

ISH

11. – 15.03.2019

Your service numbers

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



messe frankfurt

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within the Fairgrounds
WLAN

ISH

ISH 2019
Your A to Z from Accommodations to WLAN
 (Subject to modifications)

A

Accente

Catering & Hospitality. For catering and stand delivery phone:
 +49 69 75 60 20, 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: <https://gateway.messefrankfurt.com>.

Setting up

Access during advanced set-up

Monday, February 25, 2019 to Tuesday, March 5, 2019 daily from 7:00 am until midnight. The entrance during the advanced set-up is only possible upon proof of the advanced set-up permit. This can be ordered in the service shop for exhibitors, <https://serviceshop.messefrankfurt.com>.

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

From Wednesday, March 6, 2019 starting at 7:00 am, nonstop. Exhibitors, stand construction companies and freight forwarders can register in advance online at: <https://gateway.messefrankfurt.com>. The confirmation is sent to you by e-mail and has to be printed out.

Registration is possible from ten weeks before the start of the fair. All vehicles (cars and trucks) register at the respectively marked check-in.

“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

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 issued and the entry permit will be issued.

Free shuttle service: From Thursday, March 7, 07:00 am until the first day of the fair, Monday March 11, 06:00 am, a free shuttle service will bring you and small loads directly from your vehicle on the Rebstock parking lot without detour to every desired hall on the exhibition ground and of course back to your vehicle. This service is available day and night. Order the free shuttle service, phone: +49 179 198 180 1. Only vehicles that have larger loads to discharge will be allowed on the exhibition ground. **Cars with small loads** or vehicles occupied only with people park in the Rebstock car park.

During the Fair Event

Exhibitors can reach P 1 via Gate East, P 2 via Gate East, P 3 via Gate North/ South, P 4 via Gate North/ South, P 8 via Gate 8, P 9 via Gate 9 und P 12 via Gate West or car park Rebstock. Delivery services can access the Exhibition Center for one hour.

A deposit of € 100.00 is required at the gate.

Dismantling

Access during dismantling

On the last day of the exhibition, **Friday, March 15, 2019**, vehicles will not be allowed to enter the exhibition center after 8:00 pm. All vehicles must have left the exhibition ground until 3:00 am on the first day of dismantling, March 16, 2019. Vehicles that are still within the exhibition ground after 3:00 am will be towed away and charged. Access for cars is only possible on park deck P4, P9 und P12.

You may remove small loads from the exhibition ground (vehicles of 3.5 tons max.) on the last day of the fair 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 two days before the event and during the exhibition. Please note that the supply of passes is limited and that they are only provided for exhibitors upon proof and presentation of their Messe Frankfurt customer number. When leaving the exhibition ground by 7:00 pm via Gate West, the special dismantling pass will not be invoiced.

All vehicles (cars, vans 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.

On 15 March 2019 from 2:00 pm until 11:00 pm a free shuttle bus service will run between the Galleria entrance and bus stop 4 at the E1 truck assembly point at the Rebstock car park.

On the last day of the fair Friday, March 15, 2019 empty boxes will be delivered during the night.

No vans or trucks may enter on March 15, from 8:00 pm to March 16, 2019, 7:30 am. The **Official entry for dismantling** vehicles begins during the night from Friday, March 15 to Saturday, March 16, 2019 after 3:00 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 Saturday, March 16, 2019 vehicle entry passes for dismantling have to be ordered online in advance through the Electronic Entry System at: <https://gateway.messefrankfurt.com> Registration is possible starting four weeks before the trade fair opens. Once you have registered successfully, you will be sent an email with the authorisation for your vehicle to enter the exhibition grounds.

Dismantling ends on **Monday, March 18, 2019**, at midnight.

Extended dismantling: is on Tuesday, March 19, 2019 and on Wednesday, March 20, 2019 from 7:00 am to 9:00 pm.

Please Order extended dismantling passes in the Shop for Exhibitor Services on www.serviceshop.messefrankfurt.com. Please note that extended dismantling is only allowed in the approved halls.

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 9:00 am to 6:00 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.

Admission vouchers

to invite your customers to the trade fair, can be ordered through the Team Ticket Service, phone +49 69 75 75-63 60, email: tickets.v22@messefrankfurt.com.

Alternatively, you can create digital visitor admission vouchers and send them directly to your customers by using our new portal Ticket Services for Exhibitors: www.exhibitor tickets.messefrankfurt.com. Your customers can convert these into valid admission tickets by registering.

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.

Address of Messe Frankfurt

For consignments to exhibitors: Messe Frankfurt Exhibition GmbH, ISH 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
- ePoster: 10 multimedia terminals along the Via Mobile for your advertising
- Advertising columns
- 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
- Advertising towers on the exhibition grounds or indoors
- 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

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

Digital Advertising:

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

Advertising Material

may only be distributed inside your stand or at your additionally rented promotional space.

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

Advertising Spot

see Radio Via Mobile

Airlines

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

Airport Frankfurt

For airport information, phone: +49 1805 37 24 63 6 or visit www.frankfurt-airport.de.

Ambulance Service

see Emergency Calls

App

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

Furthermore, the “**Navigator ISH**” guides you through the exhibition ground (Site and Hall Plan) and through the practical Exhibitor and Product search.

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.

