



GENERAL A-Z INFORMATION

Accessibility

Hall 1 has step-free access, as is the restaurant & several of the toilets. For the cloakroom, gallery and other toilets, a lift is available just outside of hall 1 and the entrance area.

Approval of Stand Designs

Organiser approval is required for ALL stand structures. Plans should be submitted alongside the Compulsory Stand Information Forms for approval no later than **Friday 20th October, 2023**.

Please send the plans and design specifications either via the online form on the portal, or via email to:

Emily Hewitt - Operations Manager

Tel: +44 1273 916 322

Email: emily.hewitt@smartershows.com

Stand Plans must be accompanied by a signed Health & Safety Declaration (see the **Stand Design & Build** section) and a detailed Risk Assessment.

ATMs

An ING DiBa bank cash machine is located at Entrance East, and also in the Atrium: at the fair shop.

Audio Visual

Audio-visual presentations must be totally contained within the stand area. Sound and noise levels must be kept to a level that does not disturb neighbouring exhibitors. The Organisers reserve the right to turn down volume and move attendees to prevent the gangways from getting obstructed.

Mevis.Tv GmbH is the recommended supplier of Audio-Visual equipment. Order forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Balloons

Balloons are permitted but must not be any higher than the maximum height specified for your stand. Exhibitors using gas filled balloons on their stands must adequately secure them to their stand. A charge will be made to the exhibitor for retrieving balloons and repairing any damage to vents.

Carpet & Flooring

All stands are required to have carpet or floor covering – this is not included in your floorspace only contract.

The official contractor for carpet is **C.T.S. GmbH**. Order forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Children

No persons under the age of sixteen will be permitted into the exhibition halls. This rule applies to Exhibitors' and Contractors' children during the build-up, open and breakdown periods.



Cleaning

Aisle carpet and general hall cleaning will take place every evening after the show closes. Any exhibitors wanting stand cleaning must pre-order this service - order forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Cloakroom

Cloakroom facilities will be available on show open days in entrance EAST.

Contractor Badges / Wristbands

You do not need to register your contractors for any badges or passes for them to gain access to the hall during move-in - we will be operating a wristband system during those days. Please ensure that your booth builders have proof of the company they are working for, i.e. a letter or business card from your company

Please **DO NOT** register contractors via the **Exhibitor name badge link**.

Copyright

Please note that the Organiser (Smarter Shows (Tarsus) Ltd.) have no copyright responsibility in respect of any exhibiting company.

Exhibitors are reminded that third party copyrights should not be infringed. Proper dispensation must be obtained and any royalties due paid prior to the use of materials.

Should any copyright dispute arise, the Organiser (Smarter Shows (Tarsus) Ltd.) will not be liable for any resulting loss, or damages, sustained by any exhibitor or third party.

Crate Storage

No packing cases or crates may remain in the exhibitions halls while the show is open to attendees. **European International Fairs Ltd.** will, if required, arrange the removal and return of such items. All containers should be clearly marked with the exhibitor's name and stand number.

When the exhibition closes at 15.00hrs on Thursday 7th December 2023, empty cases and packing materials stored with the official on-site handling agent will be delivered - this is estimated to take approximately 1-3 hours. Exhibitors who have ordered forklift assistance for repacking and/or loading should be aware that this will only be available after all empty cases have been returned.

Damage to Hall

Please ensure that you and your contractors take care not to cause any damage to the fabric of the building whilst setting up your stand. Exhibitors will be required to pay for any damage caused.

Demonstrations

Any exhibitor wishing to operate machinery or carry out mechanical demonstrations on their stand must ensure that these practices constitute no fire or safety hazard, nor interfere with the activities of visitors and exhibitors. All moving parts must be effectively guarded, and controls sited beyond public reach. The Organisers reserve the right to limit any practice that they consider dangerous or detrimental to the show.

Noise levels must not be set to a level that causes annoyance or nuisance to neighbouring exhibitors and / or the public. The Organisers reserve the right to stop, control or reduce noise emissions in the case of a dispute.



Dilapidations

Exhibitors are responsible for all panels, walls, columns, flooring, shell scheme stands and hired accessories within their stand area and any damages will be repaired at the exhibitor's own expense.

IMPORTANT NOTE: All exhibits and stand fitting materials must be cleared from the exhibition hall after the show and charges will be levied for the removal of any abandoned items

Electricity & Compressed Air

Electrical connections are not included with the stand space and need to be ordered separately. Order forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Emergency Procedures

Emergency Procedures guides will be provided onsite during build-up and included in the Important information email you will receive the week before the event.

