

Checklist – Preparation for the Trade Fair

Important dates and deadlines

| Dates / Deadlines | Keyword | Details | Contact person (details please see pp. 4 + 5) |
|--------------------------------------|--|--|--|
| From June 2023 | Registration and application for stand space | <p>You can login and submit your nonbinding intention to exhibit at Prolight + Sound with your personal fair account via our Customer Center.</p> <p>First time exhibitors can register at: www.prolight-sound.com.</p> | <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 75 75-5588 Email: serviceshop@messefrankfurt.com</p> <p>Fair Log-In / Customer Center:</p> <p>You will find the Log-in on www.prolight-sound.com on the top right-hand side. There you will be directed to your personal Customer Centre for the administration of all services related to your trade fair participation.</p> |
| From June 2023 | Joint stand participants | <p>Please note that every joint-stand participant has to be registered.</p> <p>Please register them in your personal fair account.</p> <p>Joint-stand participants registered after the catalogue deadline will only be published in the online exhibitor search.</p> | <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 75 75-5588 Email: serviceshop@messefrankfurt.com</p> <p>Fair Log-In / Customer Center:</p> <p>You will find the Log-in on www.prolight-sound.com on the top right-hand side.</p> |
| 7 July 2023 | Deadline for Early Booking, Registration stand space | <p>Last date for the early booking price. For registrations from 8 July 2023 on, the standard rates apply.</p> | <p>Prolight + Sound Team Internet: www.prolight-sound.com Contact: www.prolight-sound.com/contact</p> |
| From September 2023 until March 2024 | Hall planning period / quotation period | <p>Hall planning period: The sales managers of the Prolight + Sound team will contact all registered companies individually.</p> <p>Main planning period: September 2023 - March 2024</p> | Respective sales manager |
| From September 2023 until March 2024 | Participation confirmation | <p>You will receive the participation confirmation.</p> <p>Admission is granted by the written stand confirmation stating the stand provided. The participation contract between the exhibitor and Messe Frankfurt becomes legally binding (see GTC).</p> | Respective sales manager |
| From October 2023 | Invoice for stand rental | <p>You will receive the stand rental invoice.</p> | <p>Prolight + Sound -Team Internet: www.prolight-sound.com Contact: www.prolight-sound.com/contact</p> |

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|--------------------|------------------------------------|--|---|
| 19 September 2023 | Services | <p>Starting 19 September 2023 you can order services in the shop for exhibitor services (e.g.: electricity, water, catering, logistics, stand construction, parking permits, stand equipment, stand-services, marketing and press services etc.).</p> <p>Please note the different order deadlines depending on the service!</p> | <p>Internet: www.serviceshop.messefrankfurt.com</p> <p>Click on the service you want to utilize to find the correct contact person.</p> <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 7575-29 99 Email: serviceshop@messefrankfurt.com</p> |
| From November 2023 | Stand dividing walls | <p>If you require the free stand dividing walls provided by Messe Frankfurt for your exhibition stand, you can easily order them from us with just a click.</p> <p>You will receive an email from us in which you can indicate whether you want the dividing walls for your booth or not.</p> <p>Please note that we can only offer the walls to you free of charge if you provide us with feedback by February 26, 2024. If you wish to order the walls after this date, it will only be possible at a cost of 195 euros, plus the applicable legal VAT, due to increased logistical and planning efforts. In such a case, you must place the order through the Exhibitor Services Shop.</p> | <p>Internet (after February 26, 2024 for a fee): www.serviceshop.messefrankfurt.com</p> <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 7575-29 99 Email: serviceshop@messefrankfurt.com</p> |
| From October 2023 | Stand construction plans, approval | <p>Submission of stand construction plans that require approval. Please note the technical guidelines (4.2).</p> <p>Deadline: 02 February 2024</p> <p>Messe-Frankfurt-Technical-Guidelines.pdf (messefrankfurt.com)</p> | <p>Messe Frankfurt Venue GmbH Technical Event Management, Fairs Phone: +49 69 7575-59 04 Email: standapproval@messefrankfurt.com</p> |
| From October 2023 | Authorisation laser, flamer, fog | <p>The use of Laser equipment must be reported to Messe Frankfurt.</p> <p>Deadline: 02 February 2024</p> | <p>Messe Frankfurt Venue GmbH Technical Event Management, Fairs Phone: +49 69 7575-59 04 Email: standapproval@messefrankfurt.com</p> |
| From November 2023 | Promotion-Package | <p>You can order free promotion material in the shop for exhibitor services to advertise your presentation at the exhibition (e.g. E-Cards, Online Banner oder E-Mail Signatures):</p> <p>Promotion material (messefrankfurt.com)</p> | <p>Messe Frankfurt Exhibition GmbH Marketing communications / Advertising</p> <p>Email: isabelle.haberscheidt@messefrankfurt.com</p> |

