

HANNOVER MESSE 2010
Services on the exhibition grounds

Service	Contact	Location on the site map see last page	Opening hours	
Accommodation services & tourist info	<p>Opposite the main station Hannover Marketing & Tourismus GmbH Ernst-August-Platz 8 / Luisenstraße 30159 Hannover www.hannover.de www.hannover.de/hotels</p> <p>On-site location Information-Center (IC), Room 00.138/00.139</p>	10	18.04. 19.-22.04. 23.04.	12:00 – 18:00 09:00 – 18:00 09:00 – 12:00
Airline	<p>Deutsche Lufthansa AG Contact: Ms. Stefanie Wonnenberg-Windmüller stefanie.wonnenberg-windmueller@dlh.com www.lufthansa.com</p> <p>Call Center: Tel. +49 (0) 180 5838426</p> <p>On-site location Information-Center (IC), Room 00.103/00.104</p>	10	19.-23.04.	09:00 – 18:00
Airport shuttle	<p>Connection to the fair ground, see "Public transport to the show"</p>			
Baggage service, early check-in Baggage consignment or pick-up	<p>Airport: arrival Levels C</p> <p>On-site location Entrance Nord (North) 2 Entrance West 1</p> <p>Advance booking: BFM Incoming & Traveller Services GmbH Tel. +49 (0) 511/977-4880 Fax +49 (0) 511/977-4886 info@gepaeckservice.de</p>	12	19.-23.04.	08:30 – 18:30
Bank Currency exchange, money orders, cashing of traveller's checks, cash against American Express, Diners, MasterCard and VISA excluding Maestro/EC cards	<p>ReiseBank AG Contact: Mr. Gunther Liman www.reisebank.de</p> <p>On-site location Information-Center (IC), Room 00.100 Tel. +49 (0) 69 / 978807 - 1458</p>	10	19.-23.04.	09:00 – 13:00 14:00 – 18:00
Business cards	<p>see „Copyshop“</p>	10		
Car rental	<p>Europcar Autovermietung GmbH Contact: Mr. Martin Rüppel dm.sm.hannover.-sued@mail.europcar.de www.europcar.de</p> <p>On-site location Information-Center (IC), Room 00.137 Tel. +49 (0) 511 89-20484</p> <p>Rental documents and keys can be picked up at the on-site location, from where a shuttle will take you to your vehicle.</p>	10	19.-23.04.	10:00 – 18:00

Cash dispensers (ATM) Maestro card, VISA, Euro-card/Mastercard, NORD/LB, Sparkasse	On-site location Entrance Nord (North) 1 Entrance Nord (North) 2 (open all year) Hall 10 Hall 13 Information-Center (IC)	12 10	
Cell phones & accessories	see "IT- & Mediashop"	5	
Childcare	Busy parents of children aged 1-6 can take advantage of the "Hermes Kids" on-site Kindergarten. www.hermes-kids.de/messen Please book in advance, and no later than 17. February. Contact: Ms. Katja Anssar katja.anssar@messe.de Tel. +49 (0) 511 89-34314		
Church	see „Religious services“	10	
Cigarettes, cigars, tobacco Davidoff-Depot	see "Supermarket"		
Cloakrooms and left-luggage	On-site location Located at all entrances The entrance-wardrobe Nord (North) 2 is open round-the-clock. All other wardrobes are opened from 8 a.m to 7 p.m. Left jackets and luggage will be collected from 7 p.m. and be brought to the central wardrobe Nord (North) 2. Prices: wardrobe EUR 1,50 Luggage EUR 2,00 On the last day of the exhibition all wardrobes close at 7 p.m.!		
Copyshop Photocopies business cards fax service digital printing	copyshop@messe.de Contact: Mr. Agush Ahmeti On-site location Information-Center (IC), Room 00.133-00.134 Tel. +49 (0) 511 89-35100 Fax +49 (0) 511 89-35101	10	19.-22.04. 09:00 – 18:00 23.04. 09:00 – 16:00
Cultural events and nightlife	www.hannover.de		
Courier service Global Express, Special Express, door-to-door delivery, air passenger delivery, same-day services for documents and packages	TNT Express GmbH Contact: Ms. Antonietta Klatt-Pahls Antonietta.Klatt-Pahls@tnt.de www.tnt.de On-site location Shopping & Food area between hall 19 and 23 Tel. +49 (0) 511 89-20612 Fax +49 (0) 511 89-28612	3	19.-23.04. 09:00 – 18:00

