

IMPORTANT DETAILS**Closing date for order forms:****1 August 2018****Further important Dates:****Opening Hours**

Visitors: 15. - 23.09.2018 10:00 - 18:00

Exception: 21.09.2018 12:00 - 20:00

Exhibitors: 15.09.2018 08:00 - 19:00

16. - 23.09.2018 09:00 - 19:00

Exception: 21.09.2018 11:00 - 21:00**Set-up**

Wed / Thu 12. - 13.09.2018 08:00 - 20:00

Friday 14.09.2018 08:00 - 20:00

No vehicles allowed in hall 1 - 2 from 14:00.**No vehicles allowed in hall 3 - 7 from 16:00.****Dismantling**

Sunday 23.09.2018 19:00 - 24:00

Monday 24.09.2018 08:00 - 20:00

Any additional activities with regard to setting up and dismantling are only possible in individual cases and require the prior written approval by the organiser or MESSE BREMEN. (Please use order form C 7 - C 8).

Information A to Z

MESSE BREMEN has the right to engage qualified third parties (sub-contractors, freelancers) as vicarious agents to assist in carrying out individual services in part or in whole, as long as the legitimate of the exhibitor are protected. This does not constitute a contractual relationship between the exhibitor and the third party. The place of jurisdiction for both parties shall be Bremen.

All prices in this service guide are subject to VAT, unless explicitly stated otherwise.

Your order must be clear and understandable in order to be processed. Reference to previous exhibitions cannot be taken into account.

In case of a delayed order the payment will be collected during the fair. Please make sure that the stand personnel has enough cash (in Euro) available. International transfers, fee and expenses as well as any domestic and international costs are charged to the exhibitor.

For additional information & services:**Your contact:**

Technical hotline

Phone: +49 (0) 421.3505 470; Fax: +49 (0) 421.3505 15 471

Email: technik@hanselife.de**Advertising activities - Presentations**

Advertising activities may be carried out only on the exhibitor's own stand. Adequate space must be available on the stand for the spectators. Audio, visual and other means of advertising must not cause obstructions or interference in the aisles or to neighbouring stands. Speakers and PA system must not be directed into the aisles. The noise level caused by advertising and exhibits must not exceed 60 dB (A) at the stand boundary. Gases and vapours may not be used. The local trade supervisory office must be notified of the use of laser systems. Flashing signs and illuminated message panels (newscasters) must be authorised before being used. The building authorities must be informed if pyrotechnics will be used in advertising and presentations. Balloons filled with non-flammable gas are permitted as long as the approved building standards are being adhered to.

Advertising in the exhibition

The space delimited by the partition walls can be used by the exhibitor for advertising purposes. Banners and company signs must not project into the aisles. It is not permitted to advertise and distribute advertising material outside of the stands. Advertising that contradicts statutory requirements or public morals or that has an ideological or a political character is not permissible within the exhibition grounds. The management is authorised to forbid the use of such advertising as well as the distribution of advertising material that gives cause for complaints; it is also authorised to confiscate any existing stocks of if requested by the exhibition management to do so. If there are justified complaints, all presentations must be stopped immediately on demand of the exhibition management. The management decides in cases of dispute as to whether or not certain advertising is permissible, any recourse to courts of law being is excluded.

Catering Service

For catering services please contact:

geschmackslabor messe & eventcatering GmbH, Findorffstr. 101, 28215 Bremen,

Telefon: +49 (0) 421.3505 780, Fax: +49 (0) 421.3505 789, info@geschmackslabor.com, www.geschmackslabor.comMore information for standcatering you will find on: <http://geschmackslabor.com/catering-fuer-die-messe-bremen/>

IMPORTANT DETAILS

Ceiling suspensions in the halls

The exhibitor itself is not permitted to suspend stand superstructures, light fittings, stand ceilings, etc. from the hall ceilings. For safety reasons, it is not permitted to fix suspensions of any kind to any of the existing suspended ceilings, e.g. grid ceilings, provided by the organisers. The ceilings and walls may not be used for securing stands; this also applies to guy ropes to prevent the stand superstructures from collapsing. It is prohibited to lean stand construction materials against the exterior walls and doors because these are partly made of glass or acoustic material. Please use **order form C 4 - C 6**.

Cleaning of the halls

The exhibition management organises cleaning of the grounds, halls and aisles. The exhibitor is responsible for disposing of all waste it generated both during the event as well as during construction and dismantling work. Disposal of waste must be undertaken by the exhibitor or a company authorised by it and must be in accordance with the latest waste disposal laws. Exhibitors must comply with requirements for waste separation. Please use **order form D 31 - D 33**.

