

Fair preparation from A to Z

Everything you need to know

You will find more information in the "Fair A to Z" brochure that will be brought to your stand before the Fair begins and will also be available for download on www.book-fair.com in September.

Accommodation

When booking your hotel, take advantage of exclusive corporate rates through "My Book Fair", as well as interesting offers and information about renting private rooms at www.book-fair.com/accommodation.

Admission tickets

See: Exhibitor passes

See: Vouchers for admission tickets

Advertising at the Book Fair

It is not permitted to distribute promotional materials outside your stand without prior approval. Gas-filled balloons are not permitted in the halls. For information about renting advertising space or to request permission for your promotional activities, visit www.book-fair.com/advertising.

Arrival

See: www.book-fair.com/getting-to-the-fair

Bench cabinets

The price of a System Stand includes one bench cabinet for every meter of the rear wall. At the information counters in Hall 4.C, locks are available for your bench cabinets for 49 euros each. Exhibitors with system stands must ensure the bench cabinets are emptied of all contents on Sunday, 15 October 2017. On Monday, 16 October 2017, the cleaning staff will empty the bench cabinets and dispose of the remaining contents. Frankfurter Buchmesse accepts no liability for materials that are not removed on-time.

Book sales

As in every year, books can be sold to the general public on the last day of the Fair (Sunday, 15 October 2017) and during events. In accordance with German price maintenance laws, sales to the general public must be at the official retail price. At the Frankfurt Antiquarian Book Fair, the sale of second-hand books is possible at all times during the Fair.

If you would like to give away books to your customers, please mark them accordingly (with a company stamp or by inserting a business card).

Bookshelves

Frankfurter Buchmesse System Stands include four bookshelves per metre of wall. You will find the shelves at your stand before the Fair begins. They are easy to attach according to need. Surplus shelves can be deposited in a metal container at the side of your hall. You can also get extra shelves from there as needed. A map with the location can be found at the entrance of the fair hall. Please

do not store extra shelves inside your bench cabinets. Please understand that we cannot pre-clean the shelves. Due to the dust caused by setting up stands, shelves will always need to be cleaned after installation. Pre-cleaning is, therefore, redundant and would cause unnecessary waste.

Calendar of Events

Using our free online Calendar of Events, you can enter all your author readings, book signings and presentations in order to raise awareness of them in advance of Frankfurter Buchmesse. Social media share buttons will help you increase awareness for your events.

Your entries will appear in the catalogue following review by our editorial team. You can access the Calendar and try out the easy search function at www.book-fair.com/calendar.

Carpeting

Your System Stand from Frankfurter Buchmesse comes pre-installed with carpeting (ribbed, grey). If you prefer red, blue, black or mother-of-pearl carpeting, please use our "Elements & Extras" service. You'll find more information at www.book-fair.com/systemstand. For additional colours, please contact the appropriate service provider directly. The addresses are listed at www.book-fair.com/service_contractors. Please note, however, that the standard carpeting will be installed in all cases.

Catalogue

Frankfurter Buchmesse Exhibitors Catalogue is available in print and online. The information in our online catalogue is updated on an ongoing basis. You received a voucher for a free print version of the Exhibitors Catalogue along with this Service Set.

Ceiling suspensions

Any planned suspension from the ceiling is subject to prior approval. Please submit a request for approval to the organiser together with your stand plans. You must commission installation work separately, and all related work must be carried out by the organiser's contractor: **Messe Frankfurt Venue GmbH**
Phone: +49 (0) 69 7575-6899
E-Mail: suspensions@messefrankfurt.com

Cleaning services

On the Tuesday evening before the Fair, all halls including the stands will be thoroughly cleaned. The protective films will be removed from the carpets, the carpets hoovered, all clear horizontal surfaces wiped, and the waste baskets emptied. Furthermore, the environment and energy surcharge includes daily basic cleaning (hoovering the carpet, wiping all clear horizontal surfaces, and emptying the waste basket). If you have additional requests for extra cleaning services, please contact the **exhibition site cleaning services** directly:

Phone: +49 (0) 69 7575-6911

Fax: +49 (0) 69 7575-6954

These additional cleaning services will be charged separately by the cleaning company and will have to be paid by the exhibitor directly. Please put discarded glass items together in front of your stand in the evening. These will be collected separately.