Dry cleaning, Laundry 24-hour delivery service	Wäscherei Jahnke GmbH Contact: Mr David Schulz www.waescherei-jahnke.de On-site location Shopping & Food area between hall 16 and 17	5	19.-22.04. 23.04.	08:00 – 18:00 08:00 – 11:00
E-mail Service	see "Internet Lounge"	10		
Emission Zone Permits (windshield stickers)	Please order your Emission Zone Permit at www.tuev-nord.de/39477.asp Tel. +49 (0) 511 986-0 Fax +49 (0) 511 986-1237			
Exhibitor Directory	On-site location at every entrance at every EBi point Price: 3 € / apiece No sale in advance!		19.-23.04.	09:00 – 18:00
Exhibitor Directory CD-ROM	On-site location at every entrance at every EBi point Price: 25 € / apiece Sale in advance: www.hannovermesse.de/catalogue		19.-23.04.	09:00 – 18:00
Fire brigade Emergency call: +49 (0) 511 89112	On-site location Station Nord (North) Hall 1, North-West Tel. +49 (0) 511 89-33633			
First-aid station Emergency call: +49 (0) 511 89114	First-aid station On-site location Between hall 19 and entrance Nord (North) 1 Tel. +49 (0) 511 89-30030	3	12.-17.04. 18.04. 19.-22.04. 23.04. 24.-26.04.	08:00 – 18:00 08:00 – 22:00 08:00 – 18:00 08:00 – 22:00 08:00 – 18:00
Florists Floral arrangements, decorative plants for hire	Florales Contact: Mr. Thomas Rost www.florales-deutschland.de On-site location Shopping & Food area between hall 3 and 4 Tel. +49 (0) 511 89-20614 Das Blumenstudio Contact: Ms. Marlies Grebien www.das-blumenstudio.de On-site location Shopping & Food area between hall 11 and 12 Tel. +49 (0) 511 89-22011 Gärtnerei Laves Contact: Mr. Dipl.-Ing. Martin Duthweiler www.laves.de On-site location Shopping & Food area between hall 16 and 17	2 9 5	16.-23.04. 16.-23.04. 19.-23.04.	09:00 – 18:00 09:00 – 18:00 09:00 – 18:00

	Tel. +49 (0) 511 89-20494			
Food items Baked goods & Confectionery Stand delivery service	Konfinesse W. Henf GmbH & Co. KG c/o Schäfer's Brot und Kuchenspezialitäten Mielestraße 17 31275 Lehrte Tel. +49 (0) 5132 508100 Fax +49 (0) 5132 508110 Contact : Ms. Susanne Wöhler On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 8207500 Fax +49 (0) 511 8207501	4	16.-24.04.	09:00 – 18:00
Fish, seafood, snacks Stand delivery service, restaurant	„Nordsee“ Fisch-Spezialitäten GmbH Contact: Mr. Michael Wöhler michael.woehler@nordsee.com www.nordsee.com On-site location Shopping & Food area between hall 16 and 17	4	16.-24.04.	09:00 – 18:00
Meats & sausages Stand delivery service, snacks, sausages & cheeses	Ahrberg Handelsgesellschaft mbH Contact: Mr. Peter Zerfass www.Gramann.biz On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-28361 Fax +49 (0) 511 89-28362 Supermarket see „Supermarket“	4	16.-24.04.	09:00 – 18:00
Gifts Chocolates, pralines and other gifts	Trüffel Güse GmbH Contact: Ms. Sabine Güse-Henschel www.messe-supermarkt.de On-site location Shopping & Food area between hall 11 and 12 Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20557	9 5	19.-23.04. 19.-23.04.	09:00 – 18:00 09:00 – 18:00
Cuckoo clocks made in Germany	Juwelier Schrader Contact: Mr. Dirk Schrader www.uhren-schmuck.de On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20106	5	19.-23.04.	09:00 – 18:00
Hall supervisors	On-site location in every hall Tel. +49 (0) 511 89-327 .. + your hall number (e.g. "02") Information-Center, Room 00.150 Tel. +49 (0) 511 89-32695 Convention Center, Room TC 2.39 Tel. +49 (0) 511 89-32640	10 6		
Hannover Tourist services	www.hannover-tourismus.de On-site location Information-Center (IC), Room 00.138-00.139	10	18.04. 19.-22.04. 23.04.	12:00 – 18:00 09:00 – 18:00 09:00 – 12:00

