

# Checklist

for your fair preparations for  
ISH 2025

Dates and important deadlines	Keyword	Topic	Contact person
<b>Hotline</b>  <b>Contact information</b>	For Questions regarding:	<p>Intention to exhibit and the registration of Joint-stand participants:  <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>            Phone: +49 69 75 75-55 88</p> <p><b>Messe Log-In / My Account:</b>  <a href="mailto:messe-login@messefrankfurt.com">messe-login@messefrankfurt.com</a></p> <p><b>Messe Log-In / Customer Center:</b>            You will find the Log-In on <a href="http://www.ish.messefrankfurt.com">www.ish.messefrankfurt.com</a> on the right side above.            There you get to your personal customer center for the administration of all services related to your trade fair presence.</p> <p><b>Shop for Exhibitor Services:</b>  <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>            Phone: +49 69 75 75-29 99            Phone: +49 69 75 75-66 99</p> <p><b>Technical Event Management for Fairs / Approval of stand construction plans:</b>  <a href="mailto:standapproval@messefrankfurt.com">standapproval@messefrankfurt.com</a></p>	

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From January 2024	Invitation to exhibit at ISH	<p>The non-binding Intention to Exhibit is now possible via the Fair Log-In / My Account with your known access data.</p> <p>If you were an exhibitor at the past ISH or have already registered as an interested party, you will receive an e-mail with an invitation to participate in ISH 2025.</p> <p>Please follow the link in the invitation and complete your Intention to Exhibit!</p> <p>New exhibitors can register at <a href="http://www.ish.messefrankfurt.com">www.ish.messefrankfurt.com</a>.</p>	<p><a href="http://www.ish.messefrankfurt.com">www.ish.messefrankfurt.com</a></p> <p><a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a> Phone: +49 69 75 75-55 88</p> <p>ISH-Team <a href="mailto:ish@messefrankfurt.com">ish@messefrankfurt.com</a> Phone: +49 69 75 75-36 52</p>
From April 2024	Hall planning / dispatch of stand space proposals	<p>We are going to contact you, as soon as we have checked the stand space possibilities.</p> <p>Please note that the planning phase includes a process of coordination with the exhibitors. This sometimes results in waiting time.</p> <p><b>Planning Phase:</b> April 2024 – approx.. November 2024</p>	<p><b>Ms. Simone Dörr</b> Phone: +49 69 75 75-66 36 <a href="mailto:simone.doerr@messefrankfurt.com">simone.doerr@messefrankfurt.com</a> Hall: 3.1, 4.1, 5.0, 5.1, Festhalle, Forum</p> <p><b>Ms. Birgül Demir</b> Phone: +49 69 75 75-32 79 <a href="mailto:birguel.demir@messefrankfurt.com">birguel.demir@messefrankfurt.com</a> Hall: 3.0, 4.0, 6.0, 6.1, Agora</p>
From May 2024	Dispatch of participation confirmation	<p>Depending on the planning status, the participation confirmation will be sent out from May 2024.</p> <p>Upon sending the confirmation of participation, the participation contract between the exhibitor and Messe Frankfurt Exhibition GmbH becomes legally binding (see GTC item 6).</p>	<p><b>Ms. Vanessa Perner</b> Phone: +49 69 75 75-58 25 <a href="mailto:vanessa.perner@messefrankfurt.com">vanessa.perner@messefrankfurt.com</a> Hall: 9.0, 11.0, 12.0, 12.1, outdoor area F11</p> <p><b>Mr. Andreas Kurth</b> Phone: +49 69 75 75-62 23 <a href="mailto:andreas.kurth@messefrankfurt.com">andreas.kurth@messefrankfurt.com</a> Hall: 8.0, 11.1, Galleria 0, Galleria 1</p> <p><b>Ms. Judith Späh</b> Phone: +49 69 75 75-61 53 <a href="mailto:judith.spaeh@messefrankfurt.com">judith.spaeh@messefrankfurt.com</a> Hall: 4.2, 9.1, 10.2</p>
From May 2024	Stand rental invoice	<p>You will receive your stand rental invoice depending on the planning process, provided you have already received the confirmation of participation.</p> <p>Please refer to the invoice for the payment deadline.</p>	<p>ISH-Team <a href="mailto:ish@messefrankfurt.com">ish@messefrankfurt.com</a> Phone: +49 69 75 75-36 52</p>

