 69 978 807 63 315
Open during the fair, daily from Saturday, January 25 to Tuesday, January 28, 2020 from 09:00 am to 05:00 pm.
Outside the exhibition center you will find offices at the Frankfurt Central Station, south exit or at the airport, terminal 1, departure hall A, level 2. Opening hours: www.reisebank.de

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: barrier-free@messefrankfurt.com. Additional information is available on our website at: www.messefrankfurt.com, see Arrival and Stay.

Wheelchairs and scooters can be reserved for a deposit of € 50.00 on a daily base. Should you need the wheelchair for two or more days the deposit is € 100.00. Please contact the first aid station in Hall 4.0 Southwest, phone: +49 69 75 75-65 00 or first aid station in Hall 8.0 Foyer, 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 Torhaus Service Center, level 3, phone: +49 69 75 75-13 20. 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 Supplies Stores
see Tools

Bus Lines
Airport shuttles:
Direct shuttle bus service during the fair, from or to the airport via Terminal 1 from the charter busway opposite of Exit A on to Terminal 2, Exit E to the fairground Entrance Hall 3 East (only from Saturday, January 25, 2020) to Entrance Portalhaus.

One-way ticket, € 7.50 for adults and € 3.00 for children under age 14, transfer time approximately: 20 minutes.

The buses will run as follows:

From the Airport
Friday, January 24 to Tuesday, January 28, 2020
08:00 am to 12:00 noon: Terminal 1 – Terminal 2 – Entrance Portalhaus every 20-Min.

From the Fairground
Friday, January 24 to Tuesday, January 28, 2020
12:00 noon to 03:00 pm: Entrance Portalhaus – Terminal 2 – Terminal 1 every 60-Min.
03:00 pm to 07:00 pm: Entrance Portalhaus – Terminal 2 – Terminal 1 every 20-Min.

Car-park shuttles: Free car-park shuttle service between the Rebstock parking area and the exhibition ground (Entrance Portalhaus) on the trade fair days, 90 minutes before opening until 90 minutes after the end.

Driving route:
Bus line 1: Rebstock – Entrance Portalhaus West – Galleria 9 T Rebstock. From Friday, January 24 to Tuesday January 28, 2020 the bus line 1 runs from 08:00 am to 08:00 pm. On the last day, Tuesday, January 28, 2020 the bus line runs from 08:00 am to 10:00 pm.

Bus line 2: Rebstock – Entrance Hall 3 East – Rebstock. From Saturday, January 25 to Tuesday, January 28, 2020 the bus line 2 runs from 08:00 am to 08:00 pm. On the last day, Tuesday, January 28, 2020 the bus line runs from 08:00 am to 9:00 pm.

On the last day of the fair, Tuesday, January 28, 2020 from 03:00 pm until 10:00 pm the buses also stop at bus stop 4 at the truck assembly point at the Rebstock car park.

Evening and night buses are running between the exhibition ground (Forum North via various stops in relation to the announced stand parties) and the Rebstock parking area. Exit via Gate West.

Sunday, January 26, 2020 (exhibitors’ night) from 08:00 pm to 00:30 am (late after midnight)

Fairground Shuttles:
During the exhibition this free shuttle bus service runs from 07:30 am to 07:30 pm. On the last day of the exhibition, Tuesday, January 28, 2020, it runs only until 06:00 pm.

Driving route:
On Friday, January 24, 2020 from Entrance City (Hall 1 North) to Entrance LEA (Ludwig-Erhard-Anlage) nonstop to Entrance Portalhaus East.
From Saturday, January 25 to the last day of the fair Tuesday, January 28, 2020:

(On the last day of the fair the busses run only 60 minutes after opening hours).

Route:
Halle 1 Nord – Entrance LEA (Ludwig-Erhard-Anlage) – Hall 3 North – Intersection Halls 4, 5, 6 – Torhaus East – Hall 8 Southeast – Hall 9 South / Hall 11 North – Portalhaus East.

Nonstop Busses: run only on Friday, January 24, 2020 from Entrance City (Hall 1 North) to Entrance LEA (Ludwig-Erhard-Anlage) nonstop to Entrance Portalhaus East.

Nonstop Bus „Packaging-Express”: runs from Saturday, January 25, 2020 between Hall 3.0 Northwest and Hall 11.0 North during the tradefair.

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.

Do you wish to scan the business cards of your customer?
You can obtain an offer and information concerning visitor registration systems at the Multimedia Shop, located at the Business Center, Torhaus Service Center, level 3, phone: +49 69 75 75-13 20, email: multimedia-shop@messefrankfurt.com.

Available as follows:
Visitor registration LeadSuccess mobile app – without device
Visitor registration LeadSuccess mobile app – with device
Visitor registration LeadSuccess with barcode scanner
Visitor registration LeadSuccess with business card scanner
Visitor registration LeadSuccess complete package.

Business Center
Is located at the Service Center Torhaus, level 3, phone: +49 69 75 75-13 09. Open from Thursday, January 23 to Tuesday, January 28, 2020 daily from 08:30 am to 06:00 pm. You will find everything for your office needs here.

All mobile phones can be recharged in lockable boxes at the Business Center, where they can be picked up again after recharging.
The Multimedia Shop 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 99 09 90 9

Car Rental
Car rental stations are located at Frankfurt Central Station (Frankfurt/Main Hbf), travel service center (DB Reisezentrum):
Avis phone: +49 69 27 99 70 10
Hertz phone: +49 69 23 04 84
Sixt phone: +49 180 6 25 25 25

Car-Parking
see Parking

Car-Park Shuttle
see Bus Lines

Carpeting
see Stand Construction

Cash Desk
Open accounts can be settled at the Messe Frankfurt cash desk, Torhaus North, level 4, room 213. Cash desk opening hours are from 08:30 am to 05:00 pm.

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

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.
**Stand delivery (beverages and snacks):** phone +49 69 75 602-22 51 or +49 69 75 602-21 58, fax: +49 69 75 602-22 04
**Buffets and party service:** phone: +49 69 75 602-21 55 or +49 69 75 602-22 41, 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, fax: +49 69 75 602-21 67.

