

## **Terms and conditions for the supply of compressed air, exhaust duct and natural gas connections**

### **1. Order placement**

(1) Orders may be placed either electronically, via the online shopping basket (by using the Easyorder online shop), or, if you wish to use the attached documents, in writing by completing and submitting the order forms for the event in question. Orders which are made verbally or over the phone must be confirmed by the exhibitor in writing.

(2) Electronic orders which are sent from the password-protected online shop are valid without signature.

Written orders must bear the legally binding signature of the customer, and a single copy must be received by Messe Frankfurt Venue GmbH in advance of the event by no later than the date specified on the order form, as it will otherwise be impossible to guarantee their timely completion. Orders submitted by a third party (stand designers/builders, participants in joint stands or similar) shall only be accepted and carried out if they have been placed electronically from this third party's own account or, for written orders, if they bear the signature and company stamp of the exhibitor, or the third party has been granted power of attorney (referred to in the online shop as a sub-account).

(3) For orders received online or in writing less than eleven (11) days before the start of the event, Messe Frankfurt Venue GmbH will invoice the additional expenses entailed.

(4) In order to be able to provide exhibitors with rapid assistance in the event that problems arise, on all days of the event Messe Frankfurt Venue GmbH will operate an emergency stand-by service whose location can be obtained from the hall inspector's office.

(5) Orders must be accompanied by a scale drawing of the stand, and no work shall be undertaken on the order until this scale drawing has been submitted. A form for submitting this scale drawing is included in the online shop and in the service folder.

### **2. Description of services to be provided**

#### **(1) Compressed air connections**

Messe Frankfurt Venue GmbH shall, on the basis of the order, arrange for the installation of the lines for the compressed air connections from its supply network to the location on the stand specified by the exhibitor. The connection to the compressed air supply is established using a 1/2 inch line equipped with a ball valve. This connection is able to supply all devices/exhibits within a radius of 3 metres. A second connection is required for greater distances. The installation of compressed air lines from the compressed air network to stands and connection of stand installations to the compressed air network shall only be performed by fitters commissioned by Messe Frankfurt Venue GmbH. The air pressure in Messe Frankfurt's compressed air network is 5 to 10 bar. Compressed air connections may only be ordered for supplying one's own stand; the provision of compressed air to other stands is not permitted. Please note that any appliances that are connected to the compressed air supply must be equipped with an upstream fine filter and a water separator.

#### **(2) Exhaust duct connections**

Messe Frankfurt Venue GmbH shall, on the basis of the order, arrange for the installation of exhaust ducts leading outdoors from the location on the stand specified by the exhibitor.

#### **(3) Natural gas connections**

Messe Frankfurt Venue GmbH shall, on the basis of the order, arrange for the installation of lines for the natural gas connections from its supply network to the location on the stand specified by the exhibitor. These lines are 1 inch in diameter and are equipped with ball valves. The installation of natural gas lines from the natural gas network to stands and connection of stand installations to the natural gas network shall only be performed by fitters commissioned by Messe Frankfurt Venue GmbH. The natural gas in Messe Frankfurt Venue GmbH's supply network is supplied at low pressure to 100 mbar and a Wobbe Index of 14.7. Natural gas connections may only be ordered for supplying one's own stand; the provision of natural gas to other stands is not permitted.

### **3. Invoicing**

(1) Invoices shall be due and payable upon receipt. Messe Frankfurt Venue GmbH shall be entitled to issue invoices – including before performance of services – based on reasonable flat-rate charges.

(2) The charges listed in the currently valid price list shall be binding upon both parties hereto. Any services that do not appear in the list are not included in the charges stated therein and shall, where applicable, be invoiced separately.

(3) Counterclaims can only be offset if they are undisputed or have been confirmed by a court of law in a final form.

(4) Complaints regarding the non-provision or incomplete provision of ordered items or services must be received by Messe Frankfurt Venue GmbH no later than the first day of the trade fair. Any complaints received thereafter will be disregarded.

### **4. Cancellation by the customer**

In the event that an order is to be cancelled, the customer shall notify Messe Frankfurt Venue GmbH thereof in writing no later than three (3) weeks prior to the opening of the event involved, reckoned from the date of receipt. Cancellations can be accepted at later dates only if the respective service(s) – or parts thereof – have not yet been provided or provision thereof has not yet commenced. The same shall apply analogously to any changes to the ordered service(s).

### **5. General conditions**

(1) Both parties to the agreement accept these terms and conditions of supply and installation as integral parts of the agreement binding upon both parties.

(2) Should individual provisions of this agreement be or become invalid, the validity of the remaining provisions shall not be affected. In such a case, both contracting parties undertake to replace any invalid provision with a valid provision that most closely achieves the commercial purpose intended by the invalid provision.

(3) Both parties to the agreement explicitly agree Frankfurt am Main to be the place of performance and jurisdiction for all claims and disputes arising from this agreement.