

# **Information for exhibitors**

DOMOTEX 2024

11-14th January

**DOMOTEX**

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## **Emergency Numbers**

Emergency number (on-site)



+49 511 89-112

## **First-aid station**

entrance Nord 1/westside



+49 511 89-114

## **Police**

West 4 entrance



+49 511 89-110

## **Important notes:**

During the set-up period, the exhibition center is naturally abuzz with activity, and there is an elevated risk of injury for pre-show visitors. Sometimes persons have been entering the grounds and visiting exhibitors at their stands before the official start of the show. We must point out that exhibitors are responsible and liable for the safety of persons visiting their stands, even if these persons have not been expressly invited.

**In response to numerous complaints and in view of the considerable safety risks involved, we kindly ask you not to invite or receive any pre-show visitors.**

## Airport shuttle

A shuttle bus provides direct service from Hannover Airport (Arrivals Level C) to the exhibition grounds, Nord 2 entrance.

Travel time is about 35 minutes.

Tickets: € 25 each way

available from BFM

(see "Baggage service / Pre-check-in")

## ATMs (cash dispensers)

### On-site location


entrance NORD 1 Euro-, Mastercard, VISA, ec

entrance NORD 2 Euro-, Mastercard, VISA, ec

Hall 21 Euro-, Mastercard, VISA, ec

## Audio & video equipment

Gahrens + Battermann GmbH


 +49 511 419997-0


 [hannover@gb-rental.com](mailto:hannover@gb-rental.com)

## Baggage service / Pre-check-in

Advance booking:  
BFM Incoming & Traveller Services GmbH

 [info@bfmshuttle.de](mailto:info@bfmshuttle.de)

 +49 511 977-4880

 +49 511 977-4886

Airport counter: Arrivals Level C,  
open all year round

### On-site location

Counter in NORD 2 (Hall 2)

## Bank

ReiseBank AG  
Hannover Hauptbahnhof  
Ernst-August-Platz 1  
30159 Hannover


## Beverage service

Drink service

Drinks, snacks and disposables are delivered directly to  
the test stand


Aramark Restaurations GmbH

 [www.aramark-dmag.de](http://www.aramark-dmag.de)

 +49 511 89-33532

**Carpeting / floor coverings**


C.T.S. GmbH

 [Bestellung-DMAG@cts-fairteam.de](mailto:Bestellung-DMAG@cts-fairteam.de) +49 2252 83522-0**Catering**

Free delivery to stands

Aramark Restaurations GmbH  
Fairgrounds

30521 Hannover

 [catering.messe-hannover@aramark.de](mailto:catering.messe-hannover@aramark.de) [www.aramark-dmag.de](http://www.aramark-dmag.de) +49 511 89-33532**Cloakrooms and left-luggage**

Cloakrooms and luggage storage can be found in or in the immediate vicinity of the following entrances

NORTH 1, NORTH 2

Opening hours January 11th - 14th, 2023 8:00 a.m. - 7:00 p.m

Storage fee

3.00 euros per wardrobe item



4.00 euros per piece of luggage

**Combined admission / transportation tickets**

Your DOMOTEX ticket or your exhibitor pass is also valid as a ticket for public transportation in Hannover and the surrounding region. This arrangement applies even if your ticket does not have any information printed on it or if it contains different information. Simply present your DOMOTEX ticket during ticket inspection.

 [www.gvh.de](http://www.gvh.de)**Conference rooms**

... and rooms for your event

 [conferencerooms@messe.de](mailto:conferencerooms@messe.de) +49 511 89-36530 +49 511 89-36531**Construction and dismantling periods**

	Date
Start of construction	02.10.24m
End of construction	10.10.24m
Show starts	10.10.24m
Show ends	14.10.24m
Start of dismantling*	14.10.24m
End of dismantling	18.10.24m

**Stands may not be cleared or dismantled before 18:00 hrs.**

## Copyshop

### On-site location

During the event, the copy shop is located above the NORD 1 entrance



Jan. 9

2 p.m. - 6 p.m.



Jan. 10 - Jan. 14

8:30 a.m. - 6 p.m.