Helicopter service Shuttle Airport - Fairgrounds	info@compass-aircharter.de Tel. +49 (0) 511 72458-55 Fax +49 (0) 511 72458-56			
Information Visitor Information System (EBi)	On-site location Set up at every entrance and various locations around the Exhibition ground			
Internet Lounge Internet access at dedicated terminals, e-mail transmission, printing, CD-ROM/DVD burning	On-site location Information-Center (IC), Room 00.105-00.110 internetlounge@messe.de Tel. +49 (0) 511 89-38991	10	18.04. 19.-23.04.	10:00 – 19:00 08:00 – 19:00
Interpreters Please submit your inquiry at least a day in advance	Agentur für Arbeit JOB Vermittlung Messe Hannover.Job-Messe@arbeitsagentur.de On-site location Europaallee, Administration building 6 Contact: Mr. Werner Klören Tel. +49 (0) 511 89-20330	10	17.04. 18.04. 19.-23.04. 24.04.	09:00 – 13:00 09:00 – 15:00 08:00 – 15:00 08:00 – 12:00
IT- & Mediashop Media- and presentation equipment incl. supplies. Computers, notebooks, printers, displays, network supplies, cell phones	WIT House GmbH On-site location Shopping & Food area between hall 16 and 17 messeshop@withouse.de Tel. +49 (0) 511 89-20028	10	18.04. 19.-23.04.	10:00 – 19:00 09:00 – 18:00
Knives, scissors, cutlery, small appliances Zwilling and Victorinox products	Balzer am Steintor Contact: Mr. Dieter Balzer Balzershop@t-online.de On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20385	5	19.-23.04.	09:00 – 18:00
Laundry	see "Dry cleaning"			
Lockers	On-site location Please use staffed cloakrooms (near all entrances)			
Lost & Found Lost & found items not collected during the show will be handed over to the city of Hannover's lost & found office:	On-site location Information-Center (IC), Room 00.150 Contact: Ms. Maija Waßmann Tel. +49 (0) 511 89-32695 Fundbüro Landeshauptstadt Hannover Herrenstraße 11 30159 Hannover Tel. +49 (0) 511 1684-2457 Fax +49 (0) 511 1684-0751	10	19.-23.04. 24.04.	08:00 -18:00 07:00 -17:30
Muslim worship	On-site location Prayer room at hall 7, south side, facing „Platz der Nationen“ For more details on religious facilities in Hannover, visit www.religionen-in-hannover.de (German website)	8	19.-23.04.	