Closed rear stand walls

"Double deep" stands, which border two parallel aisles, may not be completely closed off to either aisle, if they are four metres wide or greater. At least 50 per cent of the rear wall must be open.

Closing time

The Frankfurter Buchmesse closes for visitors at 6.30 pm (on Sunday, 15 October 2017, at 5.30 pm) and exhibitors are asked to leave the site by 7.30 pm. Please note that for security reasons, the exhibition site must be cleared of all persons other than the police and security guards by 8.00 pm at the latest.

Computers

See: IT

Custom-built stands

All self-built stands must be authorised. A request for authorisation must be re-submitted each year (no special application forms required). Frankfurter Buchmesse may need to reassess the plans or inspect the completed stand. Any additional costs resulting from this process will be invoiced to the exhibitor or the exhibitor's constructor. See: Stand structures, Stand heights

Delivery

Items can be delivered to your stand by a forwarding agent, courier or postal service only during the times given below. Please arrange delivery times directly with the company you have contracted, i.e. when you will be at your stand to receive the delivery.

All deliveries to your stand must be clearly addressed as follows:

Exhibitor name, hall and stand number
Frankfurter Buchmesse
MESSEGELÄNDE
Ludwig-Erhard-Anlage 1
60327 Frankfurt am Main, Germany
Please do not under any circumstances address your items to the office address of Frankfurter Buchmesse!
See also: Forwarding agent

To make deliveries during the Book Fair, you can use an interim car entry permit. These are available from 12 to 14 October for entry between 9.00 am and 5.00 pm (from 10.00 am on Wednesday, 11 October 2017). You can obtain an interim car entry permit valid for two hours at the gates, if you pay a deposit of 100 euros. Please use the East or South gates (Tor Ost or Tor Süd) for Hall 3 and the North or South gates (Tor Nord or Tor Süd) for Halls 4, 5 and 6. When you give back

the permit to the same gate within the allotted time, your deposit will be returned.

On the final day of the Fair (15 October 2017), it will not be possible to use an interim permit.

Dismantling

The Fair officially ends on Sunday, 15 October 2017, at 5.30 pm - all stands must be occupied until that time (see: Early dismantling). As soon as visitors have left the exhibition site, the aisle carpeting in all halls will be removed - only then can packing material be delivered to stands.

Start of dismantling:

Sunday, 15 October 2017, approx. 6.30 pm

End of dismantling:

Monday, 16 October 2017, midnight (non-stop)

Access roads to the exhibition site will be closed starting from 2.00 pm on the last day of the Fair, Sunday, 15 October 2017.

The assembly point for lorries and vans is the Rebstock parking area - from here all vehicles used for dismantling will drive in a convoy to the exhibition site at approx. 7.00 pm. Access routes to the exhibition site from the other roads will not be opened until the last vehicle in this convoy has arrived on site.

Exhibitors with parking permits for the exhibition site (P4 etc.) are also only allowed to drive to their parking spaces up until 2.00 pm. Entry to the exhibition site from the car parks is only possible when the entire convoy has entered the site (approx. 7.30 pm). For this reason, users of parking lots P4 etc. are requested to load their vehicles there directly.

We would like to draw your attention to the increased security risk during dismantling and we ask all exhibitors to ensure that their stands and exhibits are properly guarded throughout this time.

The clearance and cleaning of all system stands as well as the dismantling of custom-built stands must be completed by midnight on Monday, 16 October 2017, at the latest. Exhibitors with system stands must ensure the bench cabinets are emptied of all contents on Sunday, 15 October 2017. On Monday, 16 October 2017, the cleaning staff will empty the bench cabinets and dispose of the remaining contents. Frankfurter Buchmesse accepts no responsibility for materials not removed by this time. An extended dismantling until Tuesday, 17 October 2017, is only possible for exhibitors using their own stands of 40 sqm or more with special permission from Frankfurter Buchmesse, depending on the availability of the respective hall. Please send the name of your company, stand number and requested date by 1 August 2017 to custombuiltstand@book-fair.com. A flat fee of 750 euros for extended dismantling will only be charged if the extension has not been applied for and invoiced at the same time as application for early set-up (see: Set-up of stands).