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

Cell Phones
see Multimedia Shop

Charging Stations for Electric Vehicles
Exhibitors can use the charging stations on the exhibition grounds. As there is only a limited number of charging stations, we ask you to register in good time by sending an email to emobil@messefrankfurt.com. In order to be able to process your inquiry shortly, please enter the following information in your mail: Date(s) of arrival, driver’s name, driver’s mobile phone number, vehicle registration number. All charging stations dispose of type 2 connections.

Check-In and Electronic Entry System
**Please note:** During set-up and dismantling all vehicles have to be registered online via the Electronic Entry System: www.gateway.messefrankfurt.com. After having registered successfully you will receive an email containing the registration confirmation. 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.

Please follow the digital signposts in the direction of the Check-In, off the A 648 motorway. Only at the check-in the final entrance to the trade fair grounds will be granted and the entry permit will be issued. For further information regarding traffic regulations, please see "Access for Vehicles" or visit us online at: www.messefrankfurt.com/traffic.

Church Center
Torhaus Service Center, level 4
You will find further information about the trade fair chaplaincy on the website www.messeseelsorge-frankfurt.de/english.

Cleaning – Hall and Facility Cleaning
**For stand, hall and facility cleaning** please contact our service team, phone: +49 69 75 75-69 11, email: cleaning@messefrankfurt.com.

Complete Stands
see Stand Construction

Computer
see Multimedia Shop

Conference Rooms
**at the exhibition center can be booked through the room coordination team, phone:** +49 69 75 75-35 65.
**For technical equipment for conferences and meetings (overhead projectors, flipcharts etc.), please contact Mr. Nicolas Richter, phone:** +49 69 75 75-64 83.

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 97 19 41 40, fax: +49 69 97 19 41 60, email: messe@stagegmbh.com.

Contact Persons
see Management of the Trade Fair

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.

Copies
see Business Center

Courier Service
see Postal Service

Cranes
see Logistics

Currency Exchange Office
see Bank Office

Customs
Located at the Cargo Center of Messe Frankfurt, on the first floor, phone: +49 69 75 75-65 14.
For customs clearance of fair goods our logistics partners are always at your service. The addresses of the logistics partners can be found under "Transports".
Dates
The next shows are:

Christmasworld in Frankfurt: Jan 29 – Feb 02, 2021
Paperworld in Frankfurt: Jan 30 – Feb 02, 2021
Creativeworld in Frankfurt: Jan 30 – Feb 02, 2021

Shows worldwide:
Paperworld Middle East / Playworld Middle East
Mar 09 – Mar 11, 2020
At the Dubai International Convention and Exhibition Centre
www.paperworldme.com
www.playworldme.com

Paperworld India / Corporate Gifts Show
Mar 19 – Mar 22, 2020
At the Bombay Exhibition Center
www.paperworldindia.com
www.corporategiftsshow.com

Paperworld China
Autumn 2020
National Exhibition and Convention Center Shanghai
www.paperworldchina.com

Hong Kong International Stationery Fair
Jan 11 – Jan 14, 2021
Hong Kong Convention and Exhibition Centre
www.hkstationeryfair.com

Further information on events abroad can be obtained at the Messe Frankfurt global information stand in the foyer of Hall 4.1, phone: +49 69 75 75-12 67.

Defibrillators
There are 18 defibrillators located on the fairgrounds. The location of each defibrillator is marked in this booklet on page 43. For the exact location within the building, please contact the responsible hall manager. Check the location within the halls before you visit the trade fair.

In a medical emergency call 112.
After an emergency call, please also inform the Operation and Security Center of Messe Frankfurt (OSC), phone: +49 69 75 75-33 33.

Dentist
Zahnärztlicher Notdienst e.V.
Phone +49 69 59 79 53 60 (all health insurances)
Private dental emergency service
Phone +49 69 25 78 07 31 (for private patients and self-pay patients)

Deutsche Bahn
see Railway

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

Dismantling

Regular dismantling: from Tuesday, January 28, 2020, 08:00 pm, nonstop to Thursday, January 30, 2020, 08:00 pm.

Dismantling in Forum 0 ends already on Wednesday, January 29, 2020 (Paperworld).

Please note that dismantling is allowed inside the stands only on Tuesday, January 28, 2020 before 08:00 pm due to carpet removal in the aisles after 03.00 pm and delivery of empties by the freight forwarders.

The official entry for dismantling vehicles starts on Tuesday, January 28, 2020 after 08:00 pm.

The dismantling of all shows ends on Thursday, January 30, 2020 at 08:00 pm.

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 Thursday, January 30, 2020:
- Café Bar Hall 3.0 East (Orange)
- Café Bar Hall 11.0 North East (Primavera)

Additionally, our self-service Restaurant Cucina, located in the Dependance, is open until Friday, January 31, 2020, daily from 07:30 am to 02:30 pm.

Pizza Service: Offered during dismantling from Tuesday, January 28, 2020 to Thursday, January 30, 2020 daily from 04:00 pm to 10:00 pm.
For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

Display Cases
You will receive the keys for the glass showcases along the Via Mobile from Advertising Services,
Mr Benjamin Braun, phone: +49 69 75 75-51 60
Ms Vera Scholz, phone +49 69 75 75-69 23
Ms Emmanuelle Mazoyer, phone +49 69 75 75-68 32.

Doctor
During the trade fair a medical doctor is on duty at the exhibition ground. The location of the doctor can be obtained from the Operation and Security Center (OSC) of Messe Frankfurt, phone: +49 69 75 75-33 33.
In case of a medical emergency, dial 112.
24-hour medical emergency service phone: +49 69 19 29 2
24-hour private patient emergency service phone: +49 69 69 44 69
Drugstore
see Pharmacies

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

Easyorder
see Shop for Exhibitor Services

Electricians
see Stand Fitting

Emergency Calls
Ambulance service phone: 112
Police phone: 110
Fire Department phone: 112
After an emergency call, please also inform the Operation and Security Center of Messe Frankfurt (OSC), phone: +49 69 75 75-33 33.

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 the Halls 8 and 9), Entrance Torhaus (S-Bahn Terminal), Entrance Hall 3.0 East and Entrance Portalhaus.
Additional entrances for exhibitors (ticket holders):
Enterance LEA (Ludwig-Erhard-Anlage), Entrance Festhalle South, Entrance Hall 3.0 West.

Evening Out

Eventence
provides hostesses and stand assistants for the trade fair.
During the fair: Eventence, Torhaus Service Center, level 2, phone: +49 69 75 75-13 11.
Before or after the fair please contact Eventence, phone: +49 69 756 02-23 24, eventence@accente.com or www.accente.com.

Events
You will find all events on the websites of each trade fair under “Themes & Events”.

Christmasworld Events:

Creativeworld Events:

Paperworld Events:

Besides you will receive information about the event programme in the apps „Christmasworld Navigator“, „Creativeworld Navigator“ and „Paperworld Navigator“.

Exhibitor Profile Online
For updates or changes of your online profile for the exhibitor search function of the Christmasworld 2020 / Creativeworld 2020 / Paperworld 2020 please phone: +49 69 75 75-50 90 or send an email: service@online.messefrankfurt.com.

Exhibitors’ Hotline
For any questions or requests, please contact the exhibitors’ service hotline from Wednesday, January 22, 2020 to Tuesday, January 28, 2020, daily from 08:00 am to 07:00 pm.
You can reach us by phone: +49 69 75 75-66 99.
For additional service phone numbers: see Hotlines

Exhibitor Passes
During the official days of the fair all exhibitor passes include free travel to and from the exhibition center using the local public transport system RMV (detailed information provided by www.rmv.de). These tickets are for exhibitors and their staff members only and should, in no case, be passed on to customers. The exhibitor pass entitles the holder to admittance to the exhibition center and the halls one hour before the official opening time.
On the last day of set-up, admission is valid from noon on, but the exhibitor pass is not yet valid for free travel with public transportation. Please note that exhibitor passes must be scanned every time when entering or leaving the exhibition center.
If you need additional exhibitor passes you can order them at any time online in the Shop for Exhibitor Services on the website www.exhibitortickets.messefrankfurt.com.
You can also buy additional passes during the show from Wednesday, January 22, 2020 on, at the Central Information Desk, located in the Service-Center Torhaus, level 2, phone +49 69 75 75-13 04 or +49 69 75 75-13 33.

Exhibitors’ Night
The exhibitors’ night of Christmasworld, Creativeworld and Paperworld takes place on Sunday, January 26, 2020, in Forum, level 1, banquet hall Panorama, starting at 07.00 pm (entry at 06:00 pm). Shuttle busses run from 08:00 pm to 00:30 am (after midnight), every 30 minutes between Forum North Side and parking area Rebstock.
Fairconstruction
see Stand Construction

Fairground Maps
in this booklet on pages 44-45.

Fair Shop
Trendy gifts are sold at the Fair Shop in the foyer of Hall 4.1. For information, please contact Ms Waldinger, phone: +49 69 75 602-24 33 or Mr Wellems, phone: +49 69 75 602-24 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.
The exhibitor’s name, hall and stand number must be indicated.

Fire Department
Located in Hall 4.0 Southwest, phone +49 69 75 75-65 50.
In case of an emergency, call: 112.
After the emergency call, please also inform the Operation and Security Center, phone: +49 69 75 75-33 33.

First Aid Station
Hall 4.0 Southwest
Halle 8.0 Foyer Northwest
The medical stations are open during the trade fair. There is also an emergency doctor on the premises. Please contact the Operation and Security Center, phone: +49 69 75 75-33 33 for the opening hours of the medical stations during assembly and disassembly as well as the location of the emergency doctor.

In the event of a medical emergency, phone: 112.
After the emergency call, please also inform the Operation and Security Center, phone: +49 69 75 75-33 33.

Medical emergency service: 24-hour service, phone: +49 69 19 29 2
Private patients: 24-hour service, phone: +49 69 69 44 69

Flight Schedule
Please check at any information point.

Flowers
are offered by the florist AS Green Event from Wednesday, January 22, 2020 in the foyer of Hall 4.0. During the trade fair, please contact AS Green Event at phone: +49 69 74 22 19 35.

Foreign Trade Shows
see Dates

Further information on events abroad can be obtained at the Messe Frankfurt global information stand in the foyer of Hall 4.1

Forklift
see Logistics

Forwarding Agents
of Messe Frankfurt Venue GmbH can be contacted through our Messe Frankfurt Logistics Services, phone: +49 69 75 75-60 75, fax: +49 69 75 75-96 07 5, email: logistics@messefrankfurt.com.

Found Item
see Lost and Found

Frankfurt Airport
see Airport Frankfurt

Fraport Exhibitor Parking Service
see Parking

Frankfurt Information
is available at the Frankfurt Tourism & Congress Board, phone: +49 69 21 23 88 00. You can also visit www.frankfurt.de or www.messefrankfurt.com, see: For visitors / What’s on in Frankfurt.

Furniture Rental
see Stand Construction

GPS
Please enter the street name in your satellite navigation system:
Check-In (Set-up): Bruno-Poelke-Strasse leads to the Check-In at the Rebstock parking area

Visitors: Zum Messeparkhaus Rebstock leads to the Rebstock car park

Exhibitors: Europa-Allee, from there follow the signs leading to Gate South
Katharinenkreisel, from there follow the signs leading to Gate North
Strasse der Nationen leads to Gate West

Press: Strasse der Nationen leads to Gate West

Trucks: Bruno-Poelke-Strasse leads to truck parking lot section E1
Graphic Designer
see Stand Construction

Groceries
see Mini Markets

Guards
Stand guards: Messe Frankfurt Venue GmbH, Service-Team, phone: +49 69 75 75-63 42, fax: +49 69 75 75-63 48.

Hall Managers
can be reached at the following telephone numbers:
- Forum: phone +49 69 75 75-54 39
- Hall 1: phone +49 69 75 75-63 01
- Hall 2: phone +49 69 75 75-63 02
- 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
- Hall 12: phone +49 69 75 75-63 12

Halls Occupied
in this booklet on pages 44-45.

Hostesses
Please contact Eventence, located during the fair 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 02-23 24, email: eventence@accente.com or www.accente.com.

Hotel Bookings
see Accommodations

Hotel Guide Frankfurt Rhein Main
see Restaurant Guide Frankfurt / Rhine - Main

Hotlines
For any questions or requests, you can contact the exhibitors’ service hotline from Wednesday, January 22, 2020 to Tuesday, January 28, 2020, daily from 08:00 am to 07:00 pm. You can reach us by phone: +49 69 75 75-66 99.

Information
Please call our Information Center for further information about FAIR 2020 or Messe Frankfurt, phone: +49 69 75 75-0. During the event you can also visit the information points. Directory assistance: for national calls, phone: 11 8 33 and international calls, phone: 11 8 34.

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:
- Mr. Benjamin Braun, phone +49 69 75 75-51 60
- Ms. Vera Scholz, phone +49 69 75 75-69 23
- Ms. Emmanuelle Mazoyer, phone +49 69 75 75-68 32.

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

Infringement of Copyright
see Messe Frankfurt against Copying

Insurance
Allianz general agency Lars Sauer, phone: +49 69 65 30 20 92, fax: +49 69 65 30 20 93, email: lars.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 our 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 69 75 75-14 48, email: lostandfound@messefrankfurt.com.

Invoice
see Cash Desk

Kindergarten
Service Center Torhaus, level 1. Children between the ages of three and ten are looked after for free. Opening hours: Friday, January 24 to Monday, January 27, 2020, from 09:00 am to 06:00 pm. On the last day of the fair, Tuesday, January 28, 2020 to 05:00 pm.

Laptops
see Multimedia Shop

Lawyers
Please contact the law office Heuking Kühn Lüer Wojtek PartGmbB and attorney-at-law Mr. Thorsten A. Wieland (Partner), Goetheplatz 5-7, 60313 Frankfurt am Main, phone: +49 69 97 56 14 22, fax: +49 69 97 56 14 00, www.heuking.de.

During the exhibition you will find our experts of “Messe Frankfurt against Copying” at the information booth located in the foyer of Hall 4.1. You can call our legal emergency service phone: +49 69 75 75-12 12 or phone +49 69 75 765-12 73.

Lettering
see Stand Construction

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

**Agility Logistics GmbH**, Cargo Center Messe Frankfurt, 3rd floor, phone: +49 69 97 67-14 20 0 or +49 69 75 75-67 82 or

**DHL Trade Fairs & Events GmbH**, Cargo Center Messe Frankfurt, 2nd floor, phone: +49 69 97 67-14 11 4 or +49 69 97 67-14 12 3 or +49 69 75 75-69 13.

Logistics
Various logistics services are offered to you at the exhibition ground, for example forklifts or storage, by Messe Frankfurt Logistics Services, phone: +49 69 75 75-60 75, fax: +49 69 75 75-96 07 5, email: logistics@messefrankfurt.com.

Lost and Found
The Lost and Found office is located at the Torhaus Service Center, level 0 and is open from Thursday, January 23, 2020 to Thursday, January 30, 2020. Phone: +49 69 75 75-14 48, email: lostandfound@messefrankfurt.com.

During the fair you can also inquire about lost items at every information point.

Shortly after the fair, inquiries can be addressed in writing to lostandfound@messefrankfurt.com.

Loudspeakers
see Media Technology

Lufthansa
A Lufthansa check-in counter is located in the City entrance, level 0, open from Sunday, January 26, 2020 to Tuesday, January 28, 2020, during the opening hours of the exhibition.

After checking in online for a LH Group flight (flights with LH, OS, LX 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.

Reservations: phone +49 69 86 79 97 99 (24 hours) or www.lufthansa.com.
Lufthansa Cargo: phone +49 180 67 47 10 0 or email: lhcargo@dlh.de.

Management of the Trade Fair
The Exhibition Management Office is located at Service Center Torhaus, level 2. phone: +49 69 75 75-13 26, -13 27 or -13 28, fax: +49 69 75 75-13 25 (reachable by phone from Friday, May 10, 2019).

The management office is open from Friday, January 17, 2020 at 8:00 am daily present throughout the exhibition.

Your contacts at *Christmasworld* are:

Director Brand Management Christmasworld
Eva Olbrich, phone +49 69 75 75-68 52

Martina Bullack, Sales Manager
Halls 8.0, 11.0,
Elina Fech, Sales Manager
Hall 12.1
Stefan Schopp, Sales Manager
Halls 9.0, 12.0

Your contacts at *Paperworld* are:

Director Brand Management Paperworld
Michael Reichhold, phone +49 69 75 75-62 00
Elina Fech, Sales Manager
Halls 1.1, 1.2, Forum 0
Your contacts at Creativeworld are:

Christopher Huth, Sales Manager  
Halls 4.0, 6.1  
phone +49 69 75 75-57 10

Andrea Müller, Sales Manager  
Halls 3.0, 4.0, Foyer 4.1  
phone +49 69 75 75-60 89

Juliane Rück, Sales Manager  
Hall 3.1  
phone +49 69 75 75-63 56

Your contacts at Creativeworld are:

Director Brand Management Creativeworld  
Michael Reichhold,  
phone +49 69 75 75-62 00

Christopher Huth, Sales Manager  
Halls 4.1, 4.2  
phone +49 69 75 75-57 10

Media Package
As a stipulation of your contract covering the participation in FAIR 2020 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.FAIR.com, in the FAIR 2020, on the interactive ground map and on location in the visitor information system.

For questions concerning your Media Package, please call +49 69 75 75-50 90 or send an email to 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, email: videotechnik@messefrankfurt.com.

Medicine
A pharmacy service for prescribed medicine is offered at the central information desk, located at Service Center Torhaus, Level 2, phone: +49 69 75 75-13 04 and +49 69 75 75-13 33.

If you hand in your prescription before 11:00 am, your medication will be brought to your booth if desired or you can pick it up at the central information desk.

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 you can get in touch with the legal experts of “Messe Frankfurt against Copying” at the information booth located in the foyer of Hall 4.1, phone: +49 69 75 75-12 73 or send an email to: againstcopying@messefrankfurt.com.
Newspaper Stand

Are located in Hall 4.1 Foyer (across from the restaurant Metropol) and in the crossing area of Hall 5.1/6.1 each are open from Saturday, January 25 to Monday, January 27, 2020 from 08:00 am until 06:00 pm, on the last day of the fair, Tuesday, January 28 from 08:00 am until 05:00 pm.

In Galleria 9.T open from Friday, January 24 until Monday, January 27, 2020 from 08:00 am until 06:00 pm, on the last day of the fair, Tuesday, January 28 from 08:00 am until 05:00 pm. as well as at all supermarkets.

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.

Office Equipment

see Multimedia Shop

Office Supplies

see Mini Markets

Online

www.messefrankfurt.com
www.accente.com
www.congressfrankfurt.de
www.fairconstruction.com

Christmasworld

www.christmasworld.com
www.facebook.com/christmasworld
www.twitter.com/christmasworldF

Creativeworld

www.creativeworld.com
www.facebook.com/creativeworld.frankfurt
www.twitter.com/creativeworld_

Paperworld

www.paperworld.com
www.facebook.com/paperworld
www.twitter.com/paperworld_fair

Online Banner

Extra visibility for your company with online banners, placed on the event homepage of Messe Frankfurt. Be present before, during and after the exhibition.

Ms Emmanuelle Mazoyer will be pleased to advise you, phone: +49 69 75 75-68 32.

Opening Hours

The Christmasworld 2020 is open for trade visitors from Friday, January 24, 2020 until Monday, January 27, 2020 daily from 09:00 am to 06:00 pm and on the last day of the fair, Tuesday, January 28, 2020 from 09:00 am to 05:00 pm.

The Paperworld and Creativeworld 2020 are open for trade visitors from Saturday, January 25, 2020 until Monday, January 27, 2020 daily from 09:00 am to 06:00 pm and on the last day of the fair, Tuesday, January 28, 2020 from 09:00 am to 05:00 pm.

Packaging Material

You can obtain cardboard boxes, wrapping materials, adhesive tape etc. directly at the logistics partners of Messe Frankfurt. The addresses of the logistics partners can be found under “Transports”.

Painters

see Stand Construction

Parking

Exhibitors with parking tickets for the exhibition ground (can be ordered via the Shop for Exhibitor Services, distribution by Fraport AG) can reach the parking area P1 and P2 via Gate East, P3 and P4 via Gate North, parking area P8 via Gate 8 and parking area P9 via Gate 9, parking area P12 via Gate West. Elevated vehicles park on the Rebstock premises Block D.

Parking permits are also available on the fairground at the Fraport Service Counter in the Service Center Torhaus, level 2. The counter is open on Thursday, January 23 and on Friday, January 24, 2020, daily from 8:30 am to 6:30 pm as well as on Saturday, January 25, 2020, from 08:00 am until 01:00 pm, phone: +49 69 75 75-13 14.

Visitors: The multi-storey car park Rebstock has space for 5,400 cars on seven levels. The daily parking fee is € 15.00 and outside the car park € 10.00. A free shuttle service to the exhibition ground is provided.

Press: P10 via Gate West

Stand constructor trucks: Rebstock area Block E / E1

Parking on the Rebstock area for vehicles for set-up and dismantling is subject to a fee during the trade fair. On the last day of the trade fair parking is free of charge to position the vehicles for dismantling.

The fees are as follows:

€ 27.00 per day for vehicles < 10 m length and
€ 30.00 per day for vehicles > 10 m length.
Car-trailer parking permits on the exhibition grounds:
P3a (on the West side of Hall 3)
P10a (on the South side of Hall 10)
P12 West (behind Gate West)
Order via Shop for Exhibitors Services online:
€ 75.00 (Christmasworld) / € 60.00 (Paper- and Creativeworld) or € 15.00 per exhibition day

Patent Lawyers
see Lawyers

Payments
see Cash Desk

Pharmacies
There are no pharmacies at the exhibition center, but a pharmacy service for prescribed medicine is offered at the central information desk, located in Service Center Torhaus, Level 2, phone: +49 69 75 75-13 04 and +49 69 75 75-13 33.
If you hand in your prescription before 11:00 am, your medication will be brought to your booth if desired or you can pick it up at the central information desk.
Outside the exhibition center: Brocks’ Pharmacy, Skyline Plaza, phone: +49 69 25 75 82 23 30, www.apotheke-skyline-plaza.de; Apotheke im Hauptbahnhof (Frankfurt Central Station, basement level, north wing), phone: +49 69 23 30 47

Photocopies
see Business Center

Photographers
Information on the authorised photographer for your hall can be obtained through Mr Martin Rölz, phone: +49 69 75 75-64 11.

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, tablets, etc. may be carried, but not used for photography.

Exhibitors can obtain “photography forbidden” pictograms at their hall manager’s office.

Photography during the opening hours of the fair:
Exhibitors may only take pictures of their display booths by written permission.
Permits are free of charge and can be downloaded online in the Shop for Exhibitor Services, www.serviceshop.messefrankfurt.com.

Photography after the opening hours of the fair:
Taking pictures of display booths after opening hours is only possible by approved permission and chargeable payment. The charged permission has to be ordered in advance of the fair online in the Shop for Exhibitor Services, www.serviceshop.messefrankfurt.com.

For short-term inquiries please contact the management of the trade fair, present from Friday, January 17, 2020 in the Service Center Torhaus, level 2:
Phone: +49 69 75 75-13 26, +49 69 75 75-13 27 or +49 69 75 75-13 28, fax +49 69 75 75-13 25.

Pizza Service
For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.
This service is offered during set-up from Tuesday, January 21 to Saturday, January 25, 2020 daily from 10:00 am to 10:00 pm as well as during dismantling from Tuesday, January 28 to Thursday, January 30, 2020 daily from 4:00 pm to 10:00 pm.

Plants
see Flowers

Plumbers
see Stand Fitting

Police Station
During the trade fair the police are on duty in Hall 4.0 Southwest, phone: +49 69 75 75-65 55.
Emergency call: 110
The Messe Frankfurt Operation and Security Center (OSC) is open around the clock throughout the year, phone: +49 69 75 75-33 33.

Post Office
Outside the exhibition grounds: Ludwig-Erhard-Anlage 2-8 or at the main railway station opposite platform 23, central telephone: +49 180 23 33 3. 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 trade fair from 09:00 am to 05:00 pm, phone: +49 69 75 75-54 62, fax: +49 69 75 75-54 87, email: express-service.fairs@dhl.com.

Prayer
Church Center: Raum der Stille (Room of Silence), Torhaus level 4
Muslim Faith: Hall 10.4
Jewish Faith: Halle 4.C, Room 144

Prepaid Cards
see Multimedia Shop

Presentation Equipment
see Media Technology

Press Center
The Press Center for Christmasworld, Creativeworld, Paperworld 2020 is located at the Torhaus Service Center, level 4, phone: +49 69 75 75-13 00, fax: +49 69 75 75-14 83.
Open on Thursday, January 23, 2020 from 09:00 am to 05:00 pm, from January 24 to January 27, 2020, daily from 08:30 am to 08:30 pm and on the last day of the fair, Tuesday, January 28, 2020 from 08:30 am to 05:00 pm.
Press Service
Use the press area as a platform for the distribution of your press releases and information material (free of charge).

Just bring your press material to our Press Center in the Torhaus, level 4 on the day before the trade fair begins and then you don’t have to worry about anything. We will label the A4 size press compartment with the name of your company, making it easy to find for journalists looking for information about your company. We store your press material, regularly check your press compartment and refill it for you.

A reservation is necessary. Please contact Ms Nadine Pölzl, phone: +49 69 75 75-63 94, email: nadine.poelzl@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 contact the print shop of Messe Frankfurt, phone: +49 69 75 75-64 68.

Public Transportation Tickets
During the official days of the fair all exhibitor passes include free travel to and from the exhibition center using the local public transport system RMV (detailed information provided by www.rmv.de).
Train tickets for the German Railway can be obtained at the central station as well as at the suburban train track platform “Messe”.

Publisher
Exhibitors can pick up their catalogue at their hall manager’s office upon presentation of their exhibitor’s pass.

For catalogue entries, please contact:
Messe Frankfurt, Medien und Service GmbH, Publishing Services
Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main,
katalog@messefrankfurt.com,
www.publishingservices.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

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

Radio Via Mobile
The 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 during the trade fairs.

For further information please contact:
Mr Benjamin Braun, phone:+49 69 75 75-51 60
Ms Vera Scholz, phone. +49 69 75 75-69 23
Ms Emmanuelle Mazoyer, phone +49 69 75 75-68 32

Railway
24 hour information phone: +49 1806 99 66 33 or visit www.bahn.com.

Rebstock Parking
see Parking

Red Cross
see First Aid Stations

Relaxation
see Wellness Lounge

Rent a car
see Car Rental

Restaurant Guide Frankfurt / Rhine - Main
Restaurants in and around Frankfurt: covering a wide selection of establishments and packed with trade fair relevant information, Messe Frankfurt’s Restaurant Guide provides invaluable support for organizers, exhibitors and guests alike in the search for suitable venues for their events or evenings out. Equally helpful to anyone looking for suitable accommodation during their stay is Messe Frankfurt’s Hotel Guide, with which you can navigate swiftly through the vast assortment of hotels, apartments and guest houses in Frankfurt and the Rhine - Main region.

The publication Hotel & Restaurant Guide is available for download in the form of an e-magazine from the Apple, Google and Amazon app stores. The web sites www.restaurantguide-frankfurt.com and www.hotelguide-frankfurt.com, which can also be accessed from the Messe Frankfurt’s main internet portal, allow you to filter your search results according to the type of cuisine you prefer, the trade fair you are attending, hotel category, distance from the exhibition center, accessibility via public transport etc. You can even book certain hotels directly using the links provided.

The editor is Messe Frankfurt Medien und Service GmbH, phone: +49 69 75 75-60 83, email: restaurantguide@messefrankfurt.com.
Restaurants
The following restaurants offer various kinds of food:

**Torhaus Ebene 2: Fontana** – self-service,
open from January 24 to January 28, 2020: daily from 10:00 am to 04:00 pm

**Hall 3.0: Aubergine** – self-service,
open from January 25 to January 28, 2020: daily from 11:00 am to 04:00 pm

**Halle 3.0: Bar Aubergine** – self-service,
open from January 25 to January 28, 2020: daily from 09:00 am to 04:00 pm

**Hall 3.1: Trilogie** – waiter service,
open from January 25 to January 28, 2020: daily from 10:00 am to 04:00 pm

**Hall 4.0: Sky** – vegetarian food,
open from January 25 to January 28, 2020: daily from 10:00 am to 05:00 pm

**Hall 4.1: Piazza** – Italian flair,
open on January 24, 2020 from 10:00 am to 04:00 pm as well as
from January 25 to January 28, 2020: daily from 09:00 am to 05:00 pm

**Hall 4.1: Metropol** – self-service,
open from January 25 to January 28, 2020: daily from 10:00 am to 04:00 pm

**Halle 9.0: Centro** – free flow,
open from January 24 to January 28, 2020: daily from 09:00 am to 05:00 pm

**Halle 11.0: Verdino** – self service, international cuisine, pizza, pasta,
open from January 24 to January 28, 2020: daily from 10:00 am to 04:00 pm

**Halle 12.0: My Deer** – self service, organic food,
open from January 24 to January 28, 2020: daily from 10:00 am to 04:00 pm

**Halle 12.1: Finery** – self service,
open from January 24 to January 28, 2020: daily from 10:00 am to 04:00 pm

For your reservation in the service restaurant Trilogie, please call +49 69 75 602-22 84.

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

- **Open from Saturday, January 18, 2020:** Café Bar Hall 3.0 East (Orange)
- **Open from Monday, January 20, 2020:** Café Bar Hall 11.0 Northeast (Primavera)

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

- **Open until Thursday, January 30, 2020:** Café Bar Hall 3.0 East (Orange) Café Bar Hall 11.0 Northeast (Primavera)

Additionally, our self-service Restaurant Cucina, located in the Dependance, is open from Saturday, January 18, 2020 to Friday, January 31, 2020, daily from 07:30 am to 02:30 pm.

**Pizza Service:** For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.
This service is offered during set-up from Tuesday, January 21 to Saturday, January 25, 2020: daily from 10:00 am to 10:00 pm as well as during dismantling from Tuesday, January 28, 2020 to Thursday, January 30, 2020 daily from 04:00 am to 10:00 pm.

**RMV**
Rhein-Main-Verkehrsverbund (Rhine/Main Regional Transport Association), the Frankfurt public transport network, hotline phone: +49 69 24 24 80 24, 24 hours daily or visit www.rmv.de.

**Room Reservations**
see Accommodations

**S-Bahn**
see Arrival / Departure

**Safety and Security**
For all questions regarding safety and security, please contact Messe Frankfurt’s 24-hour Operation and Security Center (OSC), phone: +49 69 75 75-33 33.

**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, 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, cash machine, Supermarket, Meeting point, Wellness Lounge

**Torhaus Entrance, level 3, S-Bahn station:** S-Bahn connection

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

**Set-Up**

**Christmasworld:**
Advanced set-up time (chargeable) must be pre-registered:
On Friday, January 17, 2020, from 00:01 am until midnight. The advanced set-up time costs € 500.00.

You can order this service online in our Shop for Exhibitor Services: www.serviceshop.messefrankfurt.com.

If you have any questions, please contact Ms Lorena Benter, phone: +49 69 75 75-60 03, email: lorena.benter@messefrankfurt.com.

Regular set-up: From Saturday, January 18, 2020 starting at 00:01 am non-stop to Thursday, January 23, 2020, until 08:00 pm.

Please note: On the last day of set-up, Thursday, January 23, 2020, from 03:00 pm setting-up is only possible within the stands since the aisles must be kept completely clear due to carpet-laying.
Paperworld + Creativeworld:
Advanced set-up time (chargeable) must be pre-registered and will be charged with a fee of € 226.00 per day for stands under 200 sqm.
On Saturday, January 18, 2020 and Sunday, January 19, 2020 from 07.00 am until midnight.
The advanced set-up is not possible for Forum 0 and Hall 1.
You can order this service online in our Shop for Exhibitor Services:

If you have any questions, please contact Ms Christine Noll, phone: +49 69 75 75-66 69, email: christine.noll@messefrankfurt.com.

Regular set-up: From Monday, January 20, 2020 starting at 00:01 am non-stop to Friday, January 24, 2020, until 08:00 pm.
Please note: On the last day of set-up, Friday, January 24, 2020, from 03:00 pm setting-up is only possible within the stands since the aisles must be kept completely clear due to carpet-laying.

Set-up in Hall 1.2 starts Monday, January 20, 2020 at 05.00 pm.

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 days of set-up, Tuesday, January 21, 2020 to Thursday, January 23, 2020.
Mobile phone: +49 177 32 83 58 5.

During set-up several snacks are offered at the following Café Bars:
Open from Saturday, January 18, 2020: Café Bar Hall 3.0 East (Orange)
Open from Monday, January 20, 2020: Café Bar Hall 11.0 Northeast (Primavera)

Additionally, our self-service Restaurant Cucina, located in the Dependance, is open from Saturday, January 18, 2020 to Friday, January 31, 2020, daily from 07:30 am to 02:30 pm.

Pizza Service: For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.
This service is offered during set-up from Tuesday, January 21 to Saturday, January 25, 2020: daily from 10:00 am to 10:00 pm as well as during dismantling from Tuesday, January 28, 2020 to Thursday, January 30, 2020 daily from 04:00 am to 10:00 pm.

Set-up and Dismantling Passes
Set-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 set-up and dismantling period.
Additional set-up and dismantling passes can be ordered online in our ticket services for exhibitors: www.exhibitortickets.messefrankfurt.com.
From Wednesday, January 22, 2020, the set-up and dismantling passes are also available on site at the central information desk, located at the Torhaus Service-Center, level 2, please phone +49 69 75 75-13 04 and +49 69 75 75-13 33.

Shipping Address
see Address of Messe Frankfurt

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. If you have any questions, we will be glad to assist you, phone: + 49 69 75 75-29 99, email: serviceshop@messefrankfurt.com.

Shopping Facilities
see Mini Markets

Shuttle Bus
see Bus Lines

Smoking on the Fairgrounds
see Non-Smokers Protection Law

Sound Systems
see Media Technology

Social Media
Christmasworld
www.facebook.com/christmasworld
www.twitter.com/christmasworld

Creativeworld
www.facebook.com/creativeworld.frankfurt
www.twitter.com/creativeworld_

Paperworld
www.facebook.com/paperworld
www.twitter.com/paperworld_fair

Stand Assistants
see Hostesses

Stand Cleaning
see Cleaning - Hall and Facility Cleaning

Stand Construction
Fairconstruction is your partner for system stands, individual stand construction as well as rental furniture and equipment. You will find Fairconstruction in the Service Center Torhaus, level 2, open on Wednesday, January 22, 2020 from 08:00 am to 06:00 pm on Thursday, January 23, 2020 and on Friday, January 24, 2020 from 08:00 am to 06:30 pm as well as on Saturday, January 25, 2020 from 08:00 am to 12:00 noon.
You can contact Fairconstruction:
for exhibition stands, phone: +49 69 75 75-66 66 and for stand equipment, phone: +49 69 75 75-13 19.
Stand Construction Permit
Technical Event Management Messe Frankfurt,
phone: +49 69 75 75-59 04

Stand Deliveries
Deliveries to exhibitors during set up or the trade fair: see Address of Messe Frankfurt

Catering: see Catering

External caterer: For entry permits, please contact Accente GmbH, Ms Claudia Dill, phone: +49 69 75 60 2-21 29, fax: +49 69 75 60 2-21 67.