+49 511 89-38992

Services offered:

- black & white copies up to size A3
- color copies up to size A3
- printouts from notebooks
- laminating up to size A3
- cutting machine for paper
- business cards
- data transmission via USB Stick

## Cultural events and nightlife



[www.hannover.de](http://www.hannover.de)

## Customs Office

### On-site location

Europaallee, Admin. building 7  
30521 Hannover



+49 511 89-20261



+49 511 89-20265



+49 511 89-20358



[poststelle@zah-messe.bfinv.de](mailto:poststelle@zah-messe.bfinv.de)



Jan. 11

7:15 a.m. - 3:30 p.m.



Jan. 12

7:15 a.m. - 2:30 p.m.

## Disconnection of utility services

Disconnection of utilities prior to the end of the show is not permitted. For safety reasons, only authorized Deutsche Messe staff is permitted to disconnect utility services to stands. You can avoid delays in having the utilities disconnected by making an appointment well in advance.

**Exhibitors are emphatically warned not to disconnect or shut off supply lines themselves. The exhibitor is liable for any accidents or damage resulting from such action.**

For contact information, see "Electricity" and "Water connections"

## Dry cleaning, laundry, 24-hour delivery service

Laundry acceptance point, room 3.1.42, transition from the Exhibitor Service Center North 1 to the office building 3.




Jan. 10 - Jan. 14

9 a.m. - 6 p.m.

## Electricity

Halls 2-9 and 18-23, conference area hall 19

Wahl GmbH & Co. KG

 +49 511 89-20001


 [messe@wahl-co.de](mailto:messe@wahl-co.de)

## E-mail service

See "Internet Lounge"

## Emission Zone Permits (windshield stickers)

Please order your emission zone permit at

 +49 800 8070-600

 [www.tuev-nord.de](http://www.tuev-nord.de)

 [umweltplakette@tuev-nord.de](mailto:umweltplakette@tuev-nord.de)

## Evening Events


Through the duration of the show, exhibitors are permitted to hold evening stand parties (after 6 p.m.) such as "happy hours", customer receptions and the like.


Please use order form "Stand parties" in the category "Organization of congresses, conferences and events" in the shop to apply for this.

contact:

Ms. Sabine-Tamara Gerking


 [sabine.gerking@messe.de](mailto:sabine.gerking@messe.de)

 +49 511 89-32348

 +49 511 89-32659

## Exhibitor passes

Once the stand rental has been paid in due time the exhibitor is provided with the free digital exhibitor passes in the shop ([shop.domotex.de/en](http://shop.domotex.de/en)) for download on the basis of the confirmed floor space and / or the booked digital participation package. The menu for managing the exhibitor passes is located there in the dashboard. In this menu you can see the ID cards that have already been assigned, with the names of the users. You can also see there how many passes are still available and you can send yourself a new pass from this number, or if necessary order another exhibitor pass in the shop for a fee.

 +49 511 89-33179

 [ticket-team@messe.de](mailto:ticket-team@messe.de)


## Exhibitor Service Center






In the Exhibitor Service Center there are competent contact persons from Deutsche Messe who can answer any questions you may have about the trade fair.

- Exhibitor Support & Information
- Stand rental/technical issues
- Telecommunications equipment
- Cleaning, waste disposal
- Stand security
- Parking permits
- Attendance certificates / special cancellations

### On-site location

Entrance NORD 1, 1st floor

 +49 511 89-30000


 Jan. 9	9 a.m. - 6 p.m.
 Jan. 10	9 a.m. - 7 p.m.
 Jan. 11	8 a.m. - 6 p.m.
 Jan. 12 - Jan. 13	9 a.m. - 6 p.m.
 Jan. 14	9 a.m. - 3 p.m.

## First-aid station

### On-site location

next to Nord 1 (North 1) entrance, west side.


