

prolight+sound

10.04. – 13.04.2018

musikmesse

11.04. – 14.04.2018

Your service numbers

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

prolight+sound musikmesse

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WLAN

prolight+sound musikmesse

Prolight+Sound, 10.04. – 13.04.2018

Musikmesse, 11.04. – 14.04.2018

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 that during the set-up and dismantling period, vehicles wanting to enter the fairgrounds must register in advance via the **Electronic Entry System** and pass through the **Check-In**.

In any case and at any time, please follow the signs to 'Check-In'

- Access during advanced set-up Prolight+Sound or Musikmesse:

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

Access during general set-up:

Prolight+Sound April 5 – April 9, 2018, 24h a day

Musikmesse April 6 – April 10, 2018, 24h a day

Requires the preregistration via our **Electronic Entry System** at: <https://einfahrt.messefrankfurt.com/ees/deliverer>.

Registration is possible beginning four 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.

"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

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 follow the digital signing from motorway A648 to the specified Check-In points (passenger vehicles and trucks).** This is the only place where access to the exhibition center will be finally authorised. For further information regarding **Traffic regulations**, please visit us online at: <http://messefrankfurt.com/verkehr>.

Access during the exhibition:

Delivery services can access the Exhibition Center for one hour. A deposit of € 100.00 is required at the gate. All other vehicles will only be allowed to enter with a valid parking permit. Alternatively use the Rebstock parking area.

Access during dismantling:

| | |
|----------------|---|
| Prolight+Sound | April 13, 2018, from 9 pm – April 15, 2018, 12 pm, midnight |
| Musikmesse | April 14, 2018, from 9 pm – April 16, 2018, 12 pm, midnight |

On the last days of the exhibitions: (PL+S: April 13, 2018 / MM: April 14, 2018)

Entry will not be permitted after 2 pm. From 2 pm until 9 pm the start of admission for dismantling vehicles, no vehicles will be allowed to enter. Dismantling vehicles should please head to the E1 assembly point at the Rebstock car park. This is the only place where you can obtain a dismantling vehicle pass. On April 13 and 14, 2018, daily from 3 pm to 10 pm a free shuttle bus service will run between the Galleria entrance and stop 4 (Haltepunkt 4) at the E1 truck assembly point at the Rebstock car park.

You may remove small loads from the exhibition center (vehicles of 3.5 tons max.) from 6 pm to 8 pm. Therefore, a **special dismantling pass** is required, against a declaration of cost assumption, which states that you will be charged € 200 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 fairgrounds by 8 pm, the special dismantling pass will not be invoiced.

Please note: On the last exhibition day a preregistration via our Electronic Entry System is not possible.

On all other dismantling days vehicle entry passes for dismantling have to be ordered online in advance through the **Electronic Entry System** at: www.einfahrt.messefrankfurt.com/ees/deliverer. 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.

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 or during the exhibition at the reservation desk, Torhaus Service Center, level 3.

Opening hours: From Tuesday, April 10, 2018, to Thursday, April 12, 2018, daily from 2 pm to 6 pm and on Friday, April 13, 2018, from 1 pm to 4 pm. 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, Prolight+Sound or Musikmesse 2018 - *insert name of the exhibitor, hall, level and stand 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

Please contact Advertising Services, Ms Alexandra Jafari, phone: +49 69 75 75-60 28 or Mr Benjamin Braun, phone: +49 69 75 75-51 60.

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 Krohne, 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 Alexandra Jafari, phone: +49 69 75 75-60 28 or Mr Benjamin Braun, phone: +49 69 75 75-51 60.

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 Apps "**Musikmesse Navigator**" and "**Prolight+Sound Navigator**" are the orientation guides for exhibitors and visitors of Musikmesse and Prolight+Sound 2018. Receive inspiration through news and twitter messages on the highlights of the exhibitions. There is a variety of first class events to attend such as presentations, lectures and concerts at both exhibitions. Additionally the Navigator provides guidance by maps of the exhibition grounds as well as by a complete collection of hall plans and the elementary exhibitor and product search.

The app offers the following features:

- News from the blog, twitter, facebook and press releases
- Events, special exhibits, lecture programmes, 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

Musikmesse and Prolight+Sound Navigators are 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.