To get to the fair from **Frankfurt Central Station** you have four possibilities: Take the suburban train (**S-Bahn**) from basement platform 104, lines **S3** (direction “Bad Soden”), **S4** (direction “Kronberg”), **S5** (direction “Bad Homburg / Friedrichsdorf”), **S6** (direction “Friedberg / Groß Karben”). The second stop is “Messe” (Torhaus station). Or take the subway (**U-Bahn**), line **U4** (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 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”.

Ascoli Club

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

B

Bank Office

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

Open during the fair.

Outside the exhibition center you will find offices at the Frankfurt Central Station, south exit (open 7:30 am to 9:00 pm) or at the airport, Terminal 1, Departure Hall A, level 2 (open from 6:00 am to 10:00 pm).

Barrier-Free Visit within the Fairgrounds

Our information hotline for disabled visitors and exhibitors 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 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 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 Supply Stores

see Tools

Bus Lines

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

From the Airport:

Monday, March 11, 2019 to Thursday, March 14, 2019

8:00 am to 11:00 am / every 10 Min. Terminal 1 – Terminal 2 –
Entrance Portalhaus

Friday, March 15, 2019

8:00 am to 11:00 am / every 15 Min. Terminal 1 – Terminal 2 –
Entrance Portalhaus

From the exhibition ground:

Monday, March 11, 2019 to Thursday, March 14, 2019

11:00 am to 3:00 pm / every 30 Min. Entrance Portalhaus –
Terminal 2 – Terminal 1:

3:00 pm to 7:00 pm / every 10 Min. Entrance Portalhaus –
Terminal 2 – Terminal 1:

Friday, March 15, 2019

11:00 am to 3:00 pm / every 30 Min. Entrance Portalhaus –
Terminal 2 – Terminal 1:

3:00 pm to 6:00 pm / every 15 Min. Entrance Portalhaus –
Terminal 2 – Terminal 1:

6:00 pm to 7:00 pm / every 30 Min. Entrance Portalhaus -
Terminal 2 – Terminal 1:

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

There are two bus lines to the exhibition ground:

Line West (Energy):

Daily from 2:00 pm

Rebstock – Portalhaus – Galleria 9T –
Rebstock and/or Rebstock – Portalhaus –
Rebstock and Rebstock – Galleria –
Rebstock

Line East (Water):

Rebstock – Hall 3 Ost via Gate West –
Rebstock
(Depending on the number of cars parking
at Rebstock the bus stops 1 to 4 will be
included)

Saturday, March 9, 2019 and

Sunday, March 10, 2019:

7:00 am - 6:00 pm: Setting-up shuttle
between Rebstock car park and Torhaus
roundabout via Gate West or Gate North

Monday, March 11, 2019:

7:15 am - 7:30 pm (Line West)
7:30 am - 7:30 pm (Line East)
7:30 am – midnight (from Forum North
additional stops within the fairgrounds
for stand parties will be included.
Entrance / Exit via Gate West)

Tuesday, March 12, 2019:

7:15 am - 7:30 pm (Line West)
7:30 am - 7:30 pm (Line East)
7:30 am - midnight (from Forum North
additional stops within the fairgrounds
for stand parties. Entrance / Exit via
Gate West)

Wednesday, March 13, 2019:

7:15 am - 7:30 pm (Line West)
7:30 am - 7:30 pm (Line East)
7:30 am - midnight (from Forum North
additional stops within the fairgrounds
for stand parties will be included.
Entrance / Exit via Gate West)

Thursday, March 14, 2019:

7:15 am - 7:30 pm (Line West)
7:30 am - 7:30 pm (Line East)
7:30 pm - midnight (from Forum North
additional stops within the fair-grounds
for stand parties will be included.
Entrance / Exit via Gate West)
7:15 am - 9:30 pm (Line West), from
Forum North additional stops within the
fairgrounds for stand parties will be
included. Entrance / Exit via Gate West)

Friday, March 15, 2019:

8:00 am - 8:00 pm (Line East)
(2:00 pm - 9:30 pm additional bus stop 4)

Evening and Night Buses

are running from **March 11, 2019 to March 15, 2019** between the fair-grounds and the Rebstock parking area from 7:30 pm until midnight.

Fairground Shuttles:

During the exhibition this free shuttle service runs from 90 minutes before opening until 90 minutes after closing. On the last day of the exhibition they run only until 60 minutes after closing.

Shuttle route: Festhalle South – Entrance LEA – Hall 3 North – Hall 4 / 5 / 6 – Hall 6 West – Hall 8 South – Hall 8 Southwest – Hall 11 North – Portalhaus East – Hall 12 North – Hall 8 South and back.

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 – 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.

Business Center

is located at the Torhaus Service Center, level 3, phone: +49 69 75 75-13 09 open from **Saturday, March 9, 2019** until **Friday, March 15, 2019** daily from 8:30 am to 6:00 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 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

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 8:30 am to 5:00 pm.

Cash Machines

Commerzbank Entrance City, level 0

Postbank Torhaus Service Center, level 3

Reisebank Entrance Torhaus (S-Bahn Terminal)

Reisebank Hall 4.1 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.

Stand delivery (beverages and snacks), phone: +49 69 75 602 22 51 or +49 69 75 602 21 58, fax: +49 69 75 602-2204.

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. 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 register online via the **Electronic Entry System**: <https://gateway.messefrankfurt.com>, available ten weeks in advance of the exhibition. After having registered successfully you will receive an email containing the entry permit.