### emergency call first-aid station

 +49 511 89-114

to reach

 Jan. 4 - Jan. 17	8:30 a.m. - 6:30 p.m.
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A doctor is not on site


 +49 511 89-30030

## Florists

### On-site location

Shopping & Food area between halls 3 and 4  
scheiermann eventgestaltung GmbH

 +49 2054 12558-0


 +49 2054 12558-15


 [info@scheiermann.de](mailto:info@scheiermann.de)



## Forwarding agencies


Kuehne + Nagel (AG & Co.) KG


 +49 511 89-20701

 +49 511 820980-100

 [exposervice.hannover@kuehne-nagel.com](mailto:exposervice.hannover@kuehne-nagel.com)

Schenker Deutschland AG


 +49 511 89-20061

 +49 511 870050

 [fairs.hannover@dbschenker.com](mailto:fairs.hannover@dbschenker.com)

## Furniture rental

Party Rent Hannover GmbH

 +49 5066 98411-25


 [messe.hannover@partyrent.com](mailto:messe.hannover@partyrent.com)

## Graphics

See "Lettering Service Last Minute"

## Hall supervisors


Every hall has a Supervisor's Office with experienced staff to help you solve any problems that may arise.


 +49 511 89-327

plus two-digit hall number, such as 02


## Convention Center (CC)

 [ingo.gaehring@messe.de](mailto:ingo.gaehring@messe.de)

 +89 511 89-32640

 +49 511 89-32540

## Information and general assistance

 +49 511 89-1189


## International Sales

Contact:

Kathrin Schmidt


Team Lead

International Sales Partner Management

 +49 511 89-34290

Sabine Berndt


Secretary International Sales

 +49 511 89-34291

## Internet Lounge

### On-site location

Information Center (IC), Room 00.135-00.137

 +49 511 89-38991

 [internetlounge@messe.de](mailto:internetlounge@messe.de)

At the internet lounge 6 workstations are available for internet access.

You can also send e-mails, print files, online train tickets, stamps.

## Laundry/dry cleaning service

See "Dry cleaning, laundry, 24-hour delivery service"


## Lettering Service Last Minute

KÖNEKE WERBUNG

### On-site location

Shopping & Food between hall 16 and 17

 Jan. 9 - Jan. 10 10 a.m. - 5 p.m.


 +49 172 9876983

 [www.koenekewerbung.de](http://www.koenekewerbung.de)

## Lost property office

### On-site location

During the event, the lost property office is located above the NORD 1 entrance

 +49 511 89-38991


 Jan. 9 2 p.m. - 6 p.m.


 Jan. 10 - Jan. 14 8:30 a.m. - 6 p.m.

Lost & found items not collected during the show will be handed over to the city of Hannover's lost & found office:

Am Schützenplatz 1

30169 Hannover

 +49 511 1684-0751

 +49 511 1684-2457


### Other contact points:

 <http://www.uestra.de/fundbuero.html?&L=1>

c/o üstra Reisen

Nordmannpassage 6

30159 Hannover

 +49 511 1668-2239

 <http://www.bahn.de/p/view/service/bahnhof/fundservice.shtml>

hotline +49 900 1990599


## Media Shop

### On-site location

During the event, the media shop is located above the NORD 1 entrance

 Jan. 9 2 p.m. - 6 p.m.

 Jan. 10 - Jan. 14 8:30 a.m. - 6 p.m.

 +49 511 89-38992

The following additional services are available:

- top up prepaid-cards
- mobile phone recharge station
- print support
- sale of IT accessories

## Parking lots

**Cars:** Nord 2-5 Süd 26


**Vans, trailers, semi-trailers:** West 45, Nord 4

**Buses:** Nord 4

**Caravans:** West 45

**Trucks:** West 45

Parking of trucks and caravans in car parking zones is prohibited.

 +49 511 89-33601

 [info@gfv.messe.de](mailto:info@gfv.messe.de)

 <http://gfv.messe.de>


## Patent and design infringements

Parties to disputes arising from infringement of utility designs, utility models, patents or trademarks should contact

### On-site location


Deutsche Messe, Legal Department

Administration building 1, Room 1.07.13

 +49 511 89-33022

## Pharmacy

The pharmacy "Am Großer Hillen 6", 30559 Hannover, offers a delivery service to the exhibition center. The order can be made by phone or online ([www.apotheke-grosser-hillen.de](http://www.apotheke-grosser-hillen.de)). The delivery charge is 2,50 € and may be paid in cash or with credit card.