Early dismantling

It is not just unfair to colleagues, but also violates the Terms & Conditions of Participation to clear or leave your stand before the official close of the Fair on Sunday, 15 October 2017, at 5.30 pm. Early abandonment, clearing or dismantling of stands will therefore result in a fine.

If early departure is unavoidable, you may hire a multilingual temp worker for around 180 euros per day to supervise your stand. (See: Hostesses on page 6)

Theft prevention

See: Theft

Electrical contractor and installations

Electricity is automatically provided with standard System Stands. You only have to order lighting appliances. If you have ordered one of the "Furniture & Light" packages for your stand, this includes the appropriate number of wide-angle spotlights. One 1 kW socket per stand is installed directly at the power rail on the ceiling grid. All other services such as installation or wiring and additional kW must be ordered from Frankfurter Buchmesse contract electrician (Messe Frankfurt Venue GmbH, Service & Technik) and be paid for separately (order form at www.book-fair.com/service_contractors).

If you use your own stand materials, please send a plan of your stand to Messe Frankfurt Venue GmbH, Service & Technik, showing the position of your switch box. Any electrical installations not installed by Messe Frankfurt Venue GmbH, Service & Technik, must at least be inspected by Messe Frankfurt Venue GmbH prior to connection to the power grid (cf. para. 4.3 of the Technical Regulations). When using low voltage appliances, please ensure compliance with the Technical Regulations as enclosed with the order form for electricity connection and supply.

Messe Frankfurt Venue GmbH

Service & Technik

Phone: +49 (0) 69 7575-6670

E-Mail: electricity@messefrankfurt.com

Office during the Frankfurter Buchmesse:

Hall 4.C, room 149

Exhibitor passes

Your free exhibitor passes have been provided together with this Service Set. Exhibitor passes entitle you to entry to Frankfurter Buchmesse from 10 to 17 October 2017. They can also be used as tickets for travel to and from the Fair on the local public transport network (RMV).

The number of free passes is determined according to the size of your stand:

4 sqm stand: 2 passes

8 sqm stand: 3 passes

12 sqm stand: 4 passes

16 sqm stand: 5 passes

20 sqm stand: 6 passes

Stands of over 20 sqm are allocated two more passes per every additional 10 sqm. (For example: 30 sqm: 6 + 2 = 8 passes)

For national stands, this also applies with the following exception:

For stands of over 20 sqm, one pass will be allocated for every additional 10 sqm. (For example: 30 sqm: 6 + 1 = 7 passes)

For each registered co-exhibitor, you will be sent an additional exhibitor pass (not valid for country exhibitions). Please forward this pass to the co-exhibiting company. If you require additional passes, then please use the enclosed order form. If you need to access the exhibition site before 10 October 2017, please use the set-up and dismantling passes that you have also received with this Service Set (see: Set-up and dismantling passes).

Fascia boards

See: Stand signs

Forwarding agent and customs clearance process

The process of gaining customs clearance for your exhibits can be organised by various shipping companies using different approaches. We recommend working with a shipping company that has experience with the Fair in Frankfurt. It is important to ensure that your shipments are addressed directly to Messe Frankfurt (Messe Frankfurt GmbH, Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main + your hall/stand number), so that the clearance process falls under the responsibility of the Fair's Customs Office, thus minimising any clearance issues. The official forwarding agent of the Frankfurter Buchmesse is Panalpina Welttransport GmbH whose address you can find at www.book-fair.com/service_contractors.

Panalpina will send the necessary documents on request. The international subsidiaries of Panalpina prepare group shipments to Frankfurt from several countries. If you are interested, please get in touch with the companies listed by Panalpina in their information packages. As it is in your own interest to ensure that transport goes smoothly, please follow their instructions to the letter - if only to avoid problems with strict customs controls for trade fair goods. Of course, you can also use your own trusted forwarding company for your transport needs. Consignments which an outside forwarder is unable to deliver directly to the stand will be transferred to Panalpina. The exhibitor will incur charges for final delivery to the stand by Panalpina (see: Deliveries).

