

## 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 <b>personal fair account</b> via our <b>Customer Center</b>.</p> <p><b>Fist time exhibitors</b> can register at: <a href="http://www.prolight-sound.com">www.prolight-sound.com</a>.</p>	<p><b>Should you have any technical questions, please contact our Service Hotline:</b> Phone: <b>+49 69 75 75-5588</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a></p> <p><b>Fair Log-In / Customer Center:</b></p> <p>You will find the Log-in on <a href="http://www.prolight-sound.com">www.prolight-sound.com</a> 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 <b>every joint-stand participant has to be registered</b>.</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><b>Should you have any technical questions, please contact our Service Hotline:</b> Phone: <b>+49 69 75 75-5588</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a></p> <p><b>Fair Log-In / Customer Center:</b></p> <p>You will find the Log-in on <a href="http://www.prolight-sound.com">www.prolight-sound.com</a> 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: <a href="http://www.prolight-sound.com">www.prolight-sound.com</a> Contact: <a href="http://www.prolight-sound.com/contact">www.prolight-sound.com/contact</a></p>
From August 2023 until March 2024	Hall planning period / quotation period	<p><b>Hall planning period:</b> The sales managers of the Prolight + Sound team will contact all registered companies individually.</p> <p><b>Main planning period:</b> August 2023 - March 2024</p>	Respective sales manager
From September 2023 until March 2024	Participation confirmation	<p>You will receive the <b>participation confirmation</b>.</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 September 2023	Invoice for stand rental	<p>You will receive the <b>stand rental invoice</b>.</p>	<p>Prolight + Sound -Team Internet: <a href="http://www.prolight-sound.com">www.prolight-sound.com</a> Contact: <a href="http://www.prolight-sound.com/contact">www.prolight-sound.com/contact</a></p>

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From October 2023	Services	<p>Starting October 2023 you can order services in the <b>shop for exhibitor services</b> (e.g.: electricity, water, catering, logistics, stand construction, parking permits, stand equipment, stand-services, marketing and press services etc.).</p> <p><b>Please note the different order deadlines depending on the service!</b></p>	<p>Internet: <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a></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: <b>+49 69 7575-29 99</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a></p>
From October 2023	Stand dividing walls	<p>If desired, please order the <b>stand-dividing walls</b> (stand partition) via the Shop for Exhibitor Services (free of charge).</p> <p><b>Deadline: Beginning of March 2024</b></p>	<p>Internet: <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a></p> <p>Should you have any technical questions, please contact our Service Hotline: Phone: <b>+49 69 7575-29 99</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a></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><b>Deadline: 02 February 2024</b></p> <p><a href="http://prolight-sound.com/technical-info">prolight-sound.com/technical-info</a></p>	<p>Messe Frankfurt Venue GmbH Technical Event Management, Fairs Phone: <b>+49 69 7575-59 04</b> Email: <a href="mailto:standapproval@messefrankfurt.com">standapproval@messefrankfurt.com</a></p>
From October 2023	Authorisation laser, flamer, fog	<p>The use of Laser equipment must be reported to Messe Frankfurt.</p> <p><b>Deadline: 02 February 2024</b></p>	<p>Messe Frankfurt Venue GmbH Technical Event Management, Fairs Phone: <b>+49 69 7575-59 04</b> Email: <a href="mailto:standapproval@messefrankfurt.com">standapproval@messefrankfurt.com</a></p>
From November 2023	Promotion-Package	<p>You can order free promotion material online to advertise your presentation at the exhibition (e.g. E-Cards, Online Banner oder E-Mail Signatures):</p> <p><a href="http://messefrankfurt.com">Promotion material (messefrankfurt.com)</a></p>	<p>Messe Frankfurt Exhibition GmbH Marketing communications / Advertising</p> <p>Email: <a href="mailto:isabelle.haberscheidt@messefrankfurt.com">isabelle.haberscheidt@messefrankfurt.com</a></p>
From November 2023	Exhibitor passes  Visitor ticket vouchers  Set-up and dismantling passes	<p>All passes and tickets can be generated and managed online via <b>the Online-Portal Ticket Services for Exhibitors</b>.</p> <p>Visitor ticket vouchers are day tickets <u>without</u> charge.</p>	<p>You can reach the <b>Ticket Services for Exhibitors portal</b> via the Shop for Exhibitor Services or directly at <a href="http://www.exhibitortickets.messefrankfurt.com">www.exhibitortickets.messefrankfurt.com</a></p> <p>Should you have any technical questions, please contact the Ticket Hotline: Phone: <b>+49 69 75 75-5151</b> Email: <a href="mailto:etickets@messefrankfurt.com">etickets@messefrankfurt.com</a></p>

