

CATALOGUE OF MEASURES PROTECTION AGAINST INFECTION

FREQUENTLY ASKED QUESTIONS ON INFA 2020

FAQ

With immediate effect and until further notice, the **Technical Regulations** of Deutsche Messe AG and Fachausstellungen Heckmann GmbH will be supplemented by a catalogue of measures for infection protection.

The catalogue of measures currently comprises the following elements (see links in question 12):

- 0: General information about the Event
- Part 1: Design, Construction, Organisation of Exhibition Stands
- Part 2: Catering and Hospitality at Exhibition Stands, Delivery
- Part 3: Set-Up and Dismantling of Exhibition Stands, Site Logistics
- **FAQ: Frequently Asked Questions on infa 2020**

General information

One thing is clear: Trade fairs in 2020 will look different in the wake of the COVID-19 pandemic! In recent weeks, we have worked closely with the responsible authorities to develop a comprehensive hygiene and safety protocol for our events.

In all of our planning and decision-making processes, the health and safety of our exhibitors, partners and visitors enjoys the highest priority!

Status as of 7 August 2020 (subject to modification)

1. Will infa 2020 take place?

Starting on 1 September 2020, the Hannover exhibition center will again be permitted by the authorities to stage trade fairs and conferences. We are therefore confident that infa will take place as planned from 17 to 25 October 2020.

2. What will infa 2020 look like?

New: infa 2020 will take place in the eastern part of the Hannover exhibition grounds in Halls 2, 3, 4 and 18 as well as the trade fair park (Messepark). This represents an ideally compact site, covering a gross area of some 70,000 square meters, which meets the requirements of our hygiene and safety protocol and provides visitors with a good overview of the trade fair topics, with only short walking distances between the halls. Three entrances and exits are also planned. This exhibition layout will allow over 800 exhibitors to take part, with over 100,000 visitors in attendance.

3. Why was the site moved to the eastern part of the exhibition grounds?

Through the end of the year, Halls 19–23 will continue to be occupied by an emergency auxiliary hospital that will need to remain operational until the end of the pandemic.

For that reason, we had to move to a new site, and the eastern part was ideal for that purpose.

A) Visitors will benefit from the compact layout and associated short walking distances.

B) We be using the trade fair park (Messepark) for the infa supporting program because the authorities have required us to avoid indoor hotspots like stages and forums in the halls.

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4. How many exhibitors and visitors are you expecting this year?

The new site puts a gross area of around 70,000 square meters at our disposal, thus enabling over 800 exhibitors to participate and over 100,000 visitors to attend the fair.

5. What are the opening hours for infa 2020?

Opening hours:	infa 2020
Mon. – Thur.:	10 a.m. – 6 p.m.
Fri. / Sat. / Sun.:	10 a.m. – 7 p.m. 1 st time span: 10 a.m. – 2 p.m. 2 nd time span: 3 p.m. – 7 p.m.
Note:	Every visitor is obliged to register for their purchase of an eTicket. This registration serves the purpose of contact tracing according to official regulations. As part of our COVID-19 containment precautions, there are capacity limits, so there is only a limited number of tickets per day. On Friday, Saturday and Sunday, a time span needs to be selected, i.e. the length of stay is limited. This is due to the higher number of visitors on weekend days, requiring us to regulate the flow of visitors. Health and safety come first. This year there will be no ticket offices on-site.

6. What is new at infa 2020?

- Ticket sales, including registration, will take place exclusively online
- Regulation of the concentration of visitors on the exhibition grounds via limited visitor quotas per day as well as time spans on particular days
- Wider hall aisles to allow for the appropriate level of social distancing
- Increased use of disinfectants and more frequent cleaning of all publicly accessible surfaces
- Prevention of hotspots

7. Is there a supporting program this year? If yes, what concrete form will it take?

At infa 2020, hotspots/visitor magnets are to be avoided. We will thus not be allowing any stages, forums, walking acts etc. in the halls. However, we are planning a small cultural program in the infa garden – with a restricted number of spectators.

8. When will space allocation take place?

Space allocation began at the end of July.

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9. When is the deadline for free cancellation?

A binding contract between yourselves and Fachausstellungen Heckmann GmbH is not concluded until you have received the official stand confirmation from us.

Up to that point, cancellation is possible at any time free of charge.

10. Will I have to pay any fees if the event is cancelled due to COVID-19?

If we are forced to cancel or postpone the event due to COVID-19/SARS-CoV-2, we will fully reimburse the participation fee you have paid. This means we are also waiving the cancellation charge of 25% of the participation fee (see sections 19.2.1 and 19.2.2 of the Conditions of Participation for the event).

11. How high are the rental fees for exhibitors?

First, you will be glad to know that we are passing on the 3% cut in the amount of German value-added tax (from 19% down to 16%). And now, for a list of the prices, click [here](#).

12. What does the hygiene and safety protocol for infa 2020 look like?

In close cooperation with the authorities, we have developed a comprehensive hygiene and safety protocol for our events. An event like infa can only be carried out under the following conditions:

- Planning of a concentration of attendees that makes possible a general minimum distance of 1.5 meters between people in all areas
- Compliance with the hygiene standards specified by the Robert Koch Institute
- Ensuring the contact tracing of all trade fair participants

These requirements are valid for us as the organizer, but also for all participating exhibitors!

More information is available at www.meine-infa.de/infa_daten_factsheet_en under “Corona regulations for participation” or by clicking the following links:

- [Link](#) to General information about the event
- [Link](#) to Catalogue of measures for stand construction
- [Link](#) to Information for gastronomers

13. Is there a general obligation to wear mouth and nose coverings?

Yes, there is a general obligation to wear mouth and nose coverings (exception: consultation rooms, which are separate from the exhibition area or workshop rooms).

Plexiglas visors are also permitted as mouth and nose coverings in line with the Lower Saxony corona regulations, but a textile covering that fits tightly to the nose and chin is recommended for better protection – for you and for other people.

14. When will the exhibitor shop go online so that I can order services?

The online service shop is already active, but orders can only be placed once you have received your stand confirmation.

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15. Why should I take part at infa 2020?

infa remains an excellent marketing platform for your products!

As an organizer of trade fairs, we are already well-prepared for the upcoming event. infa 2020 will provide you with an excellent platform for selling your products and generating new customer contacts. Our visitors look forward to reestablishing personal contact with you.

16. Market hall: Can I pass out free samples?

It is permitted to offer samples, but this can only be done if a minimum distance of 1.5 meters is guaranteed and the visitor's mouth and nose cover is immediately put on again afterwards. Self-service buffets are currently still prohibited, so that the samples must be served individually to visitors by stand personnel and kept covered (e.g. under a cheese cover). When sampling drinks in a bar-type situation, it must be ensured that staff are wearing a mouth and nose cover (similar to the current rules for restaurants), when approaching visitors for refreshments. For sales talks, the normal rules for social distancing apply. The respective stand operator is responsible for hygiene, distance-keeping and the wearing of mouth and nose coverings at his/her stand.

17. LEBENSART: Will the LebensArt Gala Evening take place this year?

In agreement with the authorities, no evening events with stage programs or walking acts are allowed to take place this year.

18. Why is infalino – the “infant fair” – not taking place?

Due to the special target group (pregnant women, young families and children), the baby and children's fair “infalino” will not take place this year. This was not an easy decision for us to take, but the health and safety of our infalino visitors comes first, and we cannot afford to take any risks.

Status as of 7 August 2020 (subject to modification)

FACHAUSSTELLUNGEN HECKMANN
HANNOVER / BREMEN