Customs clearance of items sent through the post is complicated and we strongly advise against using postal services.

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If postal dispatch is unavoidable, please send a pro forma invoice to your forwarding agent stating the total number of parcels, so that the agent can clear your parcels at the postal customs office and store them until the Book Fair. However, this is only possible if they have the proper postage. This also applies to express rail consignments. Items without proper postage will not be delivered by the freight forwarding agents. Urgent overseas parcels are best sent by air freight. Please note that there are special rates for books.

Free Wi-Fi

Exhibitors and trade visitors can access free Wi-Fi in specially designated Wi-Fi zones in the exhibition halls. Free Wi-Fi is suitable for visiting websites and for sending and receiving occasional e-mails. It is not suited to VPN connections, VoIP calls or online presentations. You'll receive information about each of the Wi-Fi zones along with login information in the "Important Information" envelope, which will be delivered to your stand during the set-up phase.

Furniture rental

"Furniture & Light" packages for System Stands are generally ordered at the time of registration. If you haven't placed an order yet, please do so now by sending us Form S from the Registration Set via e-mail to your personal contact at Frankfurter Buchmesse.

If you need additional items of furniture, these can be ordered through the relevant service contractor before or during the Fair:

Messe Frankfurt Medien und Service GmbH Fairconstruction

Phone: +49 (0) 69 7575-3521, -6570, -5287
Fax: +49 (0) 69 7575-6285
E-mail: equipment@messefrankfurt.com
See also: Bookshelves

Hostesses

Companies who provide stand personnel can be found on page 11 or at www.book-fair.com/service_contractors.

Hotel rooms

See: Accommodation

Insurance for exhibits and stand equipment

Application forms for transport insurance and against theft of exhibit items can be downloaded at www.book-fair.com/service_contractors. Please remember to insure rented stand equipment as well as furniture, electrical appliances etc. if the hire company does not do this automatically. This is generally stated on the order forms. This does not apply to Frankfurter Buchmesse stand material.

Note: Insurance coverage is generally only valid upon receipt of premiums by the insurer.

We recommend that you arrange a security guard for your stand if you have unusually valuable exhibits or technical equipment (see: Stand security).

Interim access during the Fair

See: Delivery

Internet

See: Telecommunications | Internet

IT

A list of service contractors from which you can order computer equipment is included with this Service Set and also available at www.book-fair.com/service_contractors. For information on internet connections see: Telecommunications | Internet. Your order, its execution and payment will be handled by the respective company directly.

Stand security

Stand security guards must be hired through Messe Frankfurt Venue GmbH. For security reasons, no other companies are allowed on site after 7.00 pm and before 8.00 am.

Messe Frankfurt Venue GmbH

Phone: +49 (0) 69 7575-6342
E-Mail: standbewachung@messefrankfurt.com
An order form is available for download at www.book-fair.com/service_contractors.

Opening times

The Book Fair is open daily from 9.00 am to 6.30 pm. On Sunday, 15 October 2017, it closes at 5.30 pm. From Wednesday to Friday, admission is restricted to exhibitors and registered trade visitors.

Parking

An order form for parking permits can be downloaded at www.book-fair.com/service_contractors. It is advisable to order parking spaces as early as possible.

Private rooms

See: Accommodation

Restaurants

Book a table for your business lunch at one of the many restaurants on the exhibition site. We particularly recommend the exhibitors' restaurant Italia (Hall 4.2 East) which is reserved exclusively for use by exhibitors and their guests (entry only with an exhibitor pass.) Opening hours: 11 - 13 October 2017, 11.30 am to 3.00 pm. Please note: the restaurant is closed during the weekend. Phone: +49 (0) 69 75602-2155, -2241
Fax: +49 (0) 69 75602-282240
Reservations are recommended by e-mail: banquet@accenteservices.de

You can find a plan of the exhibition site, including information on this and other restaurants, online at www.book-fair.com/restaurants.