Dates / Deadlines	Keyword	Details	Contact person (details please see pp. 4 + 5)
30 January 2024	Catalogue entry	Deadline for submitting your data for inclusion in the main catalogue.	Messe Frankfurt Medien und Service GmbH Phone: <b>+49 69 75 75-51 31</b> Email: <a href="mailto:mediapackage.prolight-sound@messefrankfurt.com">mediapackage.prolight-sound@messefrankfurt.com</a>
3 February 2024	Press services	You will receive the forms to order press service.	Email: <a href="mailto:press.prolight-sound@messefrankfurt.com">press.prolight-sound@messefrankfurt.com</a>
4 February 2024	Rigging, suspensions	The order deadline for rigging is 04 February 2024 <b>(after which no further orders will be possible)</b> .	Internet: <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a>  Should you have any technical questions, please contact our Service Hotline: Phone: <b>+49 69 7575-29 99</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>
26 February 2024	Deadline Express Surcharge	An express surcharge of 25% will be charged for certain services ordered after 26 February 2024.  Therefore, please place your order in time by 26 February 2024.	Internet: <a href="http://www.serviceshop.messefrankfurt.com">www.serviceshop.messefrankfurt.com</a>  Should you have any technical questions, please contact our Service Hotline: Phone: <b>+49 69 7575-29 99</b> Email: <a href="mailto:serviceshop@messefrankfurt.com">serviceshop@messefrankfurt.com</a>
15 to 19 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 19 March. After that set-up is only possible within the stands.	Internet: <a href="http://www.einfahrt.messefrankfurt.com">www.einfahrt.messefrankfurt.com</a>  Should you have any questions regarding traffic regulations, please contact the Traffic Team: Phone: <b>+49 69 7575-6600</b> Email: <a href="mailto:traffic@messefrankfurt.com">traffic@messefrankfurt.com</a>
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

### Sales & Planning, Event Management

#### Director Prolight + Sound

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#### Sales (ProLight, ProStage, Stages, LED)

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## Marketing Communications Team

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## Events Technology

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## Ordering Services

### Application for Stand Space & Co-Exhibitors

You will find the Log-in on [www.prolight-sound.com](http://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.

**Should you have any technical questions, please contact our Service Hotline:**  
Phone: +49 69 75 75-5588  
Email: [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com)

**Fair Log-in / Customer Center**  
[myaccount@messefrankfurt.com](mailto:myaccount@messefrankfurt.com)

### Shop for Exhibitor Services

Internet: [www.serviceshop.messefrankfurt.com](http://www.serviceshop.messefrankfurt.com)

Phone: +49 69 7575-29 99  
E-mail: [serviceshop@messefrankfurt.com](mailto:serviceshop@messefrankfurt.com)

### Ticket Services for Exhibitors

Internet: [www.exhibitortickets.messefrankfurt.com](http://www.exhibitortickets.messefrankfurt.com)  
Phone: +49 69 75 75-51 51  
Email: [etickets@messefrankfurt.com](mailto:etickets@messefrankfurt.com)

### Catalogue Publisher

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