

christmasworld

25.01. – 29.01.2019

paperworld

26.01. – 29.01.2019

creativeworld

26.01. – 29.01.2019

Your service numbers

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

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christmasworld paperworld creativeworld

Christmasworld

January 25 to January 29, 2019

Paperworld

January 26 to January 29, 2019

Creativeworld

January 26 to January 29, 2019

Your A to Z from Accommodations to WLAN

(Subject to modifications)

A

Accente

Catering & Hospitality, phone: +49 69 75 602 0,
www.accente.com, info@accente.com.

Accident

see Emergency Calls

Access for Vehicles

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

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

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

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

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

Setting-up

Access during advanced set-up: Saturday, January 19 nonstop to Sunday, January 20, 2019, until midnight and has to be ordered from the Shop for Exhibitor Services.

Access during general set-up: From Saturday, January 19, 0:01 am to Thursday, January 25, 2019, 3 pm.

On Thursday, January 25, 2019, the last day of setting up the aisles have to be kept clear due to the carpet laying from 3 pm on. Inside your booth you can continue your work until midnight. All vehicles (passenger cars, vans and trucks) must first pass through the Check-In point. Please start to follow the digital signing "Check-In" from the motorway A 648. The Check-In is the only place where access to the exhibition center will be finally authorised.

Access during the exhibition: Exhibitors can reach P 3 and P 4 via Gate North, P 8 via Gate 8, P 9 via Gate 9 and P 12 via Gate West. Delivery services can access the Exhibition Center for one hour. A deposit of € 100.00 in cash is required at the gate.

Dismantling

Access during dismantling:

On the last day of the exhibitions, **Tuesday, January 29, 2019**, vehicles will not be allowed to enter the exhibition center **after 2 pm**. You may remove small loads from the exhibition center (vehicles of 3.5 tons max.) from 5 pm to 7 pm. Therefore, a **special dismantling pass** is required, against a declaration of cost assumption, which states that you will be charged € 200.00 together with the invoice of additional costs, in case you do not leave the exhibition grounds by the time indicated on the pass.

Special dismantling passes are available two days before the event and during the exhibition at the central information desk at Torhaus Service Center, level 2. Please note that the supply of passes is limited and that they are only provided for exhibitors upon proof and presentation of their Messe Frankfurt customer number. When leaving the fairgrounds by 7 pm via Gate West, the special dismantling pass will not be invoiced.

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

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

On Wednesday, January 30 and Thursday, January 31, 2019 vehicle entry passes for dismantling have to be ordered online in advance through the **Electronic Entry System** at: <https://einfahrt.messefrankfurt.com/ees/deliverer>. Registration is possible beginning ten weeks before the start of the trade fair. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds.

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

Dismantling ends on **Thursday, January 31, 2019, at 8 pm**.

Accommodations

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

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

The 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, Paperworld or Creativeworld 2019 - *insert exhibitors company name, hall and stand number* (and if available: Contact person and cellphone number) - Ludwig - Erhard - Anlage 1, 60327 Frankfurt am Main.

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

Advertising at the Fair

For exhibitors wanting to advertise outside their exhibition stand the range of products offered by Advertising Services includes:

Advertising on the exhibition grounds – indoors:

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

Advertising on the exhibition grounds – outdoors:

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

Please contact Advertising Services:

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

Digital Advertising:

Online Banners placed on the event homepage of Messe Frankfurt provide your company with extra visibility before, during and after the exhibition. Emmanuelle Mazoyer, phone: +49 69 75 75-68 32 will be pleased to advise you.

Advertising Material

may only be distributed inside your stand or at your additionally rented promotional space. For further information, please contact Advertising Services: Benjamin Braun, phone: +49 69 75 75-51 60, Emmanuelle Mazoyer, phone: +49 69 75 75-68 32 and Vera Scholz, phone : +49 69 75 75-69 23 will be pleased to advise you.

Advertising Spot

see Radio Via Mobile

Airlines

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

Airport Frankfurt

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

Ambulance Service

see Emergency Calls

App

The Smartphone App "Christmasworld Navigator, Paperworld Navigator and Creativeworld Navigator" is the orientation guide for exhibitors and visitors. Receive inspiration through news and information on the highlights of the exhibition, lectures, presentations and competitions. The app navigates you on the exhibition grounds via the exhibitor and product search.

The app offers the following features:

- News: twitter, facebook and press releases
- Trends 2019/20 for Christmasworld, Paperworld and Creativeworld
- Audio Guide, an accoustical guidance leading through the Creativeworld Trends and the Trade Concept 4.0 – Upgrade your store
- Events, special exhibits, lecture programmes, guided tours, awards
- Exhibitors search for companies and products
- Fairground, floor plan with booth details
- Favorites, your favorite companies and events at a glance
- Scanner, scan functionally for QR-codes
- Nearby, over the air downloads and videos from exhibitors you passed
- My Downloads, all downloads from the exhibitor search and from "Nearby" in one place

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

Arrival / Departure

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

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

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

Walking takes approximately 10 minutes (to entrance City).

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

Ascoli Club

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

B

Bank Office

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

Open from Saturday, January 26 to Tuesday, January 29, 2019, daily from 9 am to 5 pm.

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

Barrier-Free Visit within the Fairgrounds

Our information hotline for disabled visitors is always available to respond to your questions, comments and suggestions, phone: +49 69 75 75-69 99 or email: handicap@messefrankfurt.com. 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 basis. Should you need the wheelchair for two or more days the deposit is € 100.00. Please contact the German Red Cross at the first aid station in Hall 4.0 southwest, phone: +49 69 75 75-65 00, or the ASB at the first aid station in Hall 8, phone: +49 69 75 75-65 02. The Euro WC key to the barrier-free lavatories can be purchased (€ 25.00) in the Business Center at the Service Center, level 3, phone: +49 69 75 75-13 91. If you are not already in possession of this key, please contact our service personnel in the hall and they will be pleased to unlock the WC for you.