 +49 511 522080

 [www.apo-im-ratio.de](http://www.apo-im-ratio.de)

## Photographers/Pro Photo service

Photovision - DH GmbH

 [info@photovision-dh.de](mailto:info@photovision-dh.de)

 +49 171 1706224

### Please kindly note that:

Anyone wishing to produce videos for television features, new media productions and photographs of stands - exhibits in particular - even for private purposes, must first obtain the express consent of the exhibitor involved. In advance written permission from the organizer must also be obtained to make any television, video and new media production for commercial purposes.


Do you want to capture your trade fair appearance? Book our photo service at the Shop.

## Plants

See "Florists"

**Police****On-site location**


Deutsche Messe  
Administration building 7 (north of hall 21)

 +49 511 109-3771

 Jan. 11 - Jan. 14                      9 a.m. - 6 p.m.

or

Police station  
Kastanienallee 1  
30519 Hannover

 +49 511 109-3615

**Postal address for exhibitors on site**

Company name

Name of addressee ("Mr./Ms. xxx")

Domotex 2024

Hall ...

Stand No. ...

(or "Open-air site ....")

c/o Deutsche Messe

Messegelaende

30521 Hannover / Germany

**Press Center**

During the event, the press center is located above the  
NORD 1 entrance

 Jan. 10 - Jan. 13                      9 a.m. - 6 p.m.


 Jan. 14                                      9 a.m. - 5 p.m.

**Press services**

For information on services, e.g. press info trays and  
webcasting your press conference, please refer to the  
Deutsche Messe "Service Catalogue" or visit


 [www.domotex.de/en](http://www.domotex.de/en)

 [claudia.eckardt@messe.de](mailto:claudia.eckardt@messe.de)

 +49 511 89-31604

**Priority certificates**

Für Ihre auf der Messe ausgestellten Produkte können Sie  
während der Veranstaltung Prioritätsbescheinigungen für  
Gebrauchsmuster, Designs und Marken beantragen.

 +49 511 89-30301

 Jan. 11                                      10 a.m. - 2 p.m.

 Jan. 14                                      10 a.m. - 2 p.m.

**On-site location**

Rechtsabteilung  
Bürohaus 1

## Public transport to the show

### From the Central Railway Station

(Hauptbahnhof) to the terminal "Messe/Nord":

Take tram lines 8 or 18 (stations along the way include Kröpcke and Aegedientorplatz)

**From Hannover Airport** take the urban rail (S-Bahn) train S5 from the station between terminals B and C to the Central Railway Station (Hauptbahnhof) and follow the above instructions for "From the Central Railway Station".

**For timetables, fares and tickets** , visit:


 [www.uestra.de](http://www.uestra.de)


## Religious facilities & services

### Jewish worship


Synagoge Haeckelstraße 8

 [info@jg-hannover.de](mailto:info@jg-hannover.de)

 +49 511 810472

 +49 511 852983

Kosher meals available at the Jewish Community Clubhouse. For reservations, call:

 +49 511 28869546

For further information, visit:

 [www.religionen-in-hannover.de](http://www.religionen-in-hannover.de)

## Removal of goods after the show

Signs marked "LKW" (German abbreviation for "trucks") are posted along all approach routes, showing drivers where to go. Removal vehicles will be directed by traffic wardens to a specified marshaling area for interim paid parking.

Transport vehicles will be granted entry to the exhibition grounds as of 9:00 p.m. on the last day of the show.

Please contact your own haulage contractor well in advance of the dismantling date to arrange for the removal work and the supply of fork lifts and other transport equipment.



9:00 a.m. to 6:00 p.m

### **Hall 23**

Self-service restaurant San Francisco (south side)


9:00 a.m. to 6:00 p.m

#### **Stand cleaning**


See "Waste disposal and stand cleaning"

#### **Stand construction service / Rental system stands**

Mr. Frank Zwingmann

 +49 511 89-32227

Ms. Nina Lier


 +49 511 89-32252

 [mss@messe.de](mailto:mss@messe.de)

#### **Stand personnel**

event it AG


 [shop@eventit.de](mailto:shop@eventit.de)

 +49 511 866846-143

#### **Stand security**

Hall 2


Connect2 Security & Services GmbH

 +49 511 1600-232

 [security.hannover@conn2.de](mailto:security.hannover@conn2.de)