Safety and security

To ensure the correct action is taken immediately in case of emergencies, a leaflet with security information will be provided at your stand in the envelope "Important Information". Please ensure that you read this carefully and pass it on to all staff members working at your stand.

As organisers, we have prepared extensive security measures. But there can be no safety without your cooperation, so please adhere to our instructions and take the greatest possible care in supervising your stand.

Set-up of stands

The exhibition halls will be open for setting up custom-built stands starting on Sunday, 8 October 2017.

Set-up times are as follows:

Sunday, 8 October 2017: 7.00 am-9.00 pm
Monday, 9 October 2017: 7.00 am-10.00 pm
Tuesday, 10 October 2017: 7.00 am-10.00 pm

Early stand set-up or delivery of stand assembly materials prior to Sunday, 8 October 2017, is only allowed for exhibitors with their own stands of 40 sqm or more who have obtained special authorisation in writing from Frankfurter Buchmesse. There will be a fee of 175 euros for one extra day (7 October 2017) or 750 euros for two to three days (from 5th and 6th October). The application form can be downloaded from www.book-fair.com/set-up or will be provided on request (custombuiltstand@book-fair.com). All persons assigned to stand set-up must be in possession of set-up passes. Exhibitors are required to carry their exhibitor passes with them before and throughout the Fair. Set-up must be completed by 10.00 pm on 10 October 2017, after which no persons are allowed to remain on the exhibition site. Please keep the gangways clear during set-up! Material left lying around prevents punctual delivery by the service contractors. Any Frankfurter Buchmesse stand materials that you do not need should be placed at the side of the hall from where it will be collected. Fire extinguishers and hydrants must be kept clear at all times. **Please also observe the instructions under "Vehicle access set-up and dismantling".**

Set-up and dismantling passes

During the set-up and dismantling period, the fairgrounds can only be entered with a valid pass. A fixed number of set-up and dismantling passes allocated in accordance with the size of your stand are enclosed with this Service Set. Please note that these passes are only intended for exhibitors during set-up and dismantling of stands and that they are not transferable. From Monday, 9 October 2017, exhibitor passes will also be accepted.

If you need more set-up and dismantling passes for your stand personnel, please order these by

e-mail from your sales manager. To reduce the risk of theft in the halls, you are requested to refrain from giving either exhibitor passes or set-up and dismantling passes to third parties. Please complete all passes in block capitals using a felt pen (name of the pass-holder and of the respective exhibiting company). Clear plastic holders for the passes are available at the information desk in Hall 4.C and as well as at the entrances.

Site plan

The last page of this booklet features a hall plan to help you find your way around Frankfurter Buchmesse. Enclosed in this Service Set, you'll find a detailed plan of your hall level.

For orientation at the Fair in October, our Visitor Guide provides detailed plans of the hall levels.

Stand heights

The standard stand height is 2.50 m. If you wish to go higher, you will need official permission and we must ask you to submit a new informal application every year. The exhibitor is responsible for the structural safety of the stand. Stand structures of more than 4 m in height are subject to a handling fee (see Registration Set: Price List). In such cases, the plans must be submitted for appraisal, and on completion the stand must be approved by Messe Frankfurt's engineer. Any additional costs resulting from this process will be invoiced to the exhibitor or the exhibitor's constructor.

Each customised stand is subject to approval. You must informally reapply for approval every year by 1 August. For custom-built stands taller than 2.50 m or larger than 40 sqm, you must submit: your stand layout, floor plan, section and lateral view with all measurements clearly labelled (exterior dimensions of the stand and total height incl. suspensions). For custom-built stands shorter than 2.50 m and smaller than 40 sqm, you must submit: a floor plan with exterior dimensions of the stand clearly labelled.

Maximum stand heights (incl. floors, platforms, decoration and advertising fixtures) vary from hall to hall:
Halls 4.1, 4.2, 6.1 and 6.2: max. 4 m
Halls 3.0, 3.1, 4.0, 5.0, 5.1 and 6.0: max. 5 m

Stand signs | Fascia boards

Frankfurter Buchmesse System Stands come equipped with a basic signboard in a standard size (970 mm length, 205 mm width).