Beverage Services

see Catering

Boxes

see Packaging Material

Building Supply Stores

see Tools

Bus Lines

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

From the Airport: Departing from Terminal 1 (charter bus lane across from exit A) on to Terminal 2 (exit E) and then to the exhibition center, Entrance Portalhaus, daily from Friday, January 25 to Tuesday, January 29, 2019 and daily from Saturday, January 26 to Tuesday, January, 26, 2019 on to Hall 3.0 East. The buses run every 15 minutes between 8 am and noon.

From the Fairgrounds: Departing from Entrance Hall 3.0 East daily from Saturday, January 26 to Tuesday, January 29, 2019 and daily from Friday, January 25 to Tuesday, January 29, 2019 on to the Entrance Portalhaus and then to the airport, Terminal 1 and on to Terminal 2. The buses run every 30 minutes between noon and 3 pm and every 15 minutes between 3 pm and 7 pm.

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

Night buses: On Sunday, 27 January, 2019 (Exhibitors Night) buses run between 8:00 pm and 00:30 am between Forum north direction Rebstock parking area.

The last day of the trade show: On Tuesday, January 29, 2019 car-park shuttles run between 3:30 pm and 11:00 pm.

Fairground Shuttles: During the exhibition this free shuttle service runs from Saturday, 26 January, 2019, daily from 7:30 am and 7:30 pm. Shuttle route: Hall 1.0 north – Entrance LEA – Hall 3.0 north – Halls 4.0/5.0/6.0 – Torhaus east – Hall 8.0 southeast – Hall 10.0 north – Halls 9.0 south/11.0 north – Entrance Portalhaus east.

Non-Stop Buses run additionally between Entrance City (Hall 1.0 north), Entrance LEA nonstop to Portalhaus east, from Friday, 25 January, 2019, daily between 7:30 am and 7:30 pm and from Saturday, 26 January, 2019, daily from 7:30 am and 6:30 pm between Halls 9.0 east and 3.0 northeast.

Business Cards

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

You want to scan your visitor's business cards at your booth?

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

Business Center

is located at the Torhaus Service Center, level 3, phone: +49 69 75 75-13 09, open from Thursday, January 24 to Tuesday, January 29, 2019, daily from 8:30 am to 6 pm. You will find everything for your office needs here.

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

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

Business Matchmaking

The Business Matchmaking Programme fosters contact between manufacturers and buyers, even before the trade fair begins. There is an easy-to-use online platform available to help you plan meetings with new and existing customers. In addition, you will be given individual assistance from our matchmaking team. For further information, please visit the Information Stand in the foyer of Hall 4.1.

C

Cabs

see Taxi

Car Breakdown Assistance

The following automobile clubs will be pleased to help:

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

Car Rental

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

Avis	phone: +49 69 27 99 70 10
Hertz	phone: +49 69 23 04 84
Sixt	phone: +49 1806 25 25 25

Car-Parking

see Parking

Car-Park Shuttle Services

see Bus Lines

Carpeting

see Stand Equipment

Cashier

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

Cash Machines

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

Cash Sales

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

Catalogues

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

Catering

Accente GmbH provides complete catering for all occasions.

Beverages and snacks: phone: +49 69 75 602-22 51 or +49 69 75 602-21 58, fax: +49 69 75 602-22 04.

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

External caterer: For entry permits please contact Accente GmbH, Claudia Dill or Christianne Lang, phone: +49 69 75 602-21 29 or +49 69 75 602-21 71, 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

Check-In and Electronic Entry System

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

Registration is possible beginning ten weeks before the start of the trade fair. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds. All vehicles (passenger vehicles and trucks), must first pass through the **Check-In**. This is the only place where access to the exhibition center will be finally authorised.

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

Charging Stations For Electric Cars

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

Church Center

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

Cleaning – Hall and Facility Cleaning

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

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

Color Prints

see Business Center

Complete Stands

see Stand Construction

Computer

see Multimedia Shop

Computer Printouts

see Business Center

Conference Rooms

at the exhibition center can be booked through our room coordinating team, phone: +49 69 75 75-35 65.

For **technical equipment** for conferences and meetings (beamer, flipcharts etc.), please contact Julia Hellmann, 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 69 971 941 40, fax: +49 69 971 941 60, email: messe@stagegmbh.com.

Contact Persons

see Management of the Exhibition

Containers

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

Copiers

see Multimedia Shop

Copy Shop

see Business Center

Coupons

see Vouchers

Courier Service

see Postal Service

Cranes

see Logistics

Currency Exchange Office

see Bank Office

Customs

located at the Cargo Center of Messe Frankfurt, on the first floor, phone: +49 69 75 75-65 14.

For customs clearance of fair goods our logistics partners are always at your service.

You will find the contact address of our logistics partners under the keyword 'Packaging Material'.

D

Dates

In Frankfurt:

Next Christmasworld: Jan. 24 - Jan. 28, 2020

Next Paperworld: Jan. 25 - Jan. 28, 2020

Next Creativeworld: Jan. 25 - Jan. 28, 2020

Abroad:

Paperworld Middle East / Mar. 18 - Mar. 20, 2019

Playworld Middle East

Dubai International Convention and Exhibition Centre, VAE

www.paperworldme.com

www.playworldme.com

Paperworld China

Nov. 21 - Nov. 23, 2019

National Exhibition and Convention Center Shanghai, China

www.paperworldchina.com

Hong Kong International Stationery Fair

Jan. 6 - Jan. 9, 2020

Hong Kong Convention & Exhibition Centre, China

www.hkstationeryfair.com

Stationery & Write Show presented by Paperworld

Jan., 2020

Bombay Exhibition Center, Indien

www.stationerytradeshows.com

For further information on events abroad, please visit the Paperworld Global Stand in the foyer of Hall 4.1 or: global.paperworld.messefrankfurt.com.

