

Dear Exhibitors

Welcome to **Altenpflege 2019** in Nürnberg.

As a service provider, we always strive to ensure that our cooperation with exhibitors is as efficient and unbureaucratic as possible. However, the wealth of technical and organisational information associated with organising a show means that a certain amount of "small print" is unavoidable.

Please read the following information and the technical regulations carefully and also pass this information on to all contractors responsible for building and dismantling your stand, as well as any sub-exhibitors and your staff, if applicable.

This information and the technical regulations as well as the FAMA's "General Trade Fair and Exhibition Conditions" and the "Special Exhibition Conditions" form part of the contract covering your participation at **Altenpflege 2019**.

Informations Dates, contacts, map of grounds, internal traffic regulations, event-related information

Services Many useful addresses and telephone numbers for services at the trade fair city Nürnberg

Order forms For services

You can use the order forms to request all the services you need for this trade fair/exhibition.

Please make sure that you send the forms back by the "**Final date for submission**" date!

If forms are sent in later, no guarantee can be given that the services ordered will be ready on time. A surcharge will be charged for all late orders that arrive after this date.

Service Plus All **Service Plus** services you order, will be invoiced by Fachausstellungen Heckmann GmbH.

Best regards from

**FACHAUSSTELLUNGEN HECKMANN
HANNOVER / BREMEN**

Information

Dates | contacts

0.10.1

Duration of the fair	Tuesday, 02. April 2019 until Thursday, 04. April 2019	
Opening times	Visitors:	
	Tuesday, 02. April 2019	9:00 – 17:00 Uhr
	Wednesday, 03. April 2019	9:00 – 17:00 Uhr
	Thursday, 04. April 2019	9:00 – 17:00 Uhr
	Exhibitors:	
	Tuesday, 02. April 2019	8:00 – 18:00 Uhr
	Wednesday, 03. April 2019	8:00 – 18:00 Uhr
	Thursday, 04. April 2019	8:00 – 17:00 Uhr
Realisation	FACHAUSSTELLUNGEN HECKMANN HANNOVER / BREMEN Unternehmensgruppe Deutsche Messe Postbox 2665 30026 Hannover info@fh.messe.de www.heckmannqmbh.de General Manager: Carola Schwennsen	
Address fairgrounds	Fachausstellungen Heckmann Europaallee / Bürohaus 7 Messegelände 30521 Hannover	
		☎ +49 511 89-30400
		☎ +49 511 89-30401
	Messteam ALTENPFLEGE	
Project Manager	Dr. Martin Uhlendorf	☎ +49 511 89-30436
Exhibitors' support	Heike Hahne	☎ +49 511 89-30425
	Birgit Sprenger	☎ +49 511 89-30430
	Petra Hoppe	☎ +49 511 89-30429
Technical exhibitors' service	Klaus Wenzel	☎ +49 511 89-30403
	Tina Bauer	☎ +49 511 89-30410
Events and special shows	Ingo Gifhorn	☎ +49 511 89-30405
Press and public relations	Lars Pennigsdorf	☎ +49 511 89-30417
	Annabel Stegmann	☎ +49 511 89-30416
Exhibitor and guest tickets	Manuela Zimmermann	☎ +49 511 89-30402
Marketing	Ulrike Heidorn	☎ +49 511 89-30433
Advertising and internet	Petra Raap	☎ +49 511 89-30432
Service times ASC	From 29. März 2019 – NCC East Service: 8.30 a.m. – 6.30 p.m.	
ServicePartnerCenter	between Parkhouse and Hall 7A ServicePartner in place	
Lieferanschrift für Aussteller	ALTENPFLEGE 2019 [Exhibitor's name] [Contact] [Hall] [Stand number] Messezentrum Nürnberg 90471 Nürnberg	

Information

Event-related informations

0.30.1

Construction period	Friday,	29. März 2019	7:00 a.m. – 8:00 p.m.
	Saturday,	30. März 2019	7:00 a.m. – 8:00 p.m.
	Sunday,	31. März 2019	7:00 a.m. – 8:00 p.m.
	Monday,	01. April 2019	7:00 a.m. – 4:00 p.m.

After the end of the official construction period

Monday, 01. April 2019 16:00 p.m.

only finishing work within the exhibitor's own stand area is permissible.

The aisles in the halls have to be cleared by 4:00 P.m. so that subsequent work can be carried out smoothly and on time.

In special cases, advanced stand set-up times and longer dismantling times can be admitted.

Authorizations for early construction or extension of the above construction times must be obtained in writing and must be paid (Form 4.00).

Dismantling period	Thursday,	04. April 2019,	6:00 p.m. – 12:00 p.m.
	Friday,	05. April 2019,	7:00 a.m. – 8:00 p.m.
	Saturday,	06. April 2019,	7:00 a.m. – 8:00 p.m.