Premium Service – VIP Airport Service – Arrival/Departure

Gate to Door / Door to Gate Service:

Limousine service between airport and fairgrounds

Provider: Fraport AG Airport Services Worldwide, 60547 Frankfurt

Booking upon request online under:

www.serviceshop.flughafen-frankfurt.de,

Phone: +49 69 690 - 33300

Gate to Door:

- Greeting at gate by service employee
- Assistance in processing through immigrations
- Assistance with baggage claim (on foot or per electric cart)
- Escort to waiting limousine (terminal pick-up point)
- Transfer to Messe Frankfurt fairgrounds

Door to Gate:

- Pick-up at exhibition grounds (three meeting points)
- Direct transfer to Frankfurt International Airport
- Check-In and baggage check by service employee
- Separate security point and (if required) escort through passport control
- Direct limousine transfer to your departure gate

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 "Messe". Follow the signs to "Messe" at any motorway you are approaching Frankfurt am Main. You will be directed to Messe Parkplatz Rebstock, from where free shuttle buses will take you to the fairgrounds.

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 exhibition from Wednesday, April 11 to Saturday, April 14, 2018, 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 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 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: From Terminal 1 (charter bus lane across from exit A) on to Terminal 2 (exit E) to the exhibition center.

April 10, 2018 : Airport – Hall 3 east

From 8 am to noon, every 20 minutes.

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

April 11 to 13, 2018 : Airport – Hall 3 east – Entrance Portalhaus

From 8 am to noon, every 20 minutes.

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

April 14, 2018 : Airport – Entrance Portalhaus

From 8 am to noon, every 20 minutes.

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

From the exhibition grounds to the Airport:

April 10, 2018 : Hall 3 east – Airport

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

April 11 to 13, 2018 : Hall 3 east – Entrance Portalhaus – Airport

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

April 14, 2018 : Entrance Portalhaus – Airport

From noon to 2:30 pm, every 60 minutes.

From 2:30 pm to 8:30 pm, every 20 minutes.

Car-park shuttles:

Free **car-park shuttles** running during the fairs, daily from 90 minutes before opening until 90 minutes after closing.

Hall shuttles:

During the exhibitions, 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.

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 Monday, April 9, to Saturday, April 14, 2018, daily from 9 am to 6 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 open hours are from 8:30 am to 5:30 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 -21 55, fax: +49 69 75 602-22 04.

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

CDH

National Federation of German Commercial Agencies and Distribution, 10873 Berlin, phone: +49 30 726 25 600, fax: +49 30 726 25 699 or email: Centralvereinigung@cdh.de, www.cdh.de.

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: www.einfahrt.messefrankfurt.com/ees/deliverer, available four weeks in advance of the exhibition. After having registered successfully you will receive an email containing the entry permit.

All vehicles (passenger vehicles and trucks), must first pass through the **Check-In** point at the Rebstock parking site. 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: www.messefrankfurt.com/verkehr.

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

Commercial Agent

see CDH

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 service team, phone: +49 69 75 75-35 65.

For **technical equipment** for conferences and meetings (beamers, 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, or 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.

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

D

Dates

Of the next events

in Frankfurt:

| | |
|----------------|--------------------|
| Prolight+Sound | April 2 to 5, 2019 |
| Musikmesse | April 2 to 5, 2019 |

Abroad:

| | |
|------------------------------------|--------------------------|
| NAMM Musikmesse, Russia, Moscow | September 13 to 16, 2018 |
| Music China, Shanghai | October 10 to 13, 2018 |
| Prolight+Sound Guangzhou, China | May 10 to 13, 2018 |
| Prolight+Sound NAMM Russia, Moscow | September 13 to 15, 2018 |
| Prolight+Sound Middle East, Dubai | September 23 to 25, 2018 |
| Prolight+Sound Shanghai, China | October 10 to 13, 2018 |

For further information on events abroad, please visit our information stands:

| | |
|--|-----------------------|
| NAMM Musikmesse Russia / Music China: | GAL.0 A20 |
| NAMM Russia / Prolight+Sound Shanghai / Prolight+Sound Guangzhou / Prolight+Sound Dubai: | Hall 4.1 FOY13 |

Day Care

see Kindergarten

Defibrillator

Please note that there are 17 defibrillators available on our exhibition grounds signed on the below map. For the exact locations on site, please contact the specific hall inspector at the beginning of the fair. For emergency calls on site just dial: **112**.