Complaints

Any complaint that occurs, irrespective of which trade/works it relates to, has to be notified to the organisers without delay. Complaints lodged later cannot be accepted because they are not able to be verified.

Deliveries

Option 1 – direct delivery to the booth during set-up phase

Requirements: Staff is on site to accept the goods.
Please use following address:

HanseLife 2018
exhibitor name / stand number
c/o MESSE BREMEN / M3B GmbH
Hollerallee 99
Gate (see box)
28215 Bremen

Your booth is located in:

Hall 1 / ÖVB-Arena: **Gate C**
Hall 2: **Gate D**
Hall 3: **Gate C**
Hall 4: **Gate E**
Hall 5: **Gate E**
Hall 6: **Gate E**
Hall 7: **Gate G**

Option 2 – Accept and store goods at MESSE BREMEN before or during set-up

Requirements: Weight of goods is less than 31kg (courier deliveries) and no member of staff is on site.
Please use the following address:

HanseLife 2018
exhibitor name / stand number
c/o MESSE BREMEN / M3B GmbH
Hollerallee 99
Gate D / Depot
28215 Bremen

Please note: A processing fee of **EUR 45.00 plus VAT** for each process will be charged to accept and store your goods and deliver them to your stand.

Option 3 – Processing via “DB Schenker”

Requirements: Weight of goods is more than 31kg (less-than-carload-consignments) and no member of staff is on site.

Please get in contact with our service supplier DB Schenker, who is processing those deliveries. Contact details can be found on form E1 - E4 in the manual.

Advice:

When having deliveries during exhibition, please announce to MESSE BREMEN before. Please send an E-Mail with all information to technik@hanselife.de.

Pick up:

Please note, the sending has to be left ready for shipment (sufficient stamped, correctly addressed and suitable packed) at the booth. If your goods haven't been picked up by your transport company on the first working day after exhibition, a service charge of **EUR 45.00 plus VAT** will apply. Furthermore, MESSE BREMEN assumes no liability to unattended goods.

If pick up needs processing via DB Schenker, please get in touch directly with DB Schenker.

Important advice:

Security staff of MESSE BREMEN is not permitted to accept goods or sendings.

MESSE BREMEN assumes no liability to delivered goods. The sender has to make sure that the hired haulage company / transport company delivers only after approval by sender.

Display packages

Display packages of companies that do not have a stand at the exhibition are not permitted.

Electrical installations

Electrical installations may be fitted only by companies authorised by the MESSE BREMEN. For your order please use **order form D 20 - D 21**.

Empties

Due to safety regulations it is not allowed to store empties or packaging materials in the exhibition stands. Storage of these is handled by the organiser. Please contact the official carrier if you have any questions. Please use **order form E 1 - E 4**.

IMPORTANT DETAILS

Fire protection equipment

To order fire extinguishers or fire-retardent fluids for decorative materials please use **order form C 9 - C 10**.

Fire safety - Fire protection

Building materials and components used for stand construction must be flame resistant or non-flammable.

First aid

First aid facilities are available during the opening hours at MESSE BREMEN. For assistance please call Phone: +49 (0) 421.3505 215.

Glass in stand construction

Only safety glass may be used. Edges of panes of glass must be finished or protected so as to prevent risk of injury. Structures made completely of glass must be marked at eye level. Plexiglas must be fitted in a metal frame (for fire safety).

Hall floors

In halls 1 to 7 the floors are made either of poured asphalt, concrete or tiles. It is not permitted to put anchors in the floor or to drill holes for pegs. The same applies for other kinds of attachments such as screws or nails. The company renting the stand is liable for any damage detected. Covering the entire floor with adhesive covering (even self-adhesive tiles) is not permitted. Double-sided adhesive tape can be used for fixing carpeting. Any residue must be removed completely after the stand has been dismantled. The maximum ground load is 150 KN per square metre (except foyers and supply channels). Point loads are forbidden!

Hotel reservation

For hotel reservation please contact: BTZ Bremer-Touristik Zentrale GmbH, Findorffstraße 105, 28215 Bremen, Phone: +49 (0) 421.30800 19, Fax +49 (0) 421.30800 89, email: hotelres-kongress@bremen-tourism.de, see **order form B 4**.

Incorrect invoice

Please let us know the correct billing address and any applicable order numbers before the exhibition begins. If we have to issue a new bill because of incorrect invoice data a handling charge of € 10.00 net will be placed.