Entry Cards

No entry cards are required, however all vehicles wishing to enter the show grounds during set up & dismantling periods will need to have a cash deposit of €100.00.

Vehicles must go to the truck-pool check-in via Tor 1 and make a €100.00 deposit.

You will then be directed to the loading areas of hall 1, which you can remain in for the following times:

- Cars - 1 hour
- Vans/cars with trailer - 2 hours
- Trucks - 3 hours

When you leave, you will need to get a stamp to confirm that your loading/unloading was completed in time. The stamp will allow you access to park temporarily in select areas of P30/31 free of charge. This stamp will also allow you to collect your deposit when leaving through Tor 1.

For a map of the loading/unloading areas, please see [here](#).

Exhibitor-Appointed Contractors (EAC)

Exhibitors must ensure that all the contractors and agents they have appointed are familiar with the information and regulations for this show. As all contracts are for the Exhibition floorspace only, Exhibitors must notify the Organiser of their stand plans, and the details of your contractors or agents.

Exhibitor Badges

The link to register for Exhibitor badges can be found in the **Exhibitor Resources** section of the portal.

The link to register for Exhibitor badges can be found under the 'Exhibitor Resources' section. Badges are free of charge, and unlimited. Once you are on the Visit Connect Portal:

- Click on TEAM (menu on left-hand side)
- Click on ADD STAFF
- Enter details & save
- Click on ACTION > Send confirmation email

Come to the show with your confirmation email (either paper or digital), and once at the Exhibition, head to Registration in the Foyer. You will just need to scan the barcode contained in the email, and your Exhibitor badge will print.



PLEASE NOTE - Contractors should not register for the Exhibitor badge, please see the contractor section for more information.

First Aid

In case of an emergency please contact a member of the organising team or security guards for assistance.

Floor Loading

The maximum floor load in the hall is 33kN/m²

Floorplan

You can view the most up-to-date floorplan [here](#).

Floral Decorations

Our recommended supplier of floral decorations is **Scheiermann Eventgestaltung GmbH**.

If you would like to order floral decorations for your stand, please contact:

Email: stuttgart@scheiermann.de

Phone: +49 711 12 196 168

Forklift Service

European International Fairs, Ltd. are the only company permitted to manage and operate forklift trucks. This is for safety and insurance reasons. No external forklift trucks will be allowed in the building.

To order forklift services, please see the **European International Kit** in the Shipping Services section the **Stand Orders** tab.

Food & Beverage

Hot and cold food concessions will be available at the show.

Bringing external food & beverages into the hall is subject to additional permits and licensing. For any questions regarding this, please contact: sms@messe-stuttgart.de

If you would like to order catering services to your stand, please contact:

Contact: **ARAMARK Restaurations GmbH**

Phone: +49 711 185 603 100

Email: messe.standcatering@aramark.de

Furniture Hire

The official contractor for furniture is **Messe Stuttgart Services/JMT GmbH** Order forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Gangways

For Health & Safety reasons and to aid the access of other exhibitors, please keep gangways clear of all stand fitting materials and exhibits during build-up and breakdown. Anything left in the gangways may be deemed as rubbish by the cleaners and disposed of.

Emergency gangways **MUST** be kept clear at all times.

Health & Safety

As an exhibitor, it is your legal and moral responsibility as far as is reasonably practicable to ensure the health, safety and welfare of everyone sharing your work site at the exhibition.

Information regarding Health & Safety is in the **Stand Design & Build** section and includes key recommendations and outlines your responsibilities and those of your contractors. **Please read it**



carefully! Please also complete and return to the Organiser the **Stand Information Form**, which includes your Risk Assessment & Health and Safety Declaration – this form can also be found in the **Stand Design & Build** section of the portal.

Height Restrictions

The maximum unrestricted build height is **5.0 meters with a hanging banner up to 8.0m**

Please note that some areas of the hall will have build height restrictions due to the gallery level. You will have been informed of this at point of booking, and your stand representative will have received an email.

To determine whether your stand space is height restricted, please see the [Technical Floorplan](#).

Height Limits:

- **RED ZONE** - Maximum build height 3.5m. Hanging banners not permitted* (*unless it can be hung at least 1.5m away from the balcony - Select stands only - Approval **MUST** be requested/granted)
- **NO COLOUR ZONE** - Maximum build height 5.0m + hanging banner possible up to 8.0m

Internet

There is complimentary Wifi available in the venue for light browsing only. If you require a stable connection for your stand, you can place an order for Wifi or hard-line internet - forms can be found in the **Messe Stuttgart Online Shop** in the **Stand Orders** section.