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<p>From July 2024</p> <p>Different order periods and deadlines per service</p>	<p>Services</p>	<p>From July 2024, it will be possible to order services in the Shop for Exhibitor Services, such as electricity, water, stand cleaning, stand security, forwarding services, car parks and much more. For orders placed at short notice, <b>express surcharges</b> of 25% may apply for selected services.</p> <p>You can find the Shop for Exhibitor Services in the Customer Centre via your personal Messe Log-In.</p>	<p><b>Shop for Exhibitor Services</b> <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a> Phone: +49 69 75 75-29 99</p> <p>You can find the relevant contact person by clicking on the desired services in the Shop for Exhibitor Services.</p>
<p>From July 2024</p>	<p>Exhibitor Pass / Visitor Voucher</p>	<p>From now on, you can create exhibitor passes, visitor vouchers and set-up/dismantling tickets via the Shop for Ticket Services.</p> <p>You can find the Shop for Ticket Services in the Customer Centre via your personal Messe Log-In.</p>	<p><b>Shop for Ticket Services</b> <a href="mailto:etickets@messefrankfurt.com">etickets@messefrankfurt.com</a> Phone: +49 69 75 75-51 51</p>
<p>From July 2024 until 10 February 2025</p>	<p>Stand dividing walls</p>	<p>You will receive an unsolicited e-mail from us asking you whether or not you need the <b>free partition walls</b> for your stand. Please note that we can only offer you the stand partition walls free of charge if you give us feedback by <b>10 February 2025</b>.</p> <p>If you would like to order the stand partition walls after this date, this is only possible at a price of EUR 195 plus VAT due to the increased logistical and planning effort involved. You must then place this order via the Shop for Exhibitor Services.</p>	<p><a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a></p>
<p>From October 2024 until 10 January 2025</p>	<p>Catalogue / Media Package</p>	<p>You will receive unsolicited access to the media package manager (MPM) for editing your company profile for the catalogue and exhibitor search by e-mail.</p> <p>Closing date for entries in the printed catalogue is <b>10 January 2025</b>. Changes to your online company profile are possible at any time.</p>	<p><b>Messe Frankfurt Medien und Service GmbH</b> <a href="mailto:mediapackage.ish@messefrankfurt.com">mediapackage.ish@messefrankfurt.com</a></p>
<p>From October 2024</p>	<p>Promotion-material</p>	<p>We support your trade show presence with <b>free digital and personalised advertising material</b>.</p> <p>Take the opportunity to actively draw your customer#s attention to your trade fair participation and thus contribute to your successful trade fair participation! You will find a large selection of digital promotion materials online in the Shop for Exhibitor services under Marketing Services-&gt; "Free advertising material".</p>	<p><b>Ms. Diana Hache</b> <a href="mailto:diana.hache@messefrankfurt.com">diana.hache@messefrankfurt.com</a> Phone: +49 69 75 75-57 45</p>

Dates and important deadlines	Keyword	Topic	Contact person
From October 2024	Press Services	<p>You can now order various press services online in the Shop for Exhibitor Services.</p> <p>Please send information about your press appointment and any queries by e-mail to: <a href="mailto:press.ish@messefrankfurt.com">press.ish@messefrankfurt.com</a></p>	<p><b>Ms. Chiara Lauter</b>  <a href="mailto:chiara.lauter@messefrankfurt.com">chiara.lauter@messefrankfurt.com</a>            Phone: +49 69 75 75-50 81</p>
Beginning of March – 12 March 2025 (7 a.m. – 00 a.m.)	Early Set-up	<p>Start of early set-up in individual hall levels.</p> <p>An overview of early set-up times of individual hall levels can be found in the service documents.</p> <p>Please register for early set-up via the Shop for Exhibitor Services.</p>	<p><b>ISH-Team</b>  <a href="mailto:aufbau_ish@messefrankfurt.com">aufbau_ish@messefrankfurt.com</a>            Phone: +49 69 75 75-36 52</p>
13 March – 15 March 2025 (24h / day)	Regular Set-up	<p>Regular setup of the ISH from 13 March to 16 March 2025.</p> <p><b>Please note:</b>            All vehicles wishing to enter the exhibition centre must register in advance and sign in at <b>check-in</b>.</p>	<p>Information on the Check-In procedures can be found under:  <a href="http://www.ish.messefrankfurt.com">www.ish.messefrankfurt.com</a> /            Planning and Preparations / Check In</p>
16 March 2025	Last day of Set-up	<p>On 16 March 2025, set-up will only be possible inside the stands from 3 p.m. as carpeting will be laid in the aisles.</p>	
17 – 21 March 2025	ISH	<p><b>ISH will take place from 17 to 21 March 2025 from 9 a.m. to 6 p.m. (last day until 5 p.m.).</b>            Exhibitors will be granted access to the exhibition centre with their exhibitor passes - daily from 8 a.m. to 7 p.m.</p>	<p>The trade fair management office is located at Torhaus Level 2.</p>
21 March 2025 From 5 p.m.	Carpet removal / delivery of packing material	<p>Dismantling for exhibitors is initially only possible within the stands - the carpeting in the hall aisles will be taken up so as not to interfere with further dismantling work.</p>	<p><b>ISH-Team</b>  <a href="mailto:ish@messefrankfurt.com">ish@messefrankfurt.com</a>            Phone: +49 69 75 75-36 52</p>
21 March 2025 From 5 p.m.	Empties Night	<p>Regular empties will be delivered to the exhibition stands during the 'empties night' on Saturday, 22 March 2025 between 3 a.m. and 8 a.m.</p> <p>We also offer empties handling according to priority level 1:            The delivery of priority 1 empties will already start on Friday, 21 March 2025 from 6:30 p.m. and will be completed around 11 p.m. Only a limited contingent is available for Priority 1 empties orders. A maximum of 15 cubic metres of priority 1 empties can be ordered per stand, so please order as early as possible.</p> <p>Regular empties (delivery during the empties night)</p>	<p><b>Logistic Service</b>            Phone: +49 69 7575 6075</p>