All vehicles (cars, vans 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: <https://www.messefrankfurt.com/traffic>.

Church Center

Torhaus level 4, phone: +49 69 75 75-24 76. You will find further information about the fair trade chaplaincy on the website www.messeeselsorge-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 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 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 Fred Erlenbach, phone: +49 69 75 75-61 58.

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, email: cleaning@messefrankfurt.com.

Copiers

see Multimedia Shop

Copy Shop

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".

D

Dates

The next **ISH** shows are

ISH in Frankfurt: Mar. 22 - Mar. 26, 2021

ISH Abroad:

ISH INDIA powered by IPA, Mumbai Feb. 28 - Mar. 2, 2019

ISH China & CIHE, Beijing May 6 - May 8, 2019

ISH Shanghai & CIHE, Shanghai Sep. 3 - Sep. 5, 2019

For further information on events abroad, visit our website: www.messefrankfurt.com.

Day Care

see Kindergarten

Defibrillators

There are 18 defibrillators located on the fairgrounds. The exact location of each defibrillator is marked in this booklet on **page 41**. 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.

Dentist

Emergency service of the University Clinic (Uniklinik), Theodor-Stern-Kai 7.
Monday through Friday: phone +49 69 63 01 75 01, from 8:00 am to 5:00 pm and from 5:00 pm to 11:30 pm phone +49 69 63 01 58 77.
Saturday, Sunday and holidays open 24 hours: 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

Regular dismantling: from Saturday, March 16, 2019, 8:00 am, nonstop to Monday, March 18, 2019, at midnight.

Extended dismantling time: Available on Tuesday, March 19, 2019 and on Wednesday, March 20 from 7:00 am to 9:00 pm.

Extended dismantling time is free of charge, but has to be pre-ordered online in our Shop for Exhibitor Services, www.serviceshop.messefrankfurt.com or by contacting the ISH Team directly, Ms Judith Späh, phone. +49 69 75 75-61 53 or by email: aufbau.ish@messefrankfurt.com.

For vehicle access during dismantling see Access for Vehicles.

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

Open until March 16, 2019: Café Bar Hall 3.0 East (Orange)
Café Bar Hall 8.0 Northeast

Open until March 17, 2019: Café Bar Hall 5.0 Southwest
Café Bar Hall 11.0 Northeast (Primavera)

Additionally, our self-service **Restaurant Cucina**, located in the **Dependence**, is **open until Sunday, March 17, 2019**, daily from 07:30 am to 2:30 pm.

Our **Pizza Service** located at Rebstock parking area is **open until Saturday, March 16, 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 +49 69 75 75-14 70, open 2 days ahead of the exhibition, daily from 9:00 am to 5:00 pm. For further information, please contact Advertising Services:

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

Doctor

During the exhibition a medical doctor is on duty at the exhibition ground. The location of the doctor can be obtained from the Operation & Security Center (OSC) of Messe Frankfurt, Tel. +49 69 75 75-33 33.

In case of a medical emergency, dial 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

Easyorder

see Shop for Exhibitor Services

Electricians

see Stand Fitting

Emergency Calls

Emergency phone: 112

Police phone: 110

Fire Department phone: 112

For every emergency call, please also inform the **Operation and Security Center** (Messe Frankfurt International Security Control Center), phone: +49 69 75 75-33 33.

Police station on the exhibition ground: Hall 4.0 South-West, phone: +49 69 69 65 55.

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 LEA, Hall 3 West, Entrance Portalhaus and entrance Hall 10.0.

Additional entrances for exhibitors (ticket holders): Entrance LEA (Ludwig-Erhard-Anlage), entrance Festhalle South (Brüsseler Street) and entrance Hall 3.0 West.

Environmentally Compatible Exhibitions

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

Evening Out

Plan your evening by visiting our website www.messefrankfurt.com, see: For visitors / What's on in Frankfurt or find suggestions in the Restaurant Guide Frankfurt Rhein Main, the restaurant guide of Messe Frankfurt, www.restaurantguide-frankfurt.com.

Eventence

provides hostesses and stand assistants for the trade fair.
During the fair: Eventence, Service Center Torhaus, level 2,
phone: +49 69 75 75-13 10.
Before or after the fair please contact Eventence,
phone: +49 69 756 02-2434,
eventence@accenteservices.de or www.eventence.de.

Events

The events of ISH 2019 are categorized in three main topics, in order to give you a better overview:

Selection@ISH:

brings projects together that make it easier for visitors to obtain a concentrated overview over the whole range of products of ISH like trend shows, guided tours and award ceremonies.

Skills@ISH:

Clusters the variety of the lecture offered by ISH around topics about the responsible management of water and energy in buildings.

Career@ISH:

Topics about education and training as well as offers in connection with a professional change are clustered here.

You will find all events and themes of ISH 2019 on the website www.ish.messefrankfurt.com. Look for „Themes and Events“

Exhibitor Profile Online

For updates or changes to your online profile for the exhibitor search function of the ISH 2019 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 purchase them from Sunday, March 9, 2019 on, at the Central Information Desk located at the Torhaus Service Center, level 3, phone +49 69 75 75-13 04 and +49 69 75 75-13 33.

Exhibitors Hotline

For any questions or requests, please contact the Exhibitors' Service Hotline from Saturday, March 9 to Monday, March 11, 2019, daily from 8:00 am to 7 00 pm. You can reach us by phone: +49 69 75 75-66 99.