Day Care

see Kindergarten

Dentist

Emergency service of the University Clinic (Uniklinik), Theodor-Stern-Kai 7.

Monday to Friday: from 8 am to 5 pm, phone +49 69 63 01 75 01 and

from 5 pm to 11:30 pm, phone +49 69 63 01 58 77.

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

Deutsche Bahn

see Railway

Dishes for Rent

and stand deliveries: Accente Gastronomie GmbH, Catering Services,

phone: +49 69 75 602-21 58 or +49 69 75 602-22 51,

fax: +49 69 75 602-22 04.

Dismantling

Official dismantling of all trade shows: From Tuesday, January 29, after 8 pm, nonstop to Thursday, January 31, 2019, 8 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 January 30, 2019: Café Bar Hall 3.0 east,

Café Bar Hall 8.0 northeast

Open until January 31, 2019: Café Bar Hall 5.0 southwest,

Café Bar Hall 11.0 northeast

Additionally, our self-service **Restaurant Cucina** located in the **Dependance** is open until Friday, February 1, 2019, daily from 7:30 am to 2:30 pm.

Our **Pizza Service** located at Rebstock parking area is open until Thursday, January 31, 2019. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

Display Cases

The keys for the glass showcases along the Via Mobile are available at the Advertising Services Information Desk, Torhaus level 2, phone: +49 69 75 75-13 37 or -14 70, open 2 days ahead of the exhibition, daily from 9 am to 5 pm. For further information, please contact Advertising Services, Benjamin Braun, phone: +49 69 75 75-51 60, Emmanuelle Mazoyer, phone: +49 69 75 75-68 32 and Vera Scholz, phone : +49 69 75 75-69 23.

Doctor

During the Christmasworld, Paperworld and Creativeworld 2019 a medical doctor is on duty at the fairgrounds. You can inquire the Operation & Security Center (OSC) about the location of the emergency doctor via phone: +49 69 75 75-65 00.
After opening hours call the ambulance, phone: 112.
24-hour medical emergency service phone: +49 69 192 92
24-hour private patient emergency service phone: +49 69-69 44 69

Drugstore

see Pharmacies

E

Electricians

see Stand Fitting

Emergency Calls

The Messe Frankfurt **Operation and Security Center (OSC)** is open around the clock throughout the year.
For all emergencies phone: +49 69 75 75-33 33.
Emergency phone: 112
Police phone: 110
First Aid Stations are located in Hall 4.0 southwest, phone: +49 69 75 75-65 00 and in Hall 8.0 foyer northwest, phone: +49 69 75 75-65 02.
24-hour medical emergency service, phone: +49 69 192 92
24-hour private patient emergency service, phone: +49 69-69 44 69

Entrances-Pedestrians

Open for exhibitors one hour before the official opening hours of the exhibition.
For exhibitors and visitors: Entrance City, Entrance Galleria 9.T (between Halls 8 and 9), Entrance Torhaus (S-Bahn station), Entrance Hall 3.0 East and Entrance Portalhaus.
Additional entrances for exhibitors (ticket holders): Entrance LEA (Ludwig-Erhard-Anlage, near the Congress Center / Maritim Hotel), Entrance Festhalle South (Brüsseler Strasse) and Entrance Hall 3.0 West.

Environmentally Compatible Exhibitions

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

Evening Out

Find suggestions to plan your evening in the Restaurant Guide Frankfurt Rhein Main, the restaurant guide of Messe Frankfurt, www.restaurantguide-frankfurt.com.
During fair times, from Friday, January 25 to Tuesday, January 29, 2019 you can also get information from the "Welcome Service Frankfurt", located in Entrance City, level 1.

Eventence

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

Events

see App

Christmasworld 2019:

<http://christmasworld.messefrankfurt.com/frankfurt/de/besucher/events.html>

Paperworld 2019:

<http://paperworld.messefrankfurt.com/frankfurt/de/besucher/events.html>

Creativeworld 2019:

<http://creativeworld.messefrankfurt.com/frankfurt/de/besucher/events.html>

Exhibitor Profile Online

For updates or changes to your online profile at the Christmasworld, Paperworld and Creativeworld 2019 exhibitor search function please phone: +49 69 75 75-50 90 or email: service@online.messefrankfurt.com.

Exhibitor Tickets

During the official days of the fair all exhibitor tickets include free travel to and from the exhibition center using the local public transport system RMV (detailed information provided by www.rmv.de). These tickets are for exhibitors and their staff members only and should, in no case, be passed on to customers. The exhibitor ticket entitles the holder to admittance to the exhibition center and the halls one hour before the official opening time.

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

If you require additional exhibitor tickets you can easily order them online via our platform "Ticket Services for Exhibitors" or purchase them from Wednesday, January 23, 2019 on, at the Central Information Desk located at the Torhaus Service Center, level 2, phone: +49 69 75 75-13 33 or +49 69 75 75-1304.

Exhibitors Hotline

For any questions or requests, please contact the Exhibitors' Service Hotline from Wednesday, January 23 to Tuesday, January 29, 2019, daily from 8 am to 7 pm. You can reach us at: +49 69 75 75-66 99.

Exhibitors Night

takes place on Sunday, January 27, 2019, at Forum, level 1, hall Panorama, from 6:30 pm on. Shuttle busses are running, from 8:00 pm until 00:30 am, every 30 minutes between Forum north and parking area Rebstock.