Halls 3 - 6


Niedersächsische Wach- und Schliessgesellschaft mbH  
Eggeling & Schorling

 +49 511 89-20009

 [standbewachung@nwsg.de](mailto:standbewachung@nwsg.de)

Halls 19 - 23

ToSa Security & Service GmbH & Co. KG


 +49 511 89-20214

 [messe@tosa-security.de](mailto:messe@tosa-security.de)

#### **Stand setup and services**

Halls 2 - 6


Christian Sator

 +49 511 89-32264

 [christian.sator@messe.de](mailto:christian.sator@messe.de)

Halls 19 - 23

Michael Grothe


 +49 511 89-32644

 [michael.grothe@messe.de](mailto:michael.grothe@messe.de)

**Survey of exhibitors and visitors**

We will once again be conducting a survey among exhibitors and visitors during the show. Your contribution would be much appreciated.

Business Applications Dept.

 +49 511 89-31439

**Taxi stands**

NORD 2

Taxi-companies in Hannover can be contacted via

+49 511 3811

+49 511 8484

+49 511 824444

+49 511 434343


We advise to verify if credit card payment is accepted because not all taxis do.

**Technical assistance for stands**

See "Stand setup and services"

**Telecommunication equipment**

For installation, service and installation, contact the TK-Service Center:

 +49 511 89-1171

Assembly and disassembly: 8 a.m - 5 p.m


Event: 8 a.m. - 6:30 p.m

The exhibitor is responsible for his care devices (eg phone, fax or router).

The return of the terminals and ancillary equipment is acknowledged after disassembly.

Your contact for general questions about telecommunications:

Mr. Robert Goerke

 +49 511 89-32638

 [itk@messe.de](mailto:itk@messe.de)

**Travel**

You will find all the information you need on the internet:

 [www.domotex.de/travel](http://www.domotex.de/travel)

**Urban trains & trams**

See "Public transport to the show"

**Vehicle access**



## Vehicle access


On the final day of the construction period, cars, vans and similar vehicles will may only enter the grounds for a maximum of three hours against payment of a refundable deposit of €100.

Trucks as well as cars pulling trailers will be permitted to enter the grounds via all open entrances in order to deliver exhibits and related materials throughout the entire construction period (i.e. also the final day), provided they have a total loading capacity of over 3.5 tons.

The German Road Traffic Regulations (StVO - "Straßenverkehrsordnung") apply. Drivers must give way to the right; there are no priority roads. The speed limit of 20 kilometers per hour must be strictly observed.

## Waste disposal and stand cleaning


Hall 2-5  
Connect2 Gebäudedienstleistungen GmbH & Co. KG

 +49 511 89-20600

 [ausstellerbetreuung@deutsche-rs.de](mailto:ausstellerbetreuung@deutsche-rs.de)

Halls 6, 19-23


Reinigungswerk Helms GmbH

 +49 511 89-20333

 [info@helms-messe.de](mailto:info@helms-messe.de)

## Water connections

Arge. Sanitärservice Gbr.

 +49 511 89-20101

 [messe@service-sanitaer.de](mailto:messe@service-sanitaer.de)


## Working hours

The exhibition grounds and the halls are open 24/7. At the last day before the fair starts, the construction must be finished at 18:00 hrs. By law, the maximum working period is limited to 10 hours/day, also during construction and dismantling periods.

If your company has a registered office in Germany, that office can also obtain work permits by applying to the relevant state authority. No special work permit is required for tradeshow work on Sundays or public holidays.

For further details, or to apply for special waivers, please contact the Hannover Labor Inspectorate:


Staatliches Gewerbeaufsichtsamt Hannover

 +49 511 9096-0

 [www.gewerbeaufsicht.niedersachsen.de](http://www.gewerbeaufsicht.niedersachsen.de)


## Working platforms


Kuehne + Nagel (AG & Co.) KG

 +49 511 820980-100

 [customer.event@kuehne-nagel.com](mailto:customer.event@kuehne-nagel.com)

Schenker Deutschland AG

 +49 511 89-20061

 +49 511 87005-0

 [fairs.hannover@dbschenker.com](mailto:fairs.hannover@dbschenker.com)