Service times: 8:00 a.m. – 7:00 p.m.

Note We recommend that any delicate and easily moved exhibition articles be removed from the stands

Thursday, 04. April 2019, 5:00 p.m. –

as we cannot take responsibility for any exhibits during the dismantling period.

Exhibits and stand construction material can be kept in the halls only up to the end of the official dismantling period.

The trade fair management is entitled to dismantle and store stand equipment and exhibits at the cost of the exhibitor, if the stand area is not cleared by the end of the dismantling period.

Working time The working time during the duration of the event and the assembly and dismantling time is regulated by law. These statutory provisions regarding working hours must be observed and followed. The working day of 10 hours must not be exceeded. For more information or exemptions granted the Nuremberg Trade Inspectorate (see service addresses).

Assembly and dismantling passes Access to the halls during assembly and dismantling times is only permitted with **special passes**. The number of free assembly and disassembly cards is equal to the number of exhibitors' passes.
The passes are not valid for the duration of the event.
Please ensure that all persons working for you during the construction and dismantling periods have such a card and order the needed additional cards on time and in an appropriate amount.
The free Assembly and dismantling passes and the additionally (must be ordered) free assembly and dismantling passes will be sent separately by post.
(Order form 5.20)

order confirmation An order confirmation after submitting the order form does not occur in every case. Only in case of queries a correspondence is required

Exhibitor badges Each exhibitor will be issued with passes for the necessary stand personnel according to the size of his stand. For stands up to 10 m² three passes will be issued free of charge. An extra free pass will be issued for each full 10 m² up to a maximum of 15 passes.
The free exhibitor passes will be dispatched by separate mail together with any additionally ordered passes.
(Order form 5.20)

Fire protection The halls are non-smoking areas

Information

Event-related informations

0.30.2

Regulation of vehicular access

During construction days

Access to the fairgrounds will be granted **only upon presentation of a pass** which can be obtained by depositing **EUR 100.00**.

This is valid for cars for a duration of **1 hours**,
for vans up to 7.5t for a duration of **2 hours**,
for loading and unloading.

Upon leaving the grounds before expiry of these periods, the deposit will be refunded when the pass is handed back. If the vehicle is not removed from the grounds within these periods, the deposit will be forfeited.

During the event

access to the fairgrounds will be granted between **8:00 and 9:00 a.m.** and **6:00 and 7:00 p.m.** upon presentation of a pass which can be obtained by **depositing EUR 100.00**. This pass is valid for the driver and the vehicle and entitles to a stay of **30 minutes** only for loading and unloading.

If the vehicle is not removed from the grounds within this period, the deposit will be forfeited.

Passengers must possess a valid exhibitor pass, admission ticket or a pass obtained upon deposit, otherwise they will not be admitted.

On the last day of the event,

Thursday, 04. April 2019

vehicular access to the grounds will not be permitted after **1 p.m. until approx. 6 p.m.**

Access is possible

only upon payment of a deposit of 100, - EUR
(Except trucks from 7.5t) for loading and unloading

from 1 hour after the event:
Cars and vehicles up to 2.8 t from 6 p.m. **1 hour stay**

from 2 hours after the event:
Vehicles from 2.8t to 7.5t from 7 p.m., **2 hour stay**

from 3 hours after the event:
Vehicles over 7.5 from 8 p.m., **3-hour stay**
(Extension possible)

Upon leaving the grounds before expiry of these periods, the deposit will be refunded when the pass is handed back. If the vehicle is not removed from the grounds within these periods, the deposit will be forfeited.

The exact access times may vary and are notified at the entrance gates.

electric scooters

For safety reasons, the use of electric scooters at the fairgrounds is prohibited.

Fire station

Fire Station 5 in the Karl-Schönleber-Straße 80, fon +49 911 231-6510

During the construction period, the fire department performs acceptance tour. The compliance with the Guidelines for fire protection is checked. The exact pre-planning of the state and the related compliance with the guidelines allow a smooth and undisturbed structure.

Please refer to the Guidelines for fire protection and if necessary send back the form P2.

photographer

Commercial photography of each event is only allowed to the service provider. Recordings for their own stand can be adjusted individually. If another photographer than the fair photographer, photo Bischof & Broel be commissioned for commercial photographs, it is a paid special permit at least three weeks prior to the event to obtain the fair service. This fully applies to other video and film recordings and productions.