Fairground map of defibrillators locations in this booklet on page 41.

Dentist

Emergency service of the University Clinic (Uniklinik), Theodor-Stern-Kai 7. Monday through Friday: phone +49 69 63 01 75 01, from 8 am to 5 pm 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 -22 51, fax: +49 69 75 602-22 04.

Dismantling

• PROLIGHT+SOUND

Official dismantling: From Friday, April 13, 2018, after 9 pm, nonstop until Sunday, April 15, 2018, midnight.

• MUSIKMESSE

Official dismantling: From Saturday, April 14, 2018, after 9 pm, nonstop to Monday, April 16, 2018, midnight.

An extended dismantling is not possible at both exhibitions.

Vehicle access during Dismantling: Please see Access for Vehicles.

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

Open until April 14, 2018: Café Bar Hall 3.0 east, Café Bar Hall 5.0 southwest

Open until April 15, 2018: Café Bar Hall 8.0 northeast

Open until April 16, 2018: Café Bar Hall 11.0 northeast

Additionally, our self-service **Restaurant Cucina** located in the Dependence is open on Monday, April 16, 2018, daily from 7:30 am to 2:30 pm.

Our **Pizza Service** located at Rebstock parking area is open until April 16, 2018. 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 Ms Alexandra Jafari, phone: +49 69 75 75-60 28 or Mr Benjamin Braun, phone: +49 69 75 75-51 60.

Doctor

During the exhibition a medical doctor is on duty at the First Aid Station, Hall 4.0 southwest, 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

Easyorder

see Shop for Exhibitor Services

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, phone: +49 69 75 75-65 02.
A doctor is on duty in Hall 4.0 during the exhibition.

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 and Entrance Torhaus (S-Bahn station). Open from Wednesday, April 11, 2018 on:

Entrance Galleria 9.T (between Halls 8 and 9) and Entrance Portalhaus.

Additional entrances for **exhibitors:** Entrance Via Mobile East (near Congress Center/Maritim Hotel), Entrance Festhalle south and Emser bridge (S-train stop "Messe", stairway southside).

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 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 02-2324,
eventence@accente.com or www.accente.com.

Events

see Apps

Additionally the highlights of Prolight+Sound 2018 and Musikmesse 2018 are provided online at: www.pls.messefrankfurt.com or musik.messefrankfurt.com.

Exhibitor Profile Online

For updates or changes to your online profile for the exhibitor search function of Prolight+Sound and Musikmesse 2018, 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 (Prolight+Sound: April 9, 2018 / Musikmesse: April 10, 2018) 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 Sunday, April 8, 2018 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 Sunday, April 8 to Saturday, April 14, 2018, daily from 8 am to 7 pm. You can reach us at: +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 Shops. For the **Prolight+Sound** in Hall 4.1 foyer and for **Musikmesse** in Hall 9.0 foyer. For information, please contact Ms Waldinger, phone: +49 69 75602-24 33 and 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

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 (Samaritans ASB), phone: +49 69 75 75-65 02. A doctor is on duty in Hall 4.0 southwest during the exhibition.

Flight Schedule

Please check at any Compass information point.

Flowers

are offered by the florist AS Green Event during setting-up and during the fair in the flower shop located at Hall 5.0 south. 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 or www.messefrankfurt.com.

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): [Bruno-Poelke-Straße](#)
leads to the Check-In

Visitors: [Zum Messeparkhaus Rebstock](#)
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

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.

Park guards: Fraport, phone: +49 69 690 744 54 or
fax: +49 69 690 59 717, email: parken.messe@fraport.de.

H

Hall Managers

can be reached via the following telephone numbers:

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

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 8: phone: +49 69 75 75-63 08

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

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

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

Halls Occupied

in this booklet on pages 42/43.

