

Terms and conditions for ordering stand guards from a security service provider

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) The order must specify the individual at the stand who is authorised to grant signed permission to the stand guard to leave the stand being guarded.

In the event that no such individual is named, or if the designated person is not present at the stand when the stand guard is scheduled to go off duty, any other exhibitor agent present at the stand shall be authorised to relieve the stand guard. Should such an agent be unwilling to do so, the stand guard shall remain at the stand at the cost of the customer until such time as they are relieved of duty. If no exhibitor agent relieves the guard, the guard shall remain no more than two hours longer than the originally designated shift.

(4) 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.

2. Description of services to be provided

(1) Messe Frankfurt Venue GmbH shall, on the basis of the order, arrange for the provision of stand guards on your stand. The stand guards shall check the access rights / accreditation / exhibitor identification of individuals and shall prevent unauthorised third parties from entering the stand.

(2) The