F

Fairconstruction

see Stand Construction

Fairground Maps

in this booklet on pages 42/43

Fair Shop

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

Fax Service

Delivery of faxes for exhibitors to their stand: This service is offered at the Business Center, Torhaus Service Center, level 3, fax: +49 69 75 75-13 95, phone: +49 69 75 75-13 09.

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

Fire Department

in Hall 4.0 southwest, phone: 112

First Aid Stations

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

Flight Schedule

Please check at any Compass information point.

Flowers

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

Foreign Trade Shows

see Dates

Forklift

see Logistics

Forwarding Agents

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

Found Item

see Lost and Found

Frankfurt Airport

see Airport Frankfurt

Frankfurt Information

is available at the Frankfurt Tourism & Congress Board, phone: +49 69 21 23 88 00. You can also visit www.frankfurt.de. During fair times, from Friday, January 25 to Tuesday, January, 29, 2019 you can also get information from the "Welcome Service Frankfurt", located in Entrance City, level 1.

Fraport Exhibitor Parking Service

see Parking

Furniture Rental

see Stand Equipment

G

GPS

Please enter the street name in your satellite navigation system:

Check-In: [Bruno-Poelke-Strasse](#) in general leads to the **Check-In**

Visitors: [Zum Messeparkhaus Rebstock](#) leads to Rebstock parking area

Exhibitors: [Europa-Allee](#) from there follow the signs leading to **Gate South**

[Brüsseler Strasse](#) leads to **Gate East**

[Katharinenkreisel](#), from there follow the signs leading to **Gate North, Gate 8 or Gate 9**.

Press: [Strasse der Nationen](#) leads to **Gate West**

Trucks: [Bruno Poelke Strasse](#) leads to parking lot section E 1

Graphic Designer

see Stand Equipment

Greencheck

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

Groceries

see Mini Markets

Guards

Stand guards are available at: Messe Frankfurt Venue service team, phone: +49 69 75 75-63 42, fax: +49 69 75 75-63 48.

H

Hall Managers

can be reached at the following telephone numbers:

Hall 1:	phone: +49 69 75 75-63 01
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 8:	phone: +49 69 75 75-63 08
Hall 9:	phone: +49 69 75 75-63 09
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 42/43

Homepages

www.christmasworld.messefrankfurt.com
www.creativeworld.messefrankfurt.com
www.paperworld.messefrankfurt.com
www.messefrankfurt.com
www.accente.com
www.congressfrankfurt.messefrankfurt.com
www.fairconstruction.messefrankfurt.com

Hostesses

Please contact Eventence, during the fair located at Torhaus Service Center, level 2, phone: +49 69 75 75-13 11. Before or after the fair please contact Eventence, phone: +49 69 756 02-23 24, email: eventence@accente.com, www.accente.com.

Hotel Bookings

see Accommodations

Hotel Guide Frankfurt Rhein Main

see Restaurant Guide Frankfurt Rhein Main

Hotline

see Exhibitors Hotline

Information

Please call our Contact Center for further information about Christmasworld, Paperworld and Creativeworld 2019, phone: +49 69 75 75-0.

During the event you can also visit the information points.

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

Information and Distributing Service

is an Advertising Service for exhibitors during the fair. Reach all other exhibitors by including an insert in the Welcome Package.

For detailed information, please contact Advertising Services: Benjamin Braun, phone: +49 69 75 75-51 60, Emmanuelle Mazoyer, phone: +49 69 75 75-68 32 and Vera Scholz, phone: +49 69 75 75-69 23.

Information Points

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

Infringement of Copyright

see Messe Frankfurt against Copying

Insurance

Allianz general agency "Beetz und Sohn", phone: +49 69 65 50 49, email: beetz.sauer@allianz.de.

International Sales Partners of Messe Frankfurt

During the fair: Torhaus north, level 1, rooms 205-208, phone: +49 69 75 75-13 93, fax: +49 69 75 75-12 87.

After the fair, please contact International Sales Management, Heike Vogel-Schenkewitz, phone: +49 69 75 75-62 77.

Internet

see WLAN

Interpreter

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

Invoice

see Cashier

K

Kindergarten

Torhaus Service Center, level 1, free of charge for children ages three to ten, open from Friday, January 25 to Monday, January 28, 2019, 8 am to 6 pm, and on the last day of the exhibition, Tuesday, January 29, 2019, until 5 pm, phone: +49 69 75 75-13 17.

L

Laptops

see Multimedia Shop

Lawyers

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

During the exhibition, our service initiative "Messe Frankfurt against Copying" provides initial legal advice and bring you in contact with our lawyers at their stand in the foyer of Hall 4.1or in Hall 4.C, room 183, phone: +49 69 75 75-12 12 and +49 69 75 75-12 73,

Lettering

see Stand Equipment

Lifting Ramp

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

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

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

Logistics

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

Lost and Found

office, located at the Torhaus Service Center, level 0, is open from Thursday, January 24 to Thursday, January 31, 2019, phone: +49 69 75 75-14 48, email: lostandfound@messefrankfurt.com. During the fair you can also enquire about lost items at every Compass information point. Shortly after the event, please enquire about lost items per email: lostandfound@messefrankfurt.com.

Loudspeakers

see Media Technology

Lufthansa

A Lufthansa Check-In counter is located in the City entrance, level 0, open from Sunday, January 27 to Tuesday, January 29, 2019, during the opening hours of the exhibition.

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

Central reservation office: +49 69 86 799 799 (open 24 hours daily), or www.lufthansa.com, Lufthansa Cargo, phone: +49 1806 747 100; email: lhcargo@dlh.de.