Insurance

The exhibitor bears the entire risk for its stand and the equipment and is liable for any injury to persons or damage to property that is caused by its operation. We recommend arranging for appropriate insurance! Please check out the various options of arranging for your own insurance or using our named service partner (see **order form E 5**).

Lighting

All halls and aisles are fitted with general lighting. However, it is recommended to install spotlights or similar lighting to highlight the stand and exhibits.

Loading and unloading

In the exhibition area only short-term loading and unloading is possible. Vehicles may drive into the halls if this is approved by the exhibition management and does not interfere with the stand construction. Vehicles must take the shortest way to the point of loading or unloading. Operation of engines (including vehicle heater) during standing periods is not allowed. To avoid floor damages it is forbidden to drive in a narrow radius. The entrance foyers of halls 4 - 6 must be crossed in a straight line. Steering movements must be avoided here as the floor is especially sensitive. Cross traffic in the foyer area is not allowed (see the marking). Deliveries to the halls from outside must only take place via the sliding gates. These gates must be completely opened. Entrances and exits for visitors and emergency exits may not be used for deliveries. It is not allowed to fasten doors. Diesel vehicles (especially forklift trucks and lifting platforms) must be equipped with a soot filter. No gas-powered vehicles. The use of fork-lift trucks must be arranged with MESSE BREMEN.

Music

GEMA will claim for damages in accordance with clauses 37, 38 LiUrHG if music is reproduced and they have not been notified. Therefore contact GEMA before the beginning of the exhibition if copyright protected music is to be used. GEMA Bezirksdirektion Hamburg, Schierenberg 66, 22145 Hamburg, Phone: +49 (0) 40.6790930, Fax +49 (0) 40.679093700, www.gema.de/en/.

Note on data protection

The data which you provide will be stored and processed by MESSE BREMEN subject to the provisions of the German Data Protection Act for the purpose of providing Services and, where appropriate, may also be passed on to associated companies for this purpose.

Numbering of stands

The organiser arranges for the stands to be identified by stand numbers in a standardised way.

Order forms

The order forms have to be sent by fax to the fax number stated in the header. There will be no order confirmation for services booked. In case of queries please contact MESSE BREMEN. Purchasing Conditions of MESSE BREMEN or the service contractors shall apply for all orders.

Unless stated otherwise, all offered material is retail material. Please adhere to the deadline for return of the order forms.

Packing materials/empty containers

For safety reasons empty containers and packing materials may not be stored in the stand. The exhibition management can provide storage. For enquiries please contact your organiser or MESSE BREMEN.

IMPORTANT DETAILS

Parking spaces for exhibitors

If available for the event, parking tickets can be ordered with **order form C 11 - 12**. Otherwise see 'Public parking spaces'.

Public Parking Spaces

Parking area 'Bürgerweide'

Cars and trucks can be parked close to the fair centre for the following fees (incl. VAT):

Cars (Daily rate EUR 5.00*), Cars with trailer (Daily rate EUR 15.00*)

Cars / Trucks over 3.5 t (Daily rate EUR 15.00*), Trucks with trailer (Daily rate EUR 15.00*)

The parking lot is public and not guarded and can be reached via Theodor-Heuss-Allee. Sufficient parking space is available, reservations cannot be made. The ticket expires after leaving the parking lot.

Multi-storey car park 'MESSE BREMEN' (accessible for cars only!)

The multi-storey car park is open 24 h. The parking fee is EUR 1.00* per hour (Daily rate EUR 5.00*). The entrance of the car park can be reached via Hollerallee.

*= Prices are subject to changes by the parking lot administration and include VAT.

Public Transport

National Transport: Deutsche Bahn AG, Phone: 01806.996633 (personal adviser, chargeable)

Phone: 0800.1507090 (automated service, free of charge), Internet: www.bahn.de

Local Transport: Verkehrsverbund Bremen/Niedersachsen (VBN) & Bremer Straßenbahn AG (BSAG)

24-h service hotline: +49 (0) 421.59 60 59, Internet: www.vbn.de or www.bsag.de

Security

MESSE BREMEN is not responsible for the guarding of exhibition stands and exhibits. Exhibitors are recommended to organise security for their own stands. Stand security may be performed only by the security company authorised by MESSE BREMEN. For your order please use **order form D 34**.

Smoking

Smoking is prohibited in all the exhibition halls and in the Bremen Congress Centre. There are special smoking areas, however, in various outdoor spaces during the events.