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		<p>will only be available from 8 a.m. on Saturday, 22 March 2025</p> <p>Until the final delivery of empties on 22 March 2025 at 8 a.m., dismantling is only possible to a limited extent and without a forklift truck. Please inform yourself about the special entry regulations.</p>	
<p>22 – 24 March 2025</p>	<p><b>Dismantling</b></p> <p>from 22 March, 24 hours until 24 March, 12 p.m. (24h / day)</p>	<p>Regular dismantling in all halls</p> <p>8 p.m. to 12 p.m.: Entry to the exhibition grounds for vehicles up to a maximum permissible gross weight of 7.49 tonnes.</p> <p>21 March 2025 3 a.m. - 8 a.m.: All vehicles must have left the exhibition grounds, except cars parked in parking areas P4, P9 and P12.</p> <p>From 22 March 2025 8 a.m. entry of all dismantling vehicles until 24 March 2025, dismantling is possible continuously until midnight.</p> <p>Please note: all vehicles wishing to enter the exhibition centre must register in advance and sign in at check-in.</p>	<p><b>ISH-Team</b>  <a href="mailto:ish@messefrankfurt.com">ish@messefrankfurt.com</a>            Phone: +49 69 75 75-36 52</p>
<p>25 – 26 March 2025</p>	<p><b>Extended Dismantling</b></p> <p>From 7 a.m. to 9 p.m.</p>	<p><b>Extended dismantling</b> only on individual hall levels</p> <p>Please note that extended dismantling is subject to registration and authorisation.</p> <p>Information on the individual set-up and dismantling times on all levels can be found at <a href="http://www.ish.messefrankfurt.com">www.ish.messefrankfurt.com</a> under Planning and Preparation.</p>	<p><b>ISH-Team</b>  <a href="mailto:ish@messefrankfurt.com">ish@messefrankfurt.com</a>            Phone: +49 69 75 75-36 52</p>

# Contact Persons

during your fair preparations

<p>Your contact person of the ISH Team</p>	<p>Director ISH</p>	<p><b>Mr. Stefan Seitz</b>          Phone: +49 69 75 75-65 69  <a href="mailto:stefan.seitz@messefrankfurt.com">stefan.seitz@messefrankfurt.com</a></p>
	<p>Sales ISH</p>	<p><b>Ms. Simone Dörr</b>          Phone: +49 69 75 75-66 36  <a href="mailto:simone.doerr@messefrankfurt.com">simone.doerr@messefrankfurt.com</a>          Hall: 3.1, 4.1, 5.0, 5.1, Festhalle, Forum</p> <p><b>Ms. Birgül Demir</b>          Phone: +49 69 75 75-32 79  <a href="mailto:birquel.demir@messefrankfurt.com">birquel.demir@messefrankfurt.com</a>          Hall: 3.0, 4.0, 6.0, 6.1, Agora</p> <p><b>Ms. Vanessa Perner</b>          Phone: +49 69 75 75-58 25  <a href="mailto:vanessa.perner@messefrankfurt.com">vanessa.perner@messefrankfurt.com</a>          Hall: 9.0, 11.0, 12.0, 12.1, outdoor area F11</p> <p><b>Mr. Andreas Kurth</b>          Phone: +49 69 75 75-62 23  <a href="mailto:andreas.kurth@messefrankfurt.com">andreas.kurth@messefrankfurt.com</a>          Hall: 8.0, 11.1, Galleria 0, Galleria 1</p> <p><b>Ms. Judith Späh</b>          Phone: +49 69 75 75-61 53  <a href="mailto:judith.spaeh@messefrankfurt.com">judith.spaeh@messefrankfurt.com</a>          Hall: 4.2, 9.1, 10.2</p>
	<p>Team Assistant Event Management</p>	<p><b>Ms. Constanze Hetterling</b>          Phone: +49 69 75 75-36 52  <a href="mailto:constanze.hetterling@messefrankfurt.com">constanze.hetterling@messefrankfurt.com</a></p>
	<p>Event Management Supporting programme and special events</p>	<p><b>Ms. Anna Pauler</b>          Phone: +49 69 75 75-62 51  <a href="mailto:anna.pauler@messefrankfurt.com">anna.pauler@messefrankfurt.com</a></p> <p><b>Ms. Anja Peukert</b>          Phone: +49 69 75 75-52 67  <a href="mailto:anja.peukert@messefrankfurt.com">anja.peukert@messefrankfurt.com</a></p>
<p>Your contact persons of the Marketing Communications Team</p>	<p>Director Marketing Communications</p>	<p><b>Ms. Dominique Ewert</b>          Phone: +49 69 75 75-64 63  <a href="mailto:dominique.ewert@messefrankfurt.com">dominique.ewert@messefrankfurt.com</a></p>

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