F

Fairconstruction

see Stand Construction

Fairground Maps

in this booklet on pages 42 / 43

Fair Shop

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

Fax Service

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

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

Fire Department

in Hall 4.0 southwest, phone: 112

First Aid Stations

see Doctor.

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 in the flower shop located at Hall 5.0. During the trade fair, please contact AS Green Event at phone: +49 69 74 22 19 35.

Foreign Trade Shows

In Frankfurt:

ISH Frankfurt: March 22 - March 26, 2021

Worldwide:

ISH INDIA powered by IPA, Mumbai	February 28 - March 2, 2019
ISH China & CIHE, Beijing	May 6 - May 8, 2019
ISH Shanghai & CIHE, Shanghai	September 3 - September 5, 2019

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 or
www.messefrankfurt.com, see: For visitors / What's on in Frankfurt.

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 (Set-up): To Rebstock car park leads to the **Check-In**
at the Rebstock parking area

Visitors: To Rebstock car park leads to **Rebstock parking**
area.

Exhibitors: Europa-Allee leads to **Gate South**.
Brüsseler Strasse leads to **Gate East**.
Katharinenkreisel, from there follow the signs
leading to **Gate North**, **Gate 8** or **Gate 9**.
Straße der Nationen leads to **Gate West**.

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

Trucks: Bruno Poelke Strasse leads to parking lot section
E, E1 and E2.

Graphic Designer

see Stand Equipment

Greencheck

Simple methods to make your exhibition presence more eco-friendly.

A checklist for environmentally compatible participation can be found
in your Welcome Package.

Groceries

see Mini Markets

Guards

Stand guards: Messe Frankfurt Venue GmbH, 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:

Agora:	phone: +49 69 75 75-63 05
CMF:	phone: +49 69 75 75-30 90
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 36
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
Galleria:	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 75-31 12
Outdoor area F 10	phone: +49 69 75 75-31 10
Outdoor area F 10 Southwest	phone: +49 69 75 75-31 10
Outdoor area F 11	phone: +49 69 75 75-31 11

Halls Occupied

in this booklet on pages 42 / 43

Hostesses

Please contact Eventence, located during the fair at Torhaus Service
Center, level 2, phone: +49 69 75 75-13 10. Before or after the fair
please contact Eventence, phone: +49 69 756 02-24 34,
email: eventence@accenteservices.de or www.eventence.de.

Hotel Bookings

see Accommodations

Hotel Guide Frankfurt Rhein Main

see Restaurant Guide Frankfurt Rhein Main

Hotline

see Exhibitors Hotline

Information

Please call our Information Center for further information about ISH 2019
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: 11 833 and
international calls, phone: 11 834.

Information and Distributing Service

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

Ms Anabell Condemni, phone: +49 69 75 75-68 58 or

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

Information Points

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

Infringement of Copyright

see Messe Frankfurt against Copying

Insurance

Allianz general agency, Mr 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 International Sales Management,
Ms Heike Vogel-Schenkewitz, phone: +49 69 75 75-62 77.

Internet

see WLAN

Interpreter

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

Invoice

see Cash Desk

K

Kindergarten

Torhaus Service Center, level 1, is free of charge for children ages three to ten, open from Monday, March 11 to Thursday, March 14, 2019 from 8:00 am to 6:00 pm and on the last day, Friday, March 15, 2019 open until 5:00 pm, phone: +49 69 75 75-13 17.

L

Laptops

see Multimedia Shop

Lawyers

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

During the exhibition you will find our experts of “**Messe Frankfurt against Copying**” at the information booth located in the foyer of Hall 4.1 or get in touch with the lawyers in hall 4.C Room 183.

Or just call our emergency legal service phone: +49 69 75 75-12 73 or phone +49 69 75 765-12 73.

Lettering

see Stand Equipment

Lifting Ramp

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

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

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

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

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 75-960 75, 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 Sunday, March 10, 2019 to Sunday, March 17, 2019. Phone: +49 69 75 75-14 48, email: lostandfound@messefrankfurt.com.

During the fair you can also inquire about lost items at every Compass 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 as of the second exhibition day, from Tuesday, March 12, 2019 to Friday, March 15, 2019, 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.

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

Lufthansa Cargo: phone: +49 180 6747 100; email: lhcargo@dlh.de

Management of the Exhibition

The Exhibition Management Office is located at the Torhaus Service Center, 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, open from Monday, February 25, 2019.

Please contact:

Director ISH Brandmanagement

Stefan Seitz phone +49 69 75 75-65 69

Sales Managers:

Halls: 1.1, 1.2, 2.0, Forum, 3.0, 3.1, 4.1, 9.2

Sales: Simone Dörr phone +49 69 75 75-66 36

Assistant: Fithi Habtemariam phone +49 69 75 75-32 75

Halls: 4.0, 4.2, 5.0, 5.1, Agora

Sales: Maria Lopez phone +49 69 75 75-32 79

Assistant: Fithi Habtemariam phone +49 69 75 75-32 75

Halls: 8.0, 10.2, 10.3, Galleria, Freigelände 10

Sales: Andreas Kurth phone +49 69 75 75-62 23

Assistant: Anja Peukert phone +49 69 75 75-52 67

Halls: 9.0, 9.1, 11.0, 11.1, 12.0, 12.1, Freigelände 11

Sales: Vanessa Perner phone +49 69 75 75-58 25

Assistant: Judith Späh phone +49 69 75 75-61 53

Assistent General Interests:

Diana Pallas-Glombitza phone +49 69 75 75-56 03

Organisation of Special Events:

Anna Pauler phone +49 69 75 75-62 51

Building Forum, ISH Championship, ISH Technology and Energy Forum, Stove Forum, Young Competence: SHK-Azubis@ISH

Martina Rumschick phone +49 69 75 75-35 55

BIM@ISH (Exhibitor Area), Campus@ISH, Design Plus powered by ISH, Building Forum, Real Estate Forum, Job Corner, Pop up my Bathroom, Start-Up@ISH

Katharina Groh phone +49 69 75 75-58 50

BMW i-Area: Innovation made in Germany, House of Energy Kongress, Innovation Award, Architecture + Technology, Cold Forum, climate Forum

Rebekka Wolz phone +49 69 75 75-62 72

BIM@ISH, Guided Tours

Massage

see Wellness Lounge

Media Package

As a stipulation of your contract covering the participation in ISH 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 website: www.ish.messefrankfurt.com, in the ISH App, on the interactive ground map and on location in the Compass information system. Furthermore, you can request, free of charge, a presentation in the year-round, all-event business-to-business portal productpilot.com.

For questions concerning your Media Package, please call: +49 69 75 75-50 90, 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 trade fairs our information booth offers you competent professional advice, legal support and extensive information material in the foyer of Hall 4.1. You can personally contact the lawyers in hall 4.C, room 183. You can also call, phone: +49 69 75 75-12 73 or +49 69 75 75-12 12 or send an email to: 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 March 7 to March 16, 2019:

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

Mini Market Hall 4.1 phone: +49 69 75 602 22 60

Open from March 7 to March 17, 2019:

Super Market Hall 9.0 phone: +49 69 75 602 22 69

Open from March 8 to March 16, 2019:

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

Open from March 9 to March 15, 2019:

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

Super Market

Service-Center Torhaus, level 3 phone: +49 69 75 602 23 54

Open from March 10 to March 15, 2019:

Super Market Hall 5.0 phone: +49 69 75 602 22 62

Open from March 11 to March 15, 2019:

Super Market Hall 1.0 – Entrance City phone: +49 69 75 602 23 55

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 setting-up, Friday, March 8, 2019 to Sunday, March 10, 2019.

Mobile phone: +49 177 328 35 85.

Mobile Phones

see Multimedia Shop

Multimedia Shop

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

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

N

Newspaper Stand

located at Hall 4.1 Foyer and Hall 8.0 Foyer Southwest or at the Super Markets.

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

www.ish.messefrankfurt.com

www.ish-blog.com

www.facebook.com/ish

www.twitter.com/ish

www.youtube.com/ish

www.pinterest.com/ish

www.messefrankfurt.com

www.accenteservices.de

www.congressfrankfurt.de

www.fairconstruction.messefrankfurt.com

Online Banner

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

Opening Ceremony

Takes place in Portalhaus, level 0 at 10.00 am on Monday, March 11, 2019.

Opening Hours

The ISH 2019 is open for **trade visitors** from Monday, March 11, 2019 until Thursday, March 14, 2019 from 9:00 am to 6:00 pm and on Friday, March 15, 2019 from 9:00 am to 5:00 pm.

P

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 Equipment

Parking

Exhibitors with parking tickets for the exhibition ground (can be ordered via the Shop for Exhibitor Services, distribution by Fraport AG) can reach P 1 via Gate East, P 2 via Gate East, P 3 via Gate North/South, P 4 via Gate North/ South, P 8 via Gate 8, P 9 via Gate 9 and P 12 via Gate West. Cars can park alternatively at the Rebstock parking area.

Elevated vehicles can park at the Rebstock area, Block D.

Parking permits are also available during the fair at the Fraport Service Counter at the Torhaus Service Center, level 2. The desk is open on the last two days of setting-up, Saturday, March 9 and on Sunday, March 10, 2019, daily from 8:30 am to 6:30 pm as well as on the first exhibition day Monday, March 11, 2019, from 8:00 am until 1:00 pm, phone: +49 69 75 75-13 14.

Visitors: Rebstock parking ground. The multi-storey car park 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: P 10 via Gate West.

Trucks: Parking for construction and dismantling vehicles on the Rebstock parking area is not possible during the trade fair. From Friday, March 15, 2019, you can park your vehicle for dismantling on block E.

Car-trailer parking permits on the exhibition grounds:

- P 3a (on the Westside of Hall 3)
- P 5a (on the Northside of Hall 5)
- P 12 West (beside Gate West)

Please order this service online in the Shop for Exhibitor Services. The fee is € 70.00 for the whole event and € 15.00 per 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 at Torhaus Service-Center, level 2, phone: +49 69 75 75-13 33.

If you hand in your prescription before 11:00 am, your medication will be available by 5:00 pm.

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 Ms Natascha Eschrich, phone: +49 69 75 75-37 85.

Photography

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

Exhibitors who would like to have pictures taken of their stand can obtain written permission. The permission has to be ordered in the Online Shop for Exhibitor Services and should be printed-out.