Stand and exhibit safety

The exhibitor is responsible for the safety of all stand structures and exhibits; proof may be required. Safety must be in accordance with the Bremen building regulations (BrLBauO). Stand components and exhibits must not put a load on hall structures such as roofs, ceilings, supports, columns, pipes, etc. Light advertising objects such as flags and stand lighting must also not be secured to these structures. Please comply with the Technical Guidelines on **form F 4 - F 9**.

Stand area

The rented stand area will be measured out by the organiser and the corner points marked. Irrespective of the stand confirmation by the organiser, exhibitors are recommended to measure the rented stand area themselves and determine the conditions existing at the stand prior to setting up. The accuracy of measurements cannot be guaranteed.

Stand building, stand design

Partitions to define the extent of the stand are not included in the area price per sqm. The entire design of the stand requires the use of stand elements that are commonly used for trade fairs. Side and back walls towards the direct neighbours must be designed in a clean, neutral and bright way. Fitted carpets and sufficient lighting of the stand are essential for the presentation. Each exhibitor is responsible for the construction, the setting up and the operation of the stand as well as for compliance with rules and regulations. Stands that consist of several storeys always have to be approved. Stabilising against neighbouring stands or existing structures is not permitted. All materials used must be flame retardant. See Technical Guidelines for further details. More Information on **form F 4 - F 9**.

Stand construction and decorative materials

Stands in row, at corner or head positions cannot build across to the neighbouring stand. The safety zone between your stand and your neighbouring stand must be at least 1.0 m across.

Stand cleaning

Exhibitors are responsible for cleaning of their own stands. If this is not performed by the exhibitor himself, he must entrust cleaning to the company authorised by MESSE BREMEN. See **order form D 31**.

Stand labeling

All exhibition stands must be labeled with a sign (in sufficient size) stating the company name of the exhibitor.

Sub-letting of stands

The explicit permission of the organiser must be obtained for any sub-letting or renting of the exhibition stand to a third party.

Supply lines and safety installations

All stand supply points in the supply channel as well as fire alarms, hydrants, electricity distribution panels, conductors, telephone points, sprinkler heads etc. must be kept accessible and in working order. They should be kept clear of stand material or exhibits. Along the sides of stands that do not border aisles, exhibitors must allow supply lines to be laid above ground level to supply third parties.

IMPORTANT DETAILS

Taxi companies

Taxi-Roland GmbH, Phone: +49 (0) 421.14433, Fax: +49 (0) 421.14431

Taxi-Ruf Bremen, Phone: +49 (0) 421.14014

Hansa-Funk-Taxen GmbH, Phone: +49 (0) 421.14141

Theft prevention

1. Construction period

As soon as your exhibits have been delivered, do not leave your stand unattended. Keep all small and valuable objects in a safe place. Lockable cupboards and display cases can be rented from the authorised company.

2. During the event

Make sure your stand is attended before visitors are allowed into the exhibition. Do not leave your stand unattended during breaks and lock up all personal belongings. High risk exhibits should be specially protected. It is recommended to hang curtains around the stand in the evening to protect exhibits from prying eyes.

3. Dismantling period

Theft most frequently occurs during the first three to four hours of the dismantling period, so do not leave your stand unattended during this period. Leave your stand only after the exhibits have been put in a safe place, loaded for removal or handed over to the forwarding agents. If you cannot dismantle your stand immediately after the end of the exhibition, we recommend you to order stand security to guard the stand until you begin dismantling.

Reporting theft: All incidents of theft should be reported to the police (Phone: +49 (0)421 3620). Inform the exhibition management of any incident immediately. They will tell you which police station you should report the theft to.

Traffic regulations

No parking! During the exhibition, parking is not allowed next to the halls and in front of entrances and exits. During construction and dismantling periods, vehicles may be parked at these places for loading and unloading only.

VDE - EU low voltage guidelines

All electrical equipment must conform with the VDE regulations or the EU low voltage guidelines and display an EU recognised safety symbol.

Waste disposal

The exhibitor is responsible for disposing of all waste it generates both during the event as well as during construction and dismantling work. Disposal of waste must be undertaken by the exhibitor or a company authorised by him and must be in accordance with the latest waste disposal laws. Exhibitors must comply with requirements for waste separation.

Please use **order form D 32 - D 33**.

Water installation

For reasons of operational safety, connections to the water mains may be made only by the company authorised by the management. Please use **order form D 22**.