

# Wel- come back!

## Corona-Guidelines 20 / 21

Trade fairs, congresses and events face particular challenges and have to meet certain requirements during the coronavirus pandemic. As a responsible site operator we are doing everything in our power to overcome these challenges in an effective and professional manner.

So we can safeguard the health of everybody effectively, in this flyer we would like to present to you the hygiene, medical and organisational guidelines we have developed and agreed upon with the authorities.



# Safety

So that personal meetings can also take place successfully and safely in these times, we are utilising all the opportunities offered by our large-scale site and our experienced employees.

## HYGIENE INFORMATION

Signs and stickers all over our grounds and in the halls alert people to the necessary measures such as regular hand-washing, the foregoing of handshakes, social distancing, etc. Please follow this advice and you can safely go about your business.



## DISINFECTION

Sufficient disinfectant dispensers have been installed for you at all entrances to our event grounds, as well as at all entrances to the exhibition and event areas. This means you can disinfect your hands thoroughly before entering an event – and also at regular intervals if you so wish.

## TICKETING/NUMBER OF PERSONS

Tickets for visitors and exhibitors can exclusively be purchased online through the corresponding portals of Messe Frankfurt or the guest event organiser. Daily ticket quotas will be laid down so as to ensure compliance with the maximum permissible number of persons on the event area.

## MASKS

All the participants at an event are obliged to wear a simple face mask if required by valid legislation or if the minimum social distance of 1.50 m cannot be observed.

## CONTACT TRACKING FORM/ SELF-DECLARATION

Upon entering the grounds we will request you to complete/submit a contact tracking form/ self-declaration. In this manner we and the public health department of the City of Frankfurt, with whom we are cooperating closely, can ensure that contact persons can be identified quickly in the event of a possible infection. Access to the grounds is unfortunately not possible without this information.

## CLEANING

So that you can utilise frequently-used surfaces in the customary manner these are being cleaned and disinfected on a permanent basis. These surfaces include door handles and knobs, handrails on escalators and moving walkways, control panels, taps, light switches, etc.

## MEDICAL SERVICE

During opening hours our medical centres are also manned by qualified medical personnel. In addition, medical clearing centres have been established at the entrances so as to deal with any possible medical questions quickly and directly.

## CROWD MANAGEMENT

So as to monitor compliance with social distancing and to avoid large groups of people at an early stage we are stepping up the deployment of security services. Situation-dependent crowd management can be implemented at any time with the aid of closed-circuit television so as to control the movement of groups of people and guarantee your safety.

## VENTILATION

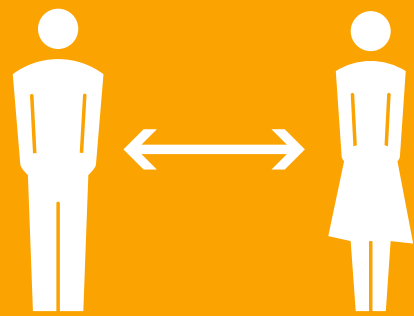
Our modern ventilation systems in the exhibition areas and on trafficable areas across the entire grounds are an extremely effective measure against infection transmission: the air in each hall is exchanged for fresh air as many as five times an hour.



## THE MESSE FRANKFURT CORONA HEALTH & SAFETY LINE

Do you have questions regarding the coronavirus topic? As of immediately you can contact our experts at the Corona Health & Safety Line under the telephone number +49 (0) 69 / 75 75 – 66 99. The hotline is available from 8.00 to 16.00 from Monday to Friday. There you can receive information regarding infection prevention measures when assembling, setting up and dismantling stands, on the holding of events during the pandemic or on individual services such as catering or the cleaning of exhibits on the stand, for example.





# Business

Flexibility and communication are now more important than ever! We are doing everything we can to ensure you can go about your business again.



### AREA INCREASE/ HALL FORECASTING

Hall forecasts for events are checked and amended so as to take into account the applicable social distancing rules. In order to ensure all the attendees at an event can maintain the minimum distance of 1.50 m, hall aisles are in part being widened to 5 m. Where this is not possible, one-way rules will be implemented with an aisle width of less than 5 m.

### AREAS WITH LARGE NUMBERS OF VISITORS

We are designing areas which see large numbers of visitors individually to ensure they are generously proportioned. Such areas include control areas, information counters, cloakrooms, etc.

### SOCIAL EVENTS

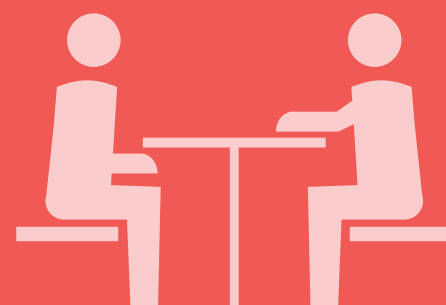
We regret that at present we have to forego our evening social events (exhibitor evenings, stand parties, etc.). Hopefully there will soon be a time when we can again celebrate together – we are looking forward to this!

### STAND CONSTRUCTION CONCEPTS

Top priority is being given to problem-free visitor traffic at the trade fair stand whenever possible. The focus of stand construction concepts is on generously-proportioned layouts and flexible furnishing, therefore. The staff at our responsible specialist departments will be pleased to advise you.

# Hospitality

A good host is prepared for all eventualities – let us get going again!



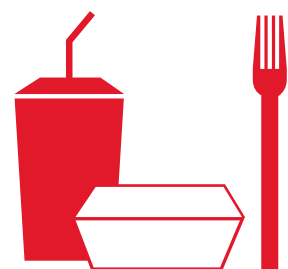
Up-to-date information on your visit as well as our detailed protection and hygiene guidelines are to be found online under [www.messefrankfurt.com/hygiene](http://www.messefrankfurt.com/hygiene)

## RESTAURANTS/CAFÉS/BISTROS

Refreshments and sustenance will round off the personal encounter even during the current situation: our group-owned catering company Accente has taken all the necessary measures to comply with hygiene and social distancing rules. Restaurants, bistros and supermarkets are open for you.

## CATERING AT THE EXHIBITION STAND/EVENTS

You will be informed by the Accente project team about all the current hygiene guidelines and regulations of public authorities and about Accente's own measures. You can discuss your desired catering with this team and reach an agreement on your preferences and how these can be implemented on the site.



## EXHIBITORS' OWN CATERING

We would urge you to take notice of and comply with the stipulations of the coronavirus regulations of the state of Hesse and the requirements laid down in the HACCP guidelines. If you have commissioned an external catering company it is your responsibility to monitor compliance with all guidelines and requirements.

## CONTACT-FREE PAYMENT

You can pay contact-free at virtually all points of sale. The pay desks are equipped with the corresponding card terminals.

## STAYING IN THE RHINE-MAIN REGION

The hotel and catering industry is also obliged to implement the applicable hygiene standards in accordance with the current valid directive of the federal state of Hesse. Messe Frankfurt, the City of Frankfurt and the entire Rhine-Main region are also prepared for your visit in the best-possible manner and look forward to welcoming you. Further information is available under [www.frankfurt-tourismus.de](http://www.frankfurt-tourismus.de)

# Let us get together and kick-start the economy!