Please contact therefore the **MesseService**, Tel.: **+49 911 8606-8445**

Information

Event-related informations

0.30.3

ATM	Central entrance and NCC East. ATM card or credit card.
get it!-MesseService express	For all the things that you have forgotten and cannot get right on the premises. Fast and reliable, Fon +49 911 8606-8090.
Painters basin	The washing of paint buckets, brushes, paint brushes, etc. is not permitted in the toilets and washrooms. For this are rooms with painter basin in the Service 7 UG, hall 7A and Service 9 UG available.
Parking for cars	Designated parking areas for cars are available. They are manned during the event of 7 a.m. until the end of the opening period. Permanent parking permits are valid only for cars (Order Form S3.50).
Special parking spaces	Parking in the loading areas is not available.
Parking for trucks, trailers, vans, etc.	<p>The parking of trucks, trailers, vans, swap bodies and caravans is during the duration of the exhibition on the designated parking areas, in the loading yards of the Exhibition Centre Nuremberg (here, except for the limited to a maximum of 30 minutes) and on the "Große Straße" prohibited.</p> <p>The vehicles can be parked during the duration of the event free on the designated parking areas (Steintribühne). The route to these parking areas is signed and will be shown on the map, distributed at the loading entrances.</p> <p>The organizer is entitled to remove vehicles parked on the night of first event day by 2 a.m. in the morning in the parking lots or in the loading yards towed at the expense of the vehicle owner or user.</p> <p>The exhibitor agrees to comply by him appointed third parties (such as exhibition service, freight forwarders) these provisions.</p> <p>Please note the entrance control.</p>
Police	Inspektion Süd, Telefon +49 911 94820
Cleaning	The cleaning of terrain, halls and corridors is caused by the organizer. On the final assembly day it started from 7 p.m. by the cleaning company. Cartons, battens, boards, boxes, etc., that are still left in the corridors are considered as waste and be removed.
Medical office	Funktions-Center entrance Mitte, Telefon +49 911 8606-6156 and entrance Ost, Telefon +49 911 8606-6956
Stand boundary walls	<p>Partition walls are non-existent. Exhibitors are required to use on all closed sides of the stand space opaque partition system of min. 2.50 m height.</p> <p>Exhibitors may not use the rear walls of neighboring stands for their own purposes.</p> <p>If you do not own stand partition or a rental stand, partition walls can be ordered at the service provider.</p> <p>(Order Form 4.35).</p>
Electrical connections	<p>Electrical connections may only be used by the customer/exhibitor himself.</p> <p>The supply of electricity to neighboring stands or other exhibitors is not permitted.</p> <p>In case of an infringement the electrical supply will be disconnected.</p>
Cab	Messezentrum Nürnberg , Entrances, NCC Mitte and NCC Ost, Telefon +49 911 19410
WLAN	The entire exhibition grounds, except in the parking areas, is everywhere equipped. Technical details and order please see order form.
Caravans Camper van	<p>Parking as well as staying overnight in caravans and camper vans is not allowed on the fairgrounds and the surrounding car parks.</p> <p>Spaces for caravans/camper vans are available on the car park for caravans/camper vans near the fairgrounds.</p> <p>(Service-adresses)</p>
Customs	Service Partner Center, 1st floor, Room 1.12 / 1.13 Telephone +49 911 8606-6107

Information

Event-related informations

0.30.4**Theft prevention****Prevention of theft**

Thefts are comparatively rare at the Exhibition Centre Nuremberg. In order to maintain the reputation of the trade show a continuing need of theft prevention measures is necessary. The organizer supports this through security control and guarding. These do not refer to the individual stands. Access to the halls during assembly and dismantling times is only permitted with special passes. Please support our efforts by observing the following instructions:

During construction

Let your booth after delivery of your exhibits no longer unattended and secure all handy and valuable exhibits. After the end of the construction although halls are locked and guarded, but generally an additional stand guard for the nights during the event, is recommended. In any case, you should lock away valuable goods at night.

During the event**Most thefts occur during the term.**

Occupy your stand before the time of entrance for visitors. Do not let your stand unoccupied or unattended, even during lunch time. Your personal things should be locked away. Valuable exhibits should be specially secured with thin chains, nylon threads or in locked glass cases.

Fachausstellungen Heckmann reserves the right to impose exhibitors to special theft prevention. Please check your insurance against theft. An exhibition insurance is recommended.

Fachausstellungen Heckmann appreciates your cooperation.

During dismantling**Most thefts happen in the first hours of degradation.**

Therefore, never let your stand at this time unsupervised before your exhibits have been loaded or Express have been passed.

If you cannot dismantling your stand complete immediately after the event, it is recommended to order a stand security.

The organizer carries out random checks the authorization of persons dismantling.

Theft notification

Any possible theft should be displayed.

report any theft immediately to the fair management and the police station at the fairgrounds.

Fachausstellungen Heckmann GmbH accepts no liability for theft.