Homepages

www.prolight-sound.com

www.musikmesse.com

www.messefrankfurt.com

www.mfs.messefrankfurt.com

www.accente.com

www.congressfrankfurt.de

www.fairconstruction.messefrankfurt.com

www.productpilot.com

Hostesses

Please contact Eventence, located during the fair at Torhaus Service Center, level 2, phone: +49 69 75 75-13 11. Before or after the fair please contact Eventence, phone: +49 69 756 02-2324, email: eventence@accente.com or 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 Information Center for further information about Prolight+Sound and Musikmesse 2018 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. The germanwide online telephone list is provided at: www.dastelefonbuch.de.

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 Alexandra Jafari, phone: +49 69 75 75-60 28 or
Mr Benjamin Braun, phone: +49 69 75 75-51 60.

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.
Contact: Mr Lars Sauer, phone: +49 69 6530 2092,
fax: +49 69 6530 2093, 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,
Ms Heike Vogel-Schenkewitz, phone: +49 69 75 75-62 77.

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.

K

Kindergarten

Torhaus Service Center, level 1, free of charge for children ages three to ten, open from April 10 to April 14, 2018, between 8 am and 6 pm,
phone: +49 69 75 75-13 17.

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**" onsite in Hall 4.C, office room number 178,
phone: +49 69 75 75-12 12 or +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, 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.

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

The Lost and Found office located at the Torhaus Service Center, level 0, is open from Monday, April 9, to Monday, April 16, 2018,
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 Wednesday, April 11 until Saturday, April 14, 2018, 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: +49 180 6747 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 and opens from Wednesday, April 4, to Friday, April 16, 2018, daily from 8 am to 6 pm.

Please contact:

Group Show Director

Mr Michael Biwer +49 69 75 75-56 20

Sales & Planning

Director

Ms Anna Maria Casalini +49 69 75 75-66 62

For Prolight+Sound 2018

Ms Monica Prager Halls 3.0, 4.0, 5.0 +49 69 75 75-61 30

Ms Franziska Lind Halls 3.1, Forum +49 69 75 75-60 18

Mr Jan Kakrow +49 69 75 75-65 91

For Musikmesse 2018

Mr Sebastian Krapp Halls 8.0, 11.1, Galleria +49 69 75 75-65 85

Mr Marius Munkel Halls 9.0, 11.0 +49 69 75 75-57 87

Ms Miriam Schmidt Halls 4.1, Foyer 5.1_6.1 +49 69 75 75-69 87

Mr Jan Kakrow +49 69 75 75-65 91

Assistant Project Manager

Ms Franziska Lind +49 69 75 75-60 18

Business Relations & Entertainment

Director

Mr Wolfgang Weyand +49 69 75 75-55 53

Ms Patricia Früh +49 69 75 75-53 95

Ms Anke Lich +49 69 75 75-65 96

Ms Stefanie Hafemeister +49 69 75 75-66 94

Ms Anja Kind +49 69 75 75-61 88

Ms Stefanie Buchmann +49 69 75 75-57 04

Ms Elena de Lange +49 69 75 75-56 19

Massage

see Wellness Lounge

Media Package

As a stipulation of your contract covering the participation in Prolight+Sound and Musikmesse 2017 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, in the event Apps, on the interactive fairground 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, we offer you competent professional advice, legal support and extensive information material. Please contact us 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 April 9 to 14, 2018

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

Open from April 9 to 15, 2018

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

Open from April 10 to 13, 2018

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

Super Market Hall 5.1 phone: +49 69 75 602-22 62

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

Open from April 10 to 14, 2018

Mini Market Hall 10.0

phone: +49 69 75 602-23 71

Mini Market Hall 11.0

phone: +49 69 75 602-22 75

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 Sunday, April 8, to Tuesday April 10, 2018. Cell phone: +49 177 328 35 85.

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 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.

Musikmesse Insider

The welcome desk is located in the business area, hall 11.1, access requires a valid Musikmesse Insider ticket. This is also valid for the exhibition and public transport.

N

National Federation of German Commercial Agencies and Distribution

see CDH

Newspaper Stand

located at Hall 4.1 Foyer, crossing between Halls 5.1 and 6.1, and Hall 8.0 Foyer.

Next Exhibitions

see Dates

Noise Control

Please contact our hotline, phone: +49 69 75 75-12 44.

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. Ms Angela Krohne, phone +49 69 75 75-52 85 will be pleased to advise you.