The stand nameplate is inscribed with your company name and location as found in the Catalogue (e.g. "Edition Hans Müller, Berlin") and will be fastened onto the wall with "S" hooks. This way, it can be hung up and taken down easily. Custom-designed fascia boards must be produced at the exhibitor's expense and must not result in any damage to Frankfurter Buchmesse System Stand modules (see: Stand structures).

Stand structures

Please observe the fire safety regulations for exhibition stands under all circumstances (www.book-fair.com/technical-regulations). If violations of fire safety regulations are detected during the approval procedure, exhibition management will take the necessary precautions at the expense of the exhibitor.

Laser installations are not permitted at the stands.

Empty packaging and boxes may not be stored in the halls. The official forwarding agent Panalpina can store them at an extra charge (see: Forwarding agent).

For exhibitors' own stand structures, a tolerance of +/- 5 cm must be observed.

Illustrations and measurement details for our System Stand modules are available to you in the Registration Set under "Information on System Stands".

Using screws and nails to assemble System Stands is not permitted. Adhesive tape must be easily removable, and please do not forget to do so completely upon stand dismantling. If parts of the System Stand are substantially and irreparably damaged by aggressive adhesives, we will have to charge you for the replacement of the affected parts.

Standard furnishing

See: Furniture rental
See: Carpeting

Supermarkets

There are supermarkets on the exhibition site which will also be open during set-up, starting Monday, 9 October 2017, where you will be able to buy building materials/tools, food and drinks.

System stands

See: Stand structures

Telecommunications | Internet

Order forms for telephone and internet connections for your stand can be found at www.book-fair.com/service_contractors. The connection for stand telephones will be switched on or off on the dates specified.

In the event of problems:

+49 (0) 69 7575-71172

For late orders and questions:

+49 (0) 69 7575-71173

Telephones will be fetched from the stand after the Fair. If your phone does not have a locking device, we recommend that you lock it away in the bench cabinet overnight. Please note that you will be charged for its replacement if the phone is stolen. For this reason, it is worth including the phone in your insurance coverage for the Fair. Please do not lock telephones away at the end of the Fair, but leave them ready for collection!

Theft

Never leave your stand unattended. If necessary ask your stand neighbours to watch your stand if you have to go away at any time. Theft must always be reported to the police and your insurance company.

Please do not leave your stand without having personally seen your freight forwarder collect your exhibition goods. Leave one of your staff at the stand until collection, as this will be cheaper than the loss of property due to theft. Do not make it too easy for thieves in the hectic rush of dismantling - you may lose insurance coverage if your property is not properly guarded until your forwarding agent accepts responsibility for it.

Vehicle access set-up and dismantling

Please take note of the vehicle and traffic access arrangements as stated on pages 12-14 of this Service Set.

Videos | Sound systems | Noise

We must point out that sound and video presentations have to be stopped if they are a nuisance or cause annoyance to neighbouring stands. The limit of 70 dBA (decibels) may not be exceeded. With this in mind, please use earphones or make sure that systems are operated at the lowest possible volume.

Visa service

On request (via "My Book Fair") we will send an invitation letter to exhibitors and trade visitors from countries requiring a visa. The invitation letter is one of several documents required for a visa application and does not guarantee that you will receive a visa. Information on how to request an invitation letter can be found at www.book-fair.com/visa.

Please take note of the lead times for visa applications in your country.

You can obtain additional information from the appropriate representative of the German Federal Foreign Office at www.auswaertiges-amt.de/EN. Contact: visa@book-fair.com

The Visa Service for exhibitors and trade visitors from China and India will be processed at the:

Book Information Centre Beijing

Ms Mingli Zhang
Phone: +86 10 8527-6798
Fax: +86 10 8527-6806
E-mail: zhang@biz-beijing.org

German Book Office New Delhi

Ms Prashasti Rastogi
Phone: +91 11 6617 2443
E-mail: rastogi@newdelhi.gbo.org