Newspapers and magazines Selected magazines, orders	see „Supermarket“		
Office & computer supplies, Photocopiers for rent	Diete-Trenzinger Büroorganisation GmbH Contact: Mr. Nils Diete-Trenzinger www.diete-trenzinger.de On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 8668975	5	17.-23.04. 09:00 – 18:00
Office supplies	Trüffel Güse GmbH Contact: Ms. Sabine Güse-Henschel www.messe-supermarkt.de On-site location Supermarket Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20555 Fax +49 (0) 511 89-20550 Shopping & Food between hall 11 and 12	4 9	05.-15.04. 08:00 -18:00 16.-18.04. 08:00 -19:00 19.-23.04. 06:00 -19:00 24.-30.04. 08:00 -18:00 19.-23.04. 09:00 - 18:00
Parking Cars	Parking lots Nord (North) 1 – 7 Ost (East) 11 – 12, 14, 17, 18 Süd (South) 26 – 33 West 34 – 45 Day ticket 8 EUR / Car		
Parking Administration	On-site location Gesellschaft für Verkehrsförderung mbH Europaallee Administration Building 6 of Deutsche Messe 30251 Hannover Tel. +49 (0) 511 89-33401 or 89-33594 or 89-33601 Fax +49 (0) 511 89-33410	11	
Perfume shop Gifts, cosmetics	Parfümerie Rook Marktplatz 5 30853 Langenhagen Tel. +49 (0) 511 733541 On-site location Contact: Ms. Angelika Czech Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20391	5	19.-23.04. 09:00 – 18:00
Pharmacy Medicines in stock and on order, medicinal herb garden, inoculation info	Contact: Mr. Tobias Münkner www.apotheke-rethen.de On-site location Messe-Apotheke Shopping & Food area between hall 19 and 23 Tel. +49 (0) 511 89-20049 Fax +49 (0) 511 89-20050	3	18.04. 10:00 – 15:00 19.-23.04. 09:00 – 18:00

Photo shop Film, batteries, "antique" cameras	Photo Shop Otte Seelhorststraße 43 30175 Hannover Tel. +49 (0) 511 813383 Contact: Mr. H. J. Otte On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20513	5	19.-23.04.	09:00 – 18:00
Police Emergency call: +49 (0) 511 110 Police reports related to the show should be filed at:	Police Station South Kastanienallee 1 30519 Hannover Tel. +49 (0) 511 109-3620 On-site location Europaallee Administration Building 7 of Deutsche Messe (Entrance West 4)	11		
Postal services Complete range of postal products and services (incl. Banking), excluding fax or telephone service, currency exchange, or cash withdrawal by credit card	On-site location Branch office in the Convention Center (CC), CC-Arcades, Room 242 Tel. +49 (0) 511 86 02 49 93 Fax +49 (0) 511 86 02 49 94	7	19.-23.04.	09:00 – 18:30
Press services	www.hannovermesse.de	6		
Public transport to the show	From Hannover Airport to the Exhibition Grounds: Bus shuttle service (leaving at terminal C) to the Exhibition Grounds, entrance West 1 Single ticket: 8.00 EUR From the Central Railway Station (Hauptbahnhof) to the Messe/Nord terminal: Tram lines 8 and 18 (Stations along the way include Kröpcke and Aegidientorplatz.) From the city center to the east entrance: Tram lines 6 or 16 to the Messe/Ost station. (Stations along the way include Kröpcke and Tierärztliche Hochschule.) From Hannover Airport to the Central Railway Station: Urban rail (S-Bahn) station between terminals B and C, line S5 to the Central Railway Station (Hauptbahnhof) and follow the instructions above for "From Central Railway Station..." Timetables: www.uestra.de			
Rail connections Info, timetables, fares and tickets	On-site location Via www.bahn.de , at all EBi info counters and in the Information-Center (IC), Room 00.105-00.110 Tel. +49 (0) 511 89-38991	10	18.04. 19.-23.04.	10:00 – 19:00 09:00 – 18:00
Rail transportation	www.bahn.de			