Opening Hours

The Prolight+Sound is open for trade visitors from Tuesday, April 10 to Friday, April 13, 2018, 10 am to 6 pm.

The Musikmesse is open for trade visitors from Wednesday, April 11 to Saturday, April 14, 2018, 10 am to 6 pm. Additionally the Musikmesse is open for the public on Friday, April 13 and Saturday, April 14, 2018.

Overnight Depot Musikmesse

Our offer for you to store your most valuable exhibits centrally overnight during the Musikmesse, as well guarded as insured. The depot is located in Hall 8.0 Room 50. Please note that the exhibits have to be handed over in appropriate bags or cases.

Service hours:

Wed., April 11, 2018: No hand out. Hand in: 6pm - 7pm.

Thu., April 12 to

Sat., April 14, 2018: Handout: 9am – 10am. Hand in: 6pm - 7pm.

Sun., April 15, 2018: Handout: 9am – 10am. No hand out.

For further details please contact Ms Sonja Schmidt, phone: +49 69 75 75-6151.

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 14200 or +49 69 75 75-67 82
as well as:

DHL Trade Fairs & Events GmbH

Cargo Center Messe Frankfurt, level 2,
phone: +49 69 9767 14100 or +49 69 75 75-69 13

Painters

see Stand Equipment

Parking

Exhibitors holding parking permits for the exhibition center (available only from Fraport AG, Retail & Properties, HVM-PV, Park-Service-Messe,

60547 Frankfurt am Main, phone: +49 69 690 744 54, fax: +49 69 690 59 717 or email: parken.messe@raport.de) can drive to the parking areas on the exhibition grounds indicated on their parking permission. Alternatively use the Rebstock parking area.

P1 and P2 can be reached via Gate East.

P3 and P4 can be reached via Gate North.

P8 can be reached via Gate 8.

P9 can be reached via Gate 9.

Trucks: Rebstock parking area, sections E and E 1.

There is a charge for fair-construction vehicles parking at the Rebstock area during the fair. The last day of the fair is free of charge for positioning the vehicles.

The charges are:

€ 25 per day for vehicles up to 10 m long and

€ 29 per day for vehicles over 10 m long.

The charges are payable in **cash only** at the entrance to the parking site.

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 will be available by 5 pm.

Outside the exhibition center: Brocks' Pharmacy, Skyline Plaza, phone: +49 69 25 75 82 23 30, open Monday to Wednesday, 9 am to 8 pm, Thursday and Friday, 9 am to 9 pm, and 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 the authorized photographer for your hall can be obtained through Mr 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.

Exhibitors who would like to have pictures taken of their stand can obtain written permission at the Exhibition Management Office. The office is located at Torhaus Service Center, level 2, phone: +49 69 75 75-13 26.

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

Pizza Service

This service is offered from April 3 to April 16, 2018. 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, located at Service Center Torhaus, level 3, open daily during the exhibition, phone: +49 69 75 75-54 62, fax: +49 69 75 75-54 87.

Prayer

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

Muslim Faith: Hall 10.4, room Esprit.

Jewish Faith: Hall 4.2, room 113.

Premium Club at Musikmesse

The Premium Club – access only with Club card – is located at Hall 9.T. During the exhibition, it is open from 9:45 am to 6 pm and on the last exhibition day until 5 pm.

The Club card also entitles the holder to free travel within the RMV (Rhein-Main-Verkehrsverbund) local transport network on all days of the fair.

Prepaid Cards

see Multimedia Shop

Presentation Equipment

see Media Technology

Press Center

The Prolight+Sound and Musikmesse 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: Are you planning a press event and need to arrange facilities? The press team will be pleased to coordinate and publicise the time and place of your meeting.

Free press boxes are available to display your company or product information.

Make use of the press area 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 (31 x 10 x 31 cm) - large enough for A 4 pages (alternative: two units for A 3 in landscape format). 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.

A reservation is required.

Please contact Ms Ilona Schlesinger-Jakoby, phone: +49 69 75 75-52 29, email: ilona.schlesinger-jakoby@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.