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

Photography after event opening hours

Taking pictures of your stand after opening hours requires a written permission and is only possible if the photographer is accompanied by security personnel. The permission must be ordered before the exhibition through our Shop for Exhibitor Services for a fee of € 450.00. Should you decide on short notice (24 hours prior to the photo shooting) to have pictures taken of your stand after opening hours, please contact the exhibition management, phone: +49 69 75 75-32 73 or email: fotogenehmigung.ish@messefrankfurt.com.

Pizza Service

This service is offered from Friday, March 8, 2019 to Saturday, March 16, 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.

Postage Machine

located at the Torhaus Service Center, level 3.

Postal Service

Post Shop-DHL Trade Fairs & Events GmbH

Service Center Torhaus, level 3, open daily during the exhibition, from 9:00 am to 5:00 pm, phone: +49 69 75 75-54 62, fax: +49 69 75 75-54 87.

Prayer

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

Muslim Faith: Hall 10.4.

Jewish Faith: Hall 4.C, Room 177.

Prepaid Cards

see Multimedia Shop

Presentation Equipment

see Media Technology

Press Center

The ISH 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.

Press Service

for exhibitors: Inform us at an early stage of your press conference on the exhibition ground or other press appointments and thus guarantee the inclusion in the exhibitor press calendar.

This will be presented to media representatives in the Press Center and on the ISH website.

Please contact us via email: press.ish@messefrankfurt.com for information on your press event and for further inquiries.

To present your products or company, press kits are available at the Press Center and on the ISH website within the Exhibitor Search. These can be reserved at www.serviceshop.messefrankfurt.com in the section "Marketing Services (Press-Services)".

For further questions, please send an email to: press.ish@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 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.

Q

Questions

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

R

Radio Via Mobile

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

For further information please contact Advertising Services:

Ms Anabell Condemi, phone: +49 69 75 75-68 58 and

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

Railway

24 hour information phone: 01806 99 66 33 or visit www.bahn.com.

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 March 4, to March 17, 2019 daily from 7:30 am to 2:30 pm

Torhaus Ebene 2: Fontana – self-service

Open from March 11, to March 15, 2019 daily from 10:00 am to 4:00 pm

Hall 3.0: Aubergine – self-service

Open during the exhibition, daily from 11:00 am to 4:00 pm

Hall 3.1: Trilogie – waiter service

Open during the exhibition, daily from 10:00 am to 4:00 pm

Hall 4.0: Sky – fast food

Open during the exhibition, daily from 10:00 am to 5:00 pm

Hall 4.1: Piazza - Italian flair

Open on March 10, 2019 from 11:00 am to 4:00 pm and during the exhibition, daily from 9:00 am to 5:00 pm

Hall 4.1: Metropol – self-service,

Open during the exhibition, daily from 10:00 am to 4:00 pm

Hall 9.0: Centro – atmosphere of a street market

Open during the exhibition, daily from 11:00 am to 4:00 pm

Hall 9.1: Granello – waiter service, barbeque specialties

Open during the exhibition, daily from 10:00 am to 4:00 pm

Hall 9.2: Stremma – self-service

Open during the exhibition, daily from 10:00 am to 4:00 pm

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

Open during the exhibition, daily from 10:00 am to 4:00 pm

Hall 11.1: Veranda – self-service, international cooking, pizza, pasta

Open during the exhibition, daily from 10:00 am to 5:00 pm

Hall 12.0: My Deer – self-service

Open during the exhibition, daily from 10:00 am to 4:00 pm

Hall 12.1: Finery – self-service

Open during the exhibition, daily from 10:00 am to 5:00 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 March 1, 2019: Café Bar Hall 5.0 Southwest

Café Bar Hall 11.0 Northeast (Primavera)

Open from March 6, 2019: Café Bar Hall 3.0 East (Orange)

Café Bar Hall 8.0 Northeast

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

Open until March 16, 2019: Café Bar Hall 3.0 East (Orange)

Café Bar Hall 8.0 Northeast

Open until March 17, 2019: Café Bar Hall 5.0 Southwest

Café Bar Hall 11.0 Northeast (Primavera)

Our **Pizza Service**, located at Rebstock parking area is open Friday, March 8, 2019 to Saturday, March 16, 2019. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

RMV

Rhein-Main-Verkehrsverbund, 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

S-Bahn

see Arrival / Departure

Safety and Security

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

Sale

see Cash Sales

Scooter

see Barrier-Free Visit within the Fairgrounds

Service Center

The Torhaus is the central point of contact for exhibitors and visitors:

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 desk, Fairconstruction, Fraport, Accente, Eventence - hostesses, telecommunications, Advertising Services, Restaurant Fontana, Ascoli Club

Torhaus level 3: Business Center (Multimedia Shop, fax service for exhibitors, typing service, possibility to make photocopies or computer printouts...), internet access, DHL courier, postal service, cash machine, supermarket, meeting point, wellness lounge

Torhaus Entrance, level 3, S-Bahn station: S-Bahn connection, information desk, cash machine, ticket sales, cloakrooms, toilets

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

Setting-Up

Advance setting-up time is free of charge but must be pre-registered:

From Monday, February 25 to Tuesday, March 5, 2019, daily from 7:00 am to midnight. You can order this service online in our Shop for Exhibitor Services: www.serviceshop.messefrankfurt.com.