<p>Religious facilities and services Christian/ecumenical worship Mass, prayer rooms, personal guidance</p> <p>Jewish worship</p> <p>Muslim worship</p>	<p>Christian worship Contact: Mr. Pastor Ulrich Krämer www.evka.vorwue@kath-kirche-hannover.de</p> <p>On-site location Ecumenical Worship Center Information-Center (IC), Room 00.125-00.127</p> <p>Synagogue info@ig-hannover.de</p> <p>Kosher meals available at the Jewish community center Reservations required: Tel. +49 (0) 511 28869546</p> <p>See „Muslim worship“</p>	10	19.-23.04.	09:00 – 18:00
<p>Restaurants on the Exhibition Grounds For groups of 15 or more, please make advance reservations.</p>	<p>Messe Gastronomie Hannover GmbH Messegelände 30521 Hannover Tel. +49 (0) 511 89-33521 Fax +49 (0) 511 89-32657 Contact: Ms. Claudia Braun claudia.braun@messe.de contact.catering@messe.de www.catering.messe.de</p>			
<p>Shirts & Ties</p>	<p>I.G. von der Linde GmbH Contact: Mr. Felix Meiners www.igvonderlinde.de</p> <p>On-site location Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20481</p>	5	19.-23.04.	09:30 – 18:00
<p>Supermarket Stand delivery service Meals for set-up personnel (also offers office supplies, electronic goods, tools, household utensils, cigars, cigarettes, newspapers)</p>	<p>Contact: Ms. Sabine Güse-Henschel www.messe-supermarkt.de</p> <p>On-site location Supermarket Shopping & Food area between hall 16 and 17 Tel. +49 (0) 511 89-20555 Fax +49 (0) 511 89-20550</p> <p>Mini-Market with coffee bar Shopping & Food area between hall 1 and 3 Tel. +49 (0) 511 89-20556</p> <p>Mini-Market with coffee bar Shopping & Food area between hall 3 and 4 Tel. +49 (0) 511 89-20560</p> <p>Mini-Market with coffee bar Shopping & Food at hall 7, south side, facing „Platz der Nationen“ Tel. +49 (0) 511 89-20559</p> <p>Mini-Market with coffee bar Shopping & Food area between hall 11 and 12 Tel. +49 (0) 511 89-20564</p>	4	05.-15.04. 16.-18.04. 19.-23.04. 24.-30.04.	08:00 -18:00 08:00 -19:00 06:00 -19:00 08:00 -18:00
		1	12.-15.04. 16.-18.04. 19.-23.04. 24.-27.04.	08:00 – 18:00 08:00 – 19:00 07:00 – 19:00 08:00 – 18:00
		2	12.-15.04. 16.-18.04. 19.-23.04. 24.-30.04.	08:00 – 18:00 08:00 – 19:00 07:00 – 19:00 08:00 – 18:00
		8	12.-15.04. 16.-18.04. 19.-23.04. 24.-28.04.	08:00 – 18:00 08:00 – 19:00 07:00 – 19:00 08:00 – 18:00
		9	29.03.-15.04. 16.-18.04. 19.-23.04. 24.-30.04.	08:00 – 18:00 08:00 – 19:00 07:00 – 19:00 08:00 – 18:00

Taxi stands	On-site location Outside the entrances: Nord (North) 2 West 1 West 2 Süd (South) 1	12	
Travel agency Flight changes, reservations and schedule information, train and flight timetables, hotel reservations	BCD Travel Germany GmbH www.bcdtravel.de On-site location Information-Center (IC), Room 00.111 Tel. +49 (0) 511 89-21910 Fax +49 (0) 511 89-21915	10	19.-23.04. 10:00 – 18:00
Vehicles for disabled persons Chauffeured vehicles are available for disabled persons requiring transportation within the Exhibition Grounds.	Deutsche Messe Car service department Messegelände 30521 Hannover Tel. +49 (0) 511 89-33903		
WLAN Support WLAN Voucher, sales	On-site location internetlounge@messe.de Information-Center (IC), Room 00.105 – 00.110 Tel. +49 (0) 511 89-38992	10	18.04. 10:00 – 19:00 19.-23.04. 08:00 – 19:00