Productpilot.com

productpilot.com is the cross-industry and international B2B supplier portal of Messe Frankfurt that pools exhibitor information about suppliers and products of events in Frankfurt into one platform. The online platform makes it possible to perform searches year-round according to suppliers, products and buyers. Users can also automatically match suppliers with consumers based on specific criteria by filling in business matching wizards. Productpilot.com is a year-round online marketing and sales tool for exhibitors.

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

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 Alexandra Jafari, phone: +49 69 75 75-60 28 or

Mr Benjamin Braun, phone: +49 69 75 75-51 60.

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 restaurant

Open from April 3 to April 16, 2018, daily from 7:30 am to 2:30 pm.

Torhaus level 2: Fontana – self service

Open from April 10 to April 14, 2018, daily from 10 am to 4 pm.

Forum Via: Patio – self-service-buffet

Open from April 10 to April 13, 2018, daily from 11 am to 4 pm.

Hall 3.0: Aubergine – self service

Open from April 10 to April 13, 2018, daily from 11 am to 4 pm.

Hall 3.0: Bar Aubergine – self service

Open from April 10 to April 13, 2018, daily from 10 am to 5 pm.

Hall 3.1: Trilogie – waiter service

Open from April 10 to April 13, 2018, daily from 11 am to 4 pm.

Hall 4.0: Sky – self service, fast food

Open from April 10 to April 13, 2018, daily from 11 am to 5 pm.

Hall 4.1 Foyer: Piazza – self service, italian flair

Open from April 9 to April 14, 2018, daily from 10 am to 5 pm.

Hall 4.1: Metropol – self service

Open from April 10 to April 13, 2018, daily from 11 am to 4 pm.

Hall 9.0: Centro – atmosphere of a street market

Open on April 10, 2018, from 9 am to 4 pm and from April 11 to April 14, 2018, daily from 10 am to 5 pm.

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

Open from April 11 to April 14, 2018, from 11 am to 4 pm

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

Open from April 11 to April 14, 2018, daily from 11 am to 5 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 April 3, 2018 on: Café Bar Hall 3.0 east, Café Bar Hall 5.0 southwest

Open from April 4, 2018 on: Café Bar Hall 11.0 northeast

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

Open until April 14, 2018: Café Bar Hall 3.0 east, Café Bar Hall 5.0 southwest

Open until April 15, 2018: Café Bar Hall 8.0 northeast

Open until April 15, 2018: Café Bar Hall 11.0 northeast

Our **Pizza Service**, located at Rebstock parking area is open from April 3 to April 16, 2018. For delivery, please call Accente Catering Services, phone: +49 69 71 58 55 22.

You can also obtain an overview of restaurants in Frankfurt and the surrounding areas in the Restaurant Guide Frankfurt Rhein Main, the restaurant guide of Messe Frankfurt, www.restaurantguide-frankfurt.com.

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

Safety and Security

For all questions about safety and security please contact our Operation and Security Center: +49 69 75 75-33 33.

Sale

see Cash Sales

Scooter

see Barrier-Free Visit within the Fairgrounds

Service Center

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, Accommodations, cash machine, Supermarket, Meeting point, Wellness Lounge.

Torhaus Entrance, level 3, S-Bahn station: S-Bahn connection, "Compass", the free computer information system of Messe Frankfurt, ticket counters, cash machine, cloakrooms, toilets.

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

Setting-Up

• PROLIGHT+SOUND

Advance setting-up time must be pre-registered and is at extra cost on Tuesday, April 3 and Wednesday, April 4, 2018, daily from 7 am to 9 pm. Please use the Exhibitor Services Shop to order this service online. For further questions please contact Ms Sarah Bleuel, email: aufbau.prolight-sound@messefrankfurt.com, phone: +49 69 75 75-35 61.

Official set-up: From Thursday, April 4, 2018, 7 am, nonstop to Monday, April 9, 2018, 3 pm. Please note that due to carpet laying in the aisles, set-up on April 9 from 3 pm on can be continued inside the stands only.

• MUSIKMESSE

Advance setting-up time must be pre-registered and is at extra cost available on Wednesday, April 4, and Thursday, April 5, 2018, daily from 7 am to 9 pm. Please use the Exhibitor Services Shop to order this service online. For further questions please contact Ms Sarah Bleuel, email: aufbau.musikmesse@messefrankfurt.com, phone: +49 69 75 75-35 61.