From February 25, 2019	Hall: Forum 0
From February 26, 2019	Halls: 3.1, 4.0, 4.1
From February 27, 2019	Halls: 2.0, 3.0, 5.0
From February 28, 2019	Halls: 11.0, 11.1
From March 1, 2019	Halls: 1.1, 1.2, 4.2, 8.0, 9.0, 9.1, 9.2, 10.2, 10.3
From March 2, 2019	Hall: 5.1

An advanced setting-up is not possible in Galleria

Advanced setting-up in hall 12 as to be approved by the trade fair management due to special terms of regulation.

If you have any questions, please contact Ms Judith Späh, phone: +49 69 75 75 61 53, or email: aufbau.ish@messefrankfurt.com.

Regular setting-up: From **Wednesday, March 6, 2019** starting at **7 am** non-stop to **Sunday, March 10, 2019, until 3 pm** in all halls.

Please note: On the last day of set-up, March 10, 2019, from 3:00 pm setting-up is only possible within the stands. From 3:00 pm aisles must be kept completely clear due to carpet-laying.

Vehicle access: Please see Access for Vehicles

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 Friday, March 8 to Sunday, March 10, 2019. Mobile phone number: +49 177 328 35 85 or +49 177 328 39 70.

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

Open from March 1, 2019: Café Bar Hall 5.0 Southwest
Café Bar Hall 11.0 Northeast (Primavera)

Open from March 6, 2019: Café Bar Hall 3.0 East
Café Bar Hall 8.0 Northeast

Additionally, our self-service **Restaurant Cucina**, located in the Dependence, is **open from Monday, March 4, 2019, daily from 07:30 am to 2:30 pm**.

Our **Pizza Service** located at Rebstock parking area is **open from Friday, March 8, 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 indicated on each setting-up and dismantling pass.

Additional setting-up and dismantling passes can be ordered online before the exhibition in our ticket services for exhibitors:
<https://exhibitor tickets.messefrankfurt.com>.

From Saturday, March 9, 2019, the setting-up and dismantling passes are available at the central information desk, located in the Service-Center Torhaus, level 2, phone number +49 69 75 75-13 04 and +49 69 75 75-13 33.

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

Sound Systems

see Media Technology

Stand Assistants

see Hostesses

Stand Cleaning

see Cleaning – Hall and Facility Cleaning

Stand Construction

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

Complete stands: Please contact Fairconstruction, phone: +49 69 75 75-66 66 for **trade fair booths** or phone: +49 69 75 75-13 19 for **stand equipment**.

The counter, located at the Exhibitor's Service Center, Torhaus level 2, is open on the last two setting-up days Saturday, March 9 from 8:00 am to 6:00 pm and on Sunday, March 10 from 8:00 am to 6:30 pm as well as on the first day of the exhibition, Monday, March 11, 2019, from 8:00 am to 1:00 pm.

Stand Deliveries

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

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

Stand Equipment

Stand components and furniture rental are offered by the Team Fairconstruction, phone: +49 69 75 75-13 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, open on Saturday, March 9, 2019 from 8:00 am to 6:00 pm, on Sunday, March 10, 2019, from 8:00 am to 6:30 pm and on Monday, March 11, 2019, from 8:00 am until 1:00 pm.

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 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? Then please register the party via www.serviceshop.messefrankfurt.com.

Stand parties must be announced and can be carried out from 6:00 pm until midnight. 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 or part thereof. A security guard per every hundred guests 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: Portalhaus West, Galleria 0, Entrance City, Entrance CMF, Hall 3 East. During the fair, taxis may not enter the exhibition center before 7:30 pm.

Team Office

see Management of the Exhibition

Technical Equipment

see Media Technology

Telecommunications

From telephone connections to customised and complex network solutions, Messe Frankfurt Venue – Team Telecommunications is able to provide your exhibition stand with everything that state-of-the-art telecommunications technology has to offer. The counter of Team Telecommunications is located in the Torhaus Service Center, level 2. It is open two days before the exhibition on Wednesday, February 6, 2019 and Thursday 7, 2019 from 9:00 am to 6:00 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 Venue - Team Telecommunications. The Team Telecommunications is at your service in the Torhaus Service Center, level 2, two days before the exhibition, phone: +49 69 75 75-711 73 or fax: +49 69 75 75-711 74.

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

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

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

Theft

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

Ticket Offices

are located at Entrance City, Entrance Galleria 9.T (between Hall 8 and Hall 9), Entrance Torhaus (S-Bahn station), Entrance Hall 3 East and West and Entrance Portalhaus at Hall 11, open for exhibitors one hour before the official opening of the trade fair.

Tools

General building supplies:

Hornbach, Hanauer Landstr. 477, phone: +49 69 42 01 27 0 (open from Monday to Saturday, daily from 7 am to 8 pm);

toom BauMarkt, Mainzer Landstraße 681, phone: +49 69 93 99 98 10 (open from Monday to Thursday and Saturday, daily from 8 am to 8 pm, Friday 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 Friday, March 8, 2019 to Sunday, March 10, 2019.

Mobile phone number: +49 177 32 83 58 5 or +49 177 32 83 97 0.

Torhaus

see Service Center

Towing Service

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

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

Traffic Guide

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

Train Schedule

see Railway

Translators

see Interpreter

Transports

of goods to and from the exhibition ground are done by our logistics partners, as well as by partners of your own choice.

Logistic partners on the exhibition ground:

Agility Logistics GmbH

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

DHL Trade Fairs & Events GmbH

Cargo Center Messe Frankfurt, 2nd floor,
phone: +49 69 9767 14100 or +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 centre from 8:45 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 Tulip Club lounge:

At Hall 9.T, an intermediate level of the hall (Entrance Galleria and the ticket offices are also located in this area), phone: +49 69 75 75-14 54.

The lounge is open from 8:45 am until 7:00 pm, except for the last day of the exhibition, when they close at 5:00 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

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

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

Available as follows:

- Visitor registration LeadSuccess 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

Wardrobe (Garderobe)

On behalf of ISH you will find open wardrobes in the following halls:

Location:	Opening Hours:
Hall 1.0/1.1/1.2 (in each foyer)	8:00 am to 7:30 pm
Forum UG	8:00 am to 7:30 pm
Hall 3.0 (Foyer North-East-Corner)	8:00 am to 9:00 pm
Hall 3.0 (Foyer Westside)	8:00 am to 7:30 pm
Hall 4.0 (Foyer Eastside)	8:00 am to 7:30 pm
Hall 5.0 (Foyer Westside)	8:00 am to 7:30 pm
Hall 5.1 (Via Mobile Eastsside)	8:00 am to 7:30 pm
Hall 6.0 (Westside)	8:00 am to 7:30 pm
Hall 8.0 (Foyer South-West-Corner)	8:00 am to 7:30 pm
Hall 9.T (Entrance)	8:00 am to 9:00 pm
Hall 10.1	8:00 am to 9:00 pm
Entrance Torhaus /	8:00 am to 9:00 pm
S-Bahn-Terminal Eastside	
Entrance Torhaus /	8:00 am to 7:30 pm
S-Bahn-Terminal Northside	
Portalhaus	8:00 am to 9:00 pm

On Friday, March 15, 2019 all wardrobes are only open from 8:45 am to 6:00 / 7:30 pm. Jackets, coats and small baggage that has not been picked up by the time the wardrobes close, will be taken to the collecting wardrobe and can be picked up there. (Information signs are put-up at every wardrobe)

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

Websites

- www.ish.messefrankfurt.com
- www.messefrankfurt.com
- www.mfs.messefrankfurt.com
- www.accenteservices.de
- www.congressfrankfurt.de
- www.fairconstruction.messefrankfurt.com

Wellness Lounge

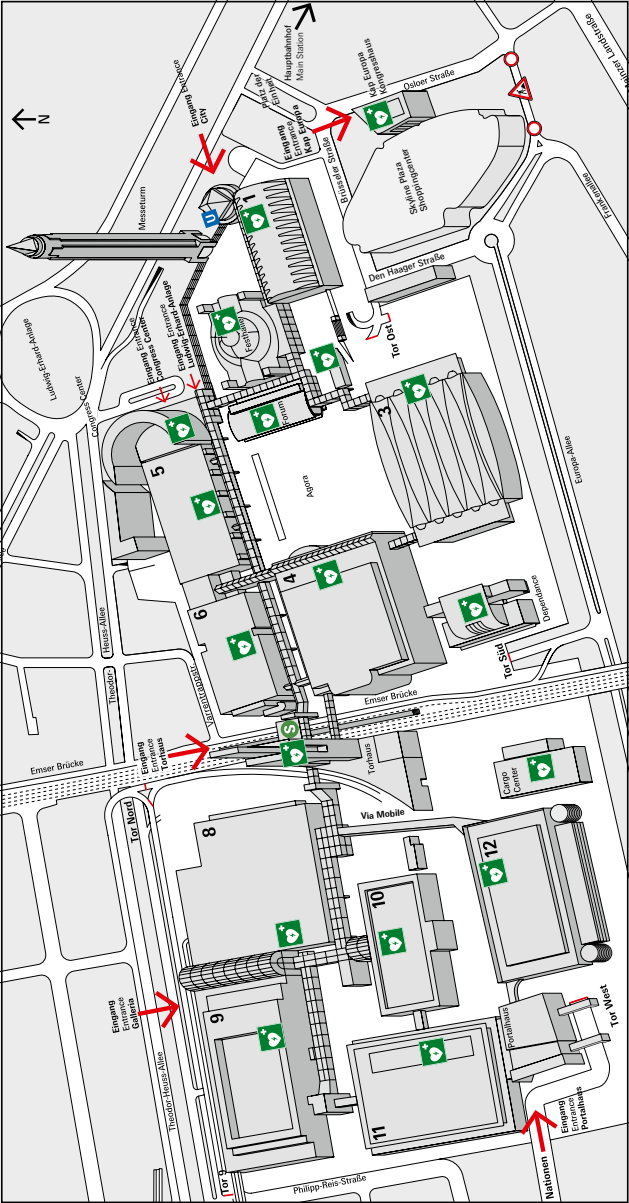
Massage, relaxation, quality breaks and powernapping are offered at our **brainLight Lounge**, located at Torhaus, level 3, next to the supermarket. A 14 minutes session is available from € 2.00 on.

Wheelchairs

see Barrier-Free Visit within the Fairgrounds

WLAN

Wireless Local Area Network – free wireless surfing throughout the exhibition 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 / WiFi products, which can be ordered against a fee via the Shop for Exhibitor Services. During the event please contact our Team Telecommunications, phone: +49 69 75 75-71 17 7.



Locations of defibrillators on the exhibition grounds