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| From November 2023 | Exhibitor passes | All passes and tickets can be generated and managed online via the Online-Portal Ticket Services for Exhibitors . | <p>You can reach the Ticket Services for Exhibitors portal via the Shop for Exhibitor Services or directly at www.exhibitortickets.messefrankfurt.com</p> <p>Should you have any technical questions, please contact the Ticket Hotline: Phone: +49 69 75 75-5151 Email: etickets@messefrankfurt.com</p> |
| | Visitor ticket vouchers | Visitor ticket vouchers are day tickets <u>without</u> charge. | |
| | Set-up and dismantling passes | | |
| 30 January 2024 | Catalogue entry | Deadline for submitting your data for inclusion in the main catalogue. | <p>Messe Frankfurt Medien und Service GmbH</p> <p>Phone: +49 69 75 75-51 31 Email: mediapackage.prolight-sound@messefrankfurt.com</p> |
| 3 February 2024 | Press services | You will receive the forms to order press service. | Email: press.prolight-sound@messefrankfurt.com |
| 4 February 2024 | Rigging, suspensions | The order deadline for rigging is 04 February 2024 (after which no further orders will be possible). | <p>Internet: www.serviceshop.messefrankfurt.com</p> <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 7575-29 99 Email: serviceshop@messefrankfurt.com</p> |
| 26 February 2024 | Deadline Express Surcharge | <p>An express surcharge of 25% will be charged for certain services ordered after 26 February 2024.</p> <p>Therefore, please place your order in time by 26 February 2024.</p> | <p>Internet: www.serviceshop.messefrankfurt.com</p> <p>Should you have any technical questions, please contact our Service Hotline: Phone: +49 69 7575-29 99 Email: serviceshop@messefrankfurt.com</p> |
| 15 to 18 March 2024 24 hours a day | Regular set-up | All vehicles must be registered online via the check-in system. Please note that the aisles must be clear from 3 p.m. on 18 March. After that set-up is only possible within the stands. | <p>Internet: www.einfahrt.messefrankfurt.com</p> <p>Should you have any questions regarding traffic regulations, please contact the Traffic Team: Phone: +49 69 7575-6600 Email: traffic@messefrankfurt.com</p> |
| 22 March 2024 4 p.m. – 7 p.m. | Regular dismantling | Please note: On 22. March from 4 p.m – 7 p.m. dismantling is only possible inside the stands, due to carpet removal in the aisles and delivery of empties by the freight forwarders. | |
| 22 March 2024 after 7 p.m. | | Access for dismantling on March 22 after 7 p.m. only via the Rebstock car meeting point. | |
| 23 to 24 March 24 hours a day | | | |

Please note that procedure may vary depending on the date of your registration.

Contact persons

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Ordering Services

Application for Stand Space & Co-Exhibitors

You will find the Log-in on www.prolight-sound.com on the top right-hand side. There you will be directed to your personal Customer Centre for the administration of all services related to your trade fair participation.

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Phone: +49 69 75 75-5588
Email: serviceshop@messefrankfurt.com

Fair Log-in / Customer Center
myaccount@messefrankfurt.com

Shop for Exhibitor Services

Internet: www.serviceshop.messefrankfurt.com

Phone: +49 69 7575-29 99
E-mail: serviceshop@messefrankfurt.com

Ticket Services for Exhibitors

Internet: www.exhibitortickets.messefrankfurt.com
Phone: +49 69 75 75-51 51
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Catalogue Publisher

Messe Frankfurt Medien und Service GmbH
Phone: +49 69 75 75-51 31
Email: mediapackage.prolight-sound@messefrankfurt.com
Fax: +49 69 75 75-54 22

Please note that procedures can vary depending on the date you have send in your intention of exhibit.