Official set-up: From Friday, April 6, 2018, 7 am, nonstop to Tuesday, April 10, 2018, 3 pm. Please note that due to carpet laying in the aisles, set-up on April 10 from **3 pm** on can be continued **inside** the stands **only**.

Vehicle access during the setting up period: 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 from Saturday, April 7 to Tuesday, April 10, 2018. Mobile phone number: +49 177 328 35 85.

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

Open from April 3, 2018 on: Café Bar Hall 3.0 east ,
Café Bar Hall 5.0 southwest

Open from April 4, 2018 on: Café Bar Hall 11.0 northeast

Additionally, our self-service **Restaurant Cucina**, located in the Dependence, is open from Tuesday, April 3, 2018 on, daily from 7:30 am to 2:30 pm.

Our **Pizza Service**, located at Rebstock parking garage is open from April 3, 2018, 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.

During the fair the setting-up and dismantling passes are available at the Team Office. Additional setting-up and dismantling passes must be ordered online before the exhibition in our Shop for Exhibitor Services: www.serviceshop.messefrankfurt.com. For further questions, please contact Team Ticket Service, phone +49 69 75 75-63 60, email: tickets.v22@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

Prolight+Sound

www.facebook.com/prolightsoundfrankfurt

www.instagram.com/pls_fr frankfurt

www.twitter.com/pls_fr frankfurt

www.youtube.com/plsfrankfurt

www.pinterest.com/prolightsound

Musikmesse

www.facebook.com/musikmesse

www.instagram.com/musikmesse

www.twitter.com/musikmesse

www.youtube.com/musikmesse

www.pinterest.com/musikmesse

Sound Systems

see Loudspeakers

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 75-13 21, -13 22 or -14 23. The counter, located at the Exhibitor's Service Center, Torhaus level 2, is open on Sunday, April 8, 2018 from 8 am to 6 pm; on Monday, April 9 and Tuesday, April 10, 2018 from 8 am to 6:30 pm and on Wednesday, April 11, 2018 from 8 am to noon.

Stand Deliveries

Deliveries to exhibitors: Messe Frankfurt Exhibition GmbH, Prolight+Sound and Musikmesse 2018 - *insert name of the exhibitor, hall and stand number* - Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main.

Stand Equipment

Stand components and furniture rental are offered by the Team Fairconstruction, phone: +49 69 75 75-13 21, -13 22 or -13 23 and -13 55, 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 Sunday, on Monday and Tuesday, April 9 and 10, 2018 from 8 am to 6:30 pm and on Wednesday, April 11, 2018 from 8 am until noon.

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 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 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.

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 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 two days before the exhibition, 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 Telekom. The Team Telekom is at your service in the Torhaus Service Center, level 2, open two days before the exhibition, phone: +49 69 75 75-711 73 or fax: +49 69 75 75-711 74.

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

Ticket Counter

see Entrances

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.

The company **Schröer** offers you a wide range of tools in Hall 9.0 east, next to the elevator, open on April 8 and 9, 2018. Mobile phone number: +49 177 328 35 85.

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 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 at Prolight+Sound

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 receive information about the extensive services at their disposal during the event.

The club card entitles to free access to the exhibition centre from 9:45 am 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 at Hall 5.01. The club is located at intermediate level of the hall which can be reached through the via mobile level (moving walkways), phone: +49 69 7575-14 52. The lounge is open from 9:45 am until 7 pm, except for the last day of the exhibition, when it closes at 6 pm.

Typing Service

see Business Center

U

U-Bahn / Underground

see Arrival / Departure

V

Video Equipment

see Media Technology

VIP Clubs

see Ascoli Club, Premium Club and Tulip Club

Visitor Registration Systems – 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

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

Alternatively, you can create digital visitor admission vouchers and send them directly to your customers. Your customers can convert these into valid admission tickets by registering at: www.visitortickets.messefrankfurt.com.

We will gladly help you with all requests you may have regarding the exhibitor ticketing portal, phone: +49 69 75 75-51 51 or email: etickets@messefrankfurt.com.

You will only be charged for vouchers which have actually been used by the end of the fair.

Vouchers must be converted into tickets via internet to include free local transportation (RMV). Tickets converted at ticket counters do not include free transportation with RMV services.