Parking – During Move-in

Parking is free of charge during move-in. Exhibitors must park at P30 or P31. Please note that there will be a €100 cash deposit required to unload.

Please see the Set-Up & Dismantling Access Information section of the portal for more information.

Parking - During the Show

Exhibitor parking passes can be purchased in advance.

The order form for parking passes can be found in the **Stuttgart Messe Online Shop** via the **Stand Orders** section of the portal.

It is the Exhibitor's responsibility to collect pre-ordered passes if they are not sent to them – further information is via the **Stuttgart Messe Online Shop** via the **Stand Orders** section of the portal.

Photography & Video footage

The Organisers reserve the right to use any or all photos taken by the official photographer during the show for the purpose of marketing or other promotional activity. Exhibitors who would prefer stand photos to not be used should email our Marketing department with their request:

marketing@smartershows.com

Pillars

You can see if you have a pillar in your stand space on the floorplan (see Technical floorplan [here](#))

If there is a pillar in your stand, you will need to ensure nothing is taped, glued or painted on them. Your company's stand contact will have been emailed with details of this on their booking confirmation - to request a re-send, please contact your main Operations contact. Those with pillars near their stand will not have been informed as it is not in their stand space.



Product Giveaways & Handouts

Offering or giving out any handouts such as literature, product samples or specialty materials shall only take place within the confines of the exhibitors' own stand.

Machinery & Equipment

Machinery is defined as machines and equipment manufactured or distributed by an exhibitor and placed in a position comparable to actual industrial installation.

Rigging and Hanging Banners

The official contractor for Rigging and Hanging Banners is **Neumann & Müller GmbH**. Order forms can be found in the **Stuttgart Messe Online Shop** in the **Stand Orders** section.

Security

We as Organisers will provide hall perimeter security throughout the show to check badges and patrol the exhibit hall. The halls will also be locked and patrolled each night to maintain high security levels. Every reasonable precaution is taken to protect Exhibitors' property and the venue. However, the Organisers can take no responsibility for missing items or for the protection of Exhibitor property. It is recommended that you insure your property from the time it leaves your facility to when it is returned to you after the show.

Exhibitors are advised to take precautions against theft, and to be vigilant at all times. This is especially important during build-up and break-down, when there are a lot of people entering and exiting the hall. Any items believed to have been stolen must be reported immediately to the Organisers, as it will be necessary to complete an official report.

We suggest that if you have valuable equipment in your stand, you hire your own special in-stand security guard.

To order a security guard for your stand please contact **S.O.B. Objektschutz GmbH**:

Email: info@sob-stuttgart.de

Phone: +49 711 22 00 0990

Order forms can be found via the **Stuttgart Messe Online Shop**.

Service Center & Organiser's Office

To contact any of the Organising team during the event, please report to the **Organiser's Office**, which is located just inside of the Entrance to the show – Meeting Room 1.02. A representative from the Organisers will be available for the duration of the show.

The Service Center (located in entrance EAST, outside of Hall 1) will have a representative from Stuttgart Messe Services will be available during move-in and move-out.

Show Colours

The show colours are as follows:

- **BURNT ORANGE** aisle carpet – Foam Expo Europe
- **ROYAL BLUE** aisle carpet – Adhesives & Bonding Expo Europe
- **GRAPHITE** aisle carpet – Thermal Management Expo Europe

Please note carpet/flooring **MUST** be ordered by each exhibitor individually or as part of a package, unless you are bringing your own or having a custom stand build.

Signage and Graphics

The official contractor for signage and printed graphics is **Messe Stuttgart**. Order forms can be found in the **Stuttgart Messe Online Shop** in the **Stand Orders** section.

**Smoking Policy**

Smoking is not permitted in the exhibit halls or meeting rooms at any time.

Temporary Staffing

Our recommended supplier of temporary stand staffing is **Profi Tess**.

If you would like to order staff for your stand, please contact:

Email: info@profi-tess.de

Phone: +49 711 25 60 011

Waste disposal

It is the Exhibitor's responsibility to remove all items at the end of the show and leave the stand package/ floorspace as they found it. Graphics/display materials must be removed from the stand walls.

Any items left will be assumed to be trash, and they will be disposed of - which may be subject to a fee.

All stand fitting materials and trash must be cleared - and stands show ready - by no later than 8:00pm on Monday 4th December 2023. All materials and trash must be cleared by 12.00hrs on Friday 8th December 2023 after the exhibition has closed.