M

Management of the Exhibition

The Exhibition Management Office is located at the Torhaus Service Center, level 2, phone: +49 69 75 75-13 26, -13 27 or -13 28, fax: +49 69 75 75-13 25, open as from Friday, January 18, 2019, 8:00 am.

Please contact for **Christmasworld 2019**:

Eva Olbrich, Director phone: +49 69 75 75-68 52

Martina Bullack, Sales Manager Halls 8.0, 11.0, Floradecora phone: +49 69 75 75-64 66

Elina Fech, Sales Manager Hall 12.1 phone: +49 69 75 75-60 56

Stefan Schopp, Sales Manager Halls 9.0, 12.0 phone: +49 69 75 75-64 89

Please contact for **Paperworld 2019**:

Michael Reichhold, Director phone: +49 69 75 75-62 00

Elina Fech, Sales Manager phone: +49 69 75 75-60 56
Halls 1.1, 1.2, Forum 0

Christopher Huth, Sales Manager phone: +49 69 75 75-64 89
Halls 4.0, 5.1

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

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

Please contact for **Creativeworld 2019**:

Michael Reichhold, Director phone: +49 69 75 75-62 00

Christopher Huth, Sales Manager phone: +49 69 75 75-64 89
Halls 4.1, 4.2

Massage

see Wellness Lounge

Media Package

As a stipulation of your contract covering the participation in Christmasworld, Paperworld and Creativeworld 2019, 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 websites: www.christmasworld.messefrankfurt.com, www.paperworld.messefrankfurt.com and www.creativeworld.messefrankfurt.com or in the apps: "Christmasworld Navigator, Paperworld Navigator and Creativeworld Navigator", on the interactive fairground map and on location in the Compass Information System.

For questions concerning your Media Package, please phone: +49 69 75 75-50 90, or email: service@online.messefrankfurt.com.

Media Technology

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

Medicine

see Pharmacies

Messages

see Fax Service

Messe Frankfurt against Copying

Trade fairs are presentation platforms for innovations and trends. To ensure it stays this way, Messe Frankfurt has launched "Messe Frankfurt against Copying", the initiative against brand and product piracy.

During the exhibition from Saturday, January 26 to Tuesday, January 29, 2019 we offer you competent professional advice, legal support and extensive information material at our stand in the foyer of Hall 4.1.

Additionally we will be glad to assist you by phone: +49 69 75 75-12 73, or per email: againstcopying@messefrankfurt.com.

Messe Frankfurt GmbH

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

Mini Markets

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

Open from January 22 to January 30, 2019:

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

Open from January 24 to January 29, 2019:

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

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

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

Open from January 25 to January 29, 2019:

Mini Market Entrance City phone: +49 69 75 602-23 55

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

The company **Schröer** offers you a wide range of **tools** in Hall 9.0 east, next to the elevator, open during the last three setting-up days, from Tuesday, January 22 to Thursday, January 24, 2019.

Cell phone number: +49 177 328 35 85.

Mobile Phones

see Multimedia Shop

Multimedia Shop

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

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

N

Newspaper Stand

located in Hall 4.1 foyer, at the crossing between Halls 5.1 / 6.1 and Hall 8.0 foyer south.

Next Exhibitions

see Dates

Non-Smokers Protection Law

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

O

Office Equipment

see Multimedia Shop

Office Supplies

see Mini Markets

Online Banner

Online Banners placed on the event homepage of Messe Frankfurt provide your company with extra visibility before, during and after the exhibition. Emmanuelle Mazoyer, Tel. +49 69 75 75-68 32 will be pleased to advise you.

Opening Hours

The **Christmasworld 2019** is open for trade visitors from Friday, January 25 to Monday, January 28, 2019, 9 am to 6 pm and on the last day of the exhibition, Tuesday, January 29, 2019, from 9 am to 5 pm.

The **Paperworld** and **Creativeworld 2019** are open for trade visitors from Saturday, January 26 to Monday, January 28, 2019, 9 am to 6 pm and on the last day of the exhibition, Tuesday, January 29, 2019, from 9 am to 5 pm.

P

Packaging Material

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

Agility Logistics GmbH

Cargo Center Messe Frankfurt, level 3,
phone: +49 69 9767 142-00 or call: +49 69 75 75-67 82
as well as:

DHL Trade Fairs & Events GmbH

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

Painters

see Stand Equipment

Parking

Exhibitors holding parking permits for the exhibition center can reach their parking spaces via the following gates:

Exhibitors of Paperworld and Creativeworld 2019:

enter via Gate North (or Gate South) for P 3 and P 4.

Exhibitors of the Christmasworld 2019:

enter via Gate 8 for P 8, via Gate 9 for P 9 and via Gate West for P 12.

Alternatively use the Rebstock parking area.

Parking permits are available during the fair at the Fraport Service Counter at the Torhaus Service Center, level 2. The desk is open from Wednesday, January 23, until Friday, January 25, 2019, daily from 8:30 am to 6:30 pm and on Saturday, January 26, 2019, from 8 am until 1 pm, phone: +49 69 75 75-13 14.

Visitors park at **Rebstock parking ground**. The multi-storey car park has space for 5,400 cars on seven levels. The daily parking charge is € 15.00 and € 10.00 in the outdoor area. A free shuttle service to the exhibition center is provided.

Press: P 10 via Gate West.

Trucks: Rebstock parking area, section E 1.

The parking of fair-construction vehicles at the Rebstock area during the fair is **charged € 26.00 per day for vehicles up to 10 m long and € 29.00 per day for vehicles over 10 m long**. The charges are payable at the entrance to the parking site. The last day of the fair is free of charge for positioning the vehicles for dismantling.

Car-trailer parking spaces on the exhibition grounds:

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

Orders by fax to Fraport, fax: +49 69 690 59 717,
Christmasworld 2019, € 75,00,
Paperworld and Creativeworld 2019, € 60,00
valid for the complete duration of the event.

Patent Lawyers

see Lawyers

Payments

see Cashier

Pharmacies

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

If you hand in your prescription before 11 am, your medication can be delivered directly to your booth.

Outside the exhibition center:

Brocks' Pharmacy, Skyline Plaza, phone: +49 69 25 75 82 23 30, open Monday to Friday, 9 am to 9 pm, Saturday 10 am to 9 pm,
www.apotheke-skyline-plaza.de.

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

Photocopies

see Business Center

Photographers

Information on authorised photographers for your hall can be obtained through Alexander Rebik, phone: +49 69 75 75-63 51.

Photography

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

The fair management office provides free photographing permission forms for exhibitors who would like to take pictures of their stand during the opening hours of the fair. Please contact the trade fair management, Service Center Torhaus, level 2, Tel. +49 69 75 75-13 26.

Taking pictures of your stand after opening hours is due to a fee, requiring a written permission and is only possible if the photographer is accompanied by security personnel. Please place your order at the shop for exhibitor services or contact
Jürgen Steingötter, juergen.steingoetter@messefrankfurt.com,
Tel. +49 69 75 75-68 95.

For last minute orders (48 hours) please contact our Operation Security Center (OSC) osc@messefrankfurt.com, Tel. +49 69 75 75-33 33.

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

Pizza Service

This service is offered from Monday, January 21 to Thursday, January 31, 2019. For delivery, please call Accente Catering Services,
phone: +49 69 71 58 55 22.

Plants

see Flowers

Plumbers

see Stand Fitting

Police Station

The Messe Frankfurt Operation and Security Center (OSC) is open around the clock throughout the year.

For all emergencies phone: +49 69 75 75-33 33.

Emergency call: 110.

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

Post Office

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

Postal Service

Post Shop-DHL Trade Fairs & Events GmbH is located in the Service Center Torhaus, level 3, open daily during the exhibition, from 8:30 am to 6 pm, phone: +49 69 75 75-54 62, fax: +49 69 75 75-54 87,
email: express-service.fairs@dhl.com.

Prayer

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

Muslim Faith: Hall 10.4, access via Hall 10.3

Jewish Faith: Hall 4.C, room 211

Prepaid Cards

see Multimedia Shop

Presentation Equipment

see Media Technology

Press Center

The Christmasworld, Paperworld und Creativeworld 2019 Press Center is located at the Torhaus Service Center, level 4, phone: +49 69 75 75-13 00, fax: +49 69 75 75-14 83 and open on Thursday, January 24 from 9 am to 7 pm as well as on Friday, January 25 until Monday, January 28, daily from 8:30 am to 6:30 pm and on the last day of the trade fair from 8:30 am to 7 pm.

Press Service

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

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

Just bring us your press material on the day before the fair and we do the rest, i.e., store it, check regularly that there is sufficient material in your display unit(s) and top it up on a regular basis. We will label the press display unit with your company's name so it is even easier for journalists to find information about your company. Please contact Nadine Pözl, 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 phone: +49 69 75 75-64 68.

Public Transportation Tickets

During the official days of the fair all exhibitor tickets include free travel to and from the exhibition ground 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.

Email: katalog@messefrankfurt.com

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

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

Q

Questions

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

R

Radio Via Mobile

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

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

Railway

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

Rebstock Parking

see Parking

Red Cross

see Emergency Calls

Relaxation

see Wellness Lounge

Rent a car

see Car Rental

Restaurant Guide Frankfurt Rhein Main

Restaurants in Frankfurt and near Messe Frankfurt: Interesting presentations, a diverse selection of restaurants and important trade fair information. Find the right restaurant with the Messe Frankfurt Restaurant Guide and its attractive recommendations.

The Hotel Guide is a separate online portal and contains information about hotels in Frankfurt and the Rhein-Main area.

Both publications are also available as an electronic magazine for iOS, Android and Kindle in the app stores of Apple, Google and Amazon.

Select your restaurant by cuisine or your hotel room by exhibition, room rates or distance from the exhibition grounds at:
www.restaurantguide-frankfurt.com or www.hotelguide-frankfurt.com
or at the website of Messe Frankfurt:
www.messefrankfurt.com.

The guides are edited by Messe Frankfurt Medien und Service GmbH,
phone: +49 69 75 75-60 83,
restaurantguide@messefrankfurt.com.



Restaurants

the following restaurants offer various kinds of food:

Dependance: Cucina – self-service,

open from January 19 to January 31, daily from 7:30 am to 2:30 pm

Torhaus, level 2: Fontana – self-service,

open from January 25 to January 29, daily from 10 am to 4 pm

Hall 3.0: Aubergine – self-service,

open from January 26 to January 29, daily from 11 am to 4 pm

Hall 3.0: Bar Aubergine – self-service,

open from January 26 to January 29, daily from 9 am to 4 pm

Hall 3.1: Trilogie – waiter service,

open from January 26 to January 29, daily from 10 am to 4 pm

Hall 4.0: Sky – self-service, vegan and vegetarian,

open from January 26 to January 29, daily from 10 am to 5 pm

Hall 4.1: Piazza – self-service, italian flair,

open January 25, from 10 am to 4 pm and

January 26 to January 29 daily from 9 am to 5 pm

Hall 4.1: Metropol – self-service,

open from January 26 to January 29, daily from 10 am to 4 pm

Hall 9.0: Centro – self-service, market place,

open from January 25 to January 29, daily from 9 am to 5 pm

Hall 11.0: Verdino – self-service, international cuisine, pizza, pasta,

open from January 25 to January 29, daily from 10 am to 4 pm

Hall 12.0: My Deer – self-service, organic food,

open from January 25 to January 29, daily from 10 am to 4 pm

Hall 12.1: Finery – self-service,

open from January 25 to January 29, daily from 10 am to 4 pm

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

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

Open from January 18, 2019: Café Bar Hall 5.0 southwest,
Café Bar Hall 11.0 northeast

Open from January 21, 2019: Café Bar Hall 3.0 east,
Café Bar Hall 8.0 northeast

Open from January 22, 2019: Café Bar Hall 5.0 southwest,
Café Bar Hall 11.0 northeast.

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

Open until January 30, 2019: Café Bar Hall 3.0 east,
Café Bar Hall 8.0 northeast

Open until January 31, 2019: Café Bar Hall 5.0 southwest,
Café Bar Hall 11.0 northeast

Our **Pizza Service**, located at Rebstock parking area is **open from January 21 to January 31, 2019**. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

RMV

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

Room Reservations

see Accommodations

S

S-Bahn

see Arrival / Departure

Sale

see Cash Sales

Scooter

see Barrier-Free Visit within the Fairgrounds

Service Center

for exhibitors and visitors central located in the "Torhaus".

Torhaus, level 0: Lost and Found Office

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

Torhaus, level 2: Exhibition Management Office, Central Information "Compass" (visitor information system of Messe Frankfurt), Fairconstruction, Fraport Parking Service, Eventence – hostesses, Telecommunications, Advertising Services, Restaurant Fontana, Ascoli Club

Torhaus, level 3: Business Center (Multimedia Shop, fax service for exhibitors, typing service, possibility to make photocopies or computer printouts, internet access), DHL courier, Postal Service, cash machine, Supermarket, Meeting point, Wellness Lounge

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

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

Setting-Up

Christmasworld:

Advance setting-up time is possible at extra cost, must be pre-registered and is available from Friday January 19, 00:01 am nonstop until midnight in all halls.

You can order the advanced set-up online from the shop for exhibitor services. For assistance please phone Sam Steh: +49 69 75 75-60 03 or email: sam.steh@messefrankfurt.com.

Official set-up: From Saturday, January 19, 2019, 00:01 am, nonstop to Thursday, January 24, 2019, 3 pm. Please note that on the last day of setting-up, everything must be removed from the aisles by 3 pm so that carpet laying can begin. However, decoration work within your stand can continue.

Paperworld + Creativeworld:

Advance setting-up time is possible at extra cost, must be pre-registered and is available from Saturday, January 19, 7 am nonstop until Sunday, January 20, 2019 at midnight.

Advance setting-up in Hall 1 and Forum is not possible.

You can order the advanced set-up online from the shop for exhibitor services. For assistance please phone Christine Noll: +49 69 75 75-66 69 or email: christine.noll@messefrankfurt.com.

Official set-up: From Monday, January 21, 2019, 00:01 am, nonstop to Friday, January 25, 2019, 3 pm. Please note that on the last day of setting-up, everything must be removed from the aisles by 3 pm so that carpet laying can begin. However, decoration work within your stand can continue.

Please notice:

Official set-up in Hall 1.2 starts on Monday, January 21, 2019 at 5 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 setting-up days, from Tuesday, January 22 to Thursday, January 24, 2019.
Mobile phone: +49 177 328 35 85

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

Open from January 18, 2019: Café Bar Hall 5.0 southwest,
Café Bar Hall 11.0 northeast

Open from January 21, 2019: Café Bar Hall 3.0 east,
Café Bar Hall 8.0 northeast

Open from January 22, 2019: Café Bar Hall 5.0 southwest,
Café Bar Hall 11.0 northeast.

Additionally, our self-service **Restaurant Cucina**, located in the Dependence, is **open from Saturday, January 19, 2019 on, daily from 7:30 am to 2:30 pm.**

Our **Pizza Service**, located at Rebstock parking garage is **open from Monday, January 21, 2019.** For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

Setting-up and Dismantling Passes

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

They are solely valid for the stand setting-up and dismantling period. The exact period of validity is written on each setting-up and dismantling pass. From Wednesday, January 23, 2019 the setting-up and dismantling passes are available at the central information counter, Service Center Torhaus, Level 2. Before the exhibition additional setting-up and dismantling passes must be ordered online in our Shop for Exhibitor Services: www.serviceshop.messefrankfurt.com.

Shipping Address

see Address

Shop for Exhibitor Services

The Shop for Exhibitor Services offers stand services for exhibitors and stand construction companies. You can order your desired products and services easily online at: www.serviceshop.messefrankfurt.com. 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

Social Media

Christmasworld 2019:

www.facebook.com/christmasworld

www.twitter.com/christmasworld

Paperworld 2019:

www.facebook.com/paperworld

www.twitter.com/paperworld

Creativeworld 2019:

www.facebook.com/creativeworld

www.twitter.com/creativeworld

Sound Systems

see Media Technology

Stand Assistants

see Hostesses

Stand Cleaning

see Cleaning – Hall and Facility Cleaning

Stand Construction

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

Please contact for fair stands Fairconstruction, phone: +49 69 75 75-66 66 and standequipement, phone: +49 69 75 75-13 19. The counter, located at the Exhibitor's Service Center, Torhaus level 2, is open on Wednesday, January 23, 2019 from 8 am to 6 pm and Thursday, January 24 on to Friday, January 25, 2019 from 8 am to 6:30 pm as well as on Saturday, January 26, 2019, from 8 am to 12 noon.

Stand Deliveries

Deliveries to exhibitors: Messe Frankfurt Exhibition GmbH, Christmasworld, Paperworld or Creativeworld 2019 insert name of the exhibitor company, mobile number of contact person onsite, hall and stand number, Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

External caterer: For entry permits, please contact Accente GmbH, Claudia Dill and Christianne Lang, phone: +49 69 75 602-21 29, phone: +49 69 75 602-21 71, fax: +49 69 75 602-21 67.

Stand Equipment

Stand components and furniture rental are offered by the Team Fairconstruction, phone: +49 69 75 75-13 19, email: equipment@messefrankfurt.com.

For additional orders, reclamations or any other enquiries, please visit us at our service counter, located at the Exhibitor's Service Center Torhaus, level 2, from Wednesday, January 23, 2019 from 8 am to 6 pm, on Thursday, January 24 and Friday, January 25, 2019 from 8 am to 6:30 pm as well as on Saturday, January 26, 2019, from 8 am to 12 noon.

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

Stand Fitting

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

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

Stand Guards

see Guards

Stand Party

Are you planning to have a stand party for your customers at the end of the exhibition day? Please contact your responsible sales manager (See Fair Management).

Please note that stand parties must be announced and can be carried out from 6 pm to midnight.

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

Stand Wall Cleaning

see Stand Equipment

Storage Space

see Logistics

Suburban Trains

see Arrival / Departure

Super Market

see Mini Markets

T

Taxi

Phone: +49 69 23 00 01, +49 69 23 00 33, +49 69 25 00 01, +49 69 73 73 03, +49 69 54 50 11.

Taxi stands: Entrance City, Entrance Galleria in front of Gate 9b, Entrance Portalhaus and Hall 3.0 East via Gate East. Taxi Stands Congress Center, Maritim Hotel. During the fair, taxis are not allowed to enter the exhibition ground before 7:30 pm.

Team Office

see Management of the Exhibition

Technical Equipment

see Media Technology

Telecommunications

From telephone connections to customised and complex network solutions, Messe Frankfurt - Team Telekom is able to provide your exhibition stand with everything that state-of-the-art telecommunications technology has to offer. The Team Telekom counter is located in the Torhaus Service Center, level 2 open on Thursday, January 24 and Friday, January 25, from 9 am to 6 pm and on Saturday, January 26, from 9 am to 1 pm, 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 Telekom. The Team Telekom is at your service in the Torhaus Service Center, level 2, open on Thursday, January 24 and Friday, January 25, from 9 am to 6 pm and on Saturday, January 26, from 9 am to 1 pm, 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 trade 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... can't be called from this system

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

Theft

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

Ticket Offices

are located at Entrance City, Entrance Galleria 9.T (between Hall 8 and Hall 9), Entrance Torhaus (S-Bahn station), Entrance Hall 3.0 east and Entrance Portalhaus at Hall 11, open for exhibitors one hour before the official opening of the trade fair.

Ticket Services For Exhibitors

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

Tools

General building supplies: **Hornbach**, Hanauer Landstr. 477, phone: +49 69 420 12 70 (open from Monday to Saturday, daily from 7 am to 8 pm);

toom BauMarkt, Mainzer Landstrasse 681, phone: +49 69 939998-10 . (open Mondays to Thursdays and Saturdays from 8 am to 8 pm and Fridays from 8 am to 10 pm).

The company **Schröder** offers you a wide range of tools in Hall 9.0 east, next to the elevator, open during the last three setting-up days, from Tuesday, January 22 to Thursday, January 24, 2019, phone: +49 177 328 3585.

Torhaus

see Service Center

Towing Service

On the exhibition ground, please contact the company WISAG, phone: +49 69 75 75-65 05.

Outside the exhibition ground, please call the local police station, phone: +49 69 755 113 00.

Traffic Guide

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

Train Schedule

see Railway

Translators

see Interpreter

Transports

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

Tulip Club

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

On all days of the fair, cardholders will have early access to the exhibition ground from 8:45 am (15 minutes before the official opening) and will be able to use public transport in the RMV (Rhein-Main-Verkehrsverbund) free of charge.

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

- at Hall 5.01, at an intermediate level of the hall that you can reach via the Via Mobile level (moving walkway), phone: +49 69 7575-14 52.

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

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

Typing Service

see Business Center

U

U-Bahn / Underground

see Arrival / Departure

V

Video Equipment

see Media Technology

VIP Clubs

see Ascoli Club and Tulip Club

Visitor Registration System – LeadSuccess

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 personalized entrance tickets at your stand.

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

Available as follows:

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

Vouchers

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

The portal offers the possibility to create and send your visitor vouchers simply free of charge as voucher link, coupon code or voucher PDF.

Your customers can convert the vouchers into a valid ticket in our online ticketing 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 public transportation (RMV). Tickets converted at ticket counters do not include free public transportation (RMV).

W

Waste Disposal

is free of charge during the fair. You will be charged, however, for disposal of waste during setting-up and dismantling.

If you need waste containers or any information regarding waste disposal, please contact our service team, phone: +49 69 75 75-69 11, or email: cleaning@messefrankfurt.com.

Water Connection

see Stand Fitting

Wellness Lounge

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

Wheelchairs

see Barrier-Free Visit within the Fairgrounds

WLAN

Wireless Local Area Network - free wireless surfing throughout the exhibition grounds. This service is suitable for accessing websites and occasionally checking and sending emails. The maximum bandwidth is 1Mbit/s per user, but can vary depending upon the location on the fairgrounds and number of users. As an exhibitor, you need individual Wi-Fi products to transmit large amounts of data such as VoIP, telephone calls, video streaming, press photos, presentations, etc. These Wi-Fi products can be ordered for a fee through the online shop for exhibitor services. During the event please contact our Team Telekom, phone: +49 69 75 75-711 77.

christmasworld
paperworld
creativeworld