Stand Equipment
see Stand Construction

Presentation Equipment such as video and data projectors, plasma and LCD displays, video walls and light engineering. The exhibitor service - Video Equipment of Messe Frankfurt Venue GmbH can provide technical support for your event. Please call: +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, email: electricity@messefrankfurt.com.
Water: Please contact our service team, phone: +49 69 75 75-66 78, 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? Then please register the party online on our Shop for Exhibitor Services on www.serviceshop.messefrankfurt.com.

Please notice: Stand parties can be carried out from 06:00 pm until midnight the latest.
Stand parties must be announced and are limited to the requested and confirmed time.
A security guard per every hundred guests is mandatory (see “Guards”).
Stand parties are free of charge until 10:00 pm. After 10:00 pm they are subject to a flat rate of € 1.000 (one thousand) per additional hour started.

For further questions please contact Ms Judith Johner, phone. +49 69 75 75–68 90.

Stand Wall Cleaning
see Stand Construction

Storage Space
see Logistics

Suburban Trains
see Arrival / Departure

Super Market
see Mini Markets

Suspensions
see Ceiling Suspensions

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, Entrance Galleria in front of gate 9b, Entrance Portalhaus, taxi rank in front of Hall 3.0 East via Gate East and taxi rank in front of the Congress Center Messe Frankfurt (CMF).
During the fair, taxis may not enter the exhibition grounds before 07:30 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 – Team Telecommunications is able to provide your exhibition stand with everything that state-of-the-art telecommunication technology has to offer.
You can reach the telecommunications hotline at phone: +49 69 75 75-711 73 or fax: +49 69 75 75-711 74.

Telephones
Stand telephones can be ordered from Messe Frankfurt – Team Telecommunications, 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, 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 and 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 Portalhaus at Hall 11 and Entrance Hall 3.0 East. Entry for exhibitors is possible one hour before the official opening of the trade fair.
Exhibitors can pay open accounts at the cash desk of Messe Frankfurt located in the Service Center Torhaus North, level 4, Room 213. Opening hours during the trade fair from 08:30 am to 05:00 pm.

Ticket Services for Exhibitors
The new portal www.exhibitortickets.messefrankfurt.com offers you the opportunity to digitally create, manage and track the use of exhibitor passes and visitor vouchers. If you have any questions, please contact us by email: etickets@messefrankfurt.com or phone: +49 69 75 75-51 51.

Tools
The company Schröer offers you a wide range of tools in Hall 9.0 East, next to the elevator, open during the last three days of set-up, Tuesday, January 21, 2020 to Thursday, January 23, 2020. Mobile phone: +49 177 32 83 58 5.

Building supplies stores outside the exhibition centre:
Hornbach, Hanauer Landstr. 477, phone: +49 69 42 01 27 0 (open from Monday to Saturday, daily from 07:00 am to 08:00 pm);
toom Baumarkt, Mainzer Landstraße 681, phone: +49 69 93 99 98-10 (open from Monday to Thursday and Saturday, daily from 08:00 am to 08:00 pm, Friday from 08:00 am to 10:00 pm).

Torhaus
see Service Center

Towing Service
At the exhibition center, please contact the company WISAG, phone: +49 69 75 75-65 05.
Outside the exhibition center, please call the local Police Station, phone: +49 69 75 51 13 00.

Traffic Guide
to the exhibition Center in this booklet on pages 44-45.

Train Schedule
see Railway

Translators
see Interpreter

Transports
Goods transports to and from the exhibition grounds are handled by Messe Frankfurt’s logistics partners and, of course, by the freight forwarder of your choice.

Logistics partners on the exhibition ground:
Agility Logistics GmbH
Cargo Center Messe Frankfurt, 3rd floor, phone: +49 69 97 67-14 20 0 or call: +49 69 75 75-67 82
DHL Trade Fairs & Events GmbH
Cargo Center Messe Frankfurt, 2nd floor, phone: +49 69 97 67-14 10 0 or +49 69 75 75-69 13

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. The club card entitles to the early access to the exhibition grounds from 08:45 am on, 15 minutes before the official opening, as well as to free travel within the RMV (Rhein-Main-Verkehrsverbund) local transport network, on all days of the fair.

During your visit to the fair you can relax in the following Tulip Club lounges:
At Hall 4.2 (Restaurant Italia) – is the top floor of the hall, access via Foyer, phone: +49 69 75 75-14 52.
At Hall 9.T, an intermediate level of the hall parallel to entrance Galleria and the ticket office, phone: +49 69 75 75-14 54.
Both lounges are open from Saturday, January 25 to Monday, January 27, 2020 from 08:45 am until 07:00 pm, except for the last day of the exhibition on Tuesday, January 28, when it closes at 05:00 pm.

Please note that the Tulip Club Lounge in Hall 5.01 will be closed during construction work on the new Hall 5.

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 Systems – LeadSuccess
The visitor registration system LeadSuccess is available 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.

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 Mobile App – with device
- Visitor registration LeadSuccess Mobile App – without device
- Visitor registration LeadSuccess with barcode scanner
- Visitor registration LeadSuccess with business card scanner
- Visitor registration LeadSuccess complete package

Vouchers
see Admission Vouchers

W

Waste Disposal
is free of charge during the fair. You will be charged, however, for disposal of waste during set-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, email: cleaning@messefrankfurt.com.

Water Connection
see Stand Fitting

Websites
see Online

Wellness Lounge
Massage, relaxation, quality breaks and power napping are offered at our brainLight Lounge, located at Torhaus Service Center, level 3, opposite 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 ground. 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 exhibition ground 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 products, which can be ordered against a fee via the Shop for Exhibitor Services, www.serviceshop.messefrankfurt.com.

During the event please contact our Team Telecommunications, phone: +49 69 75 75-71 17 7.

Locations of defibrillators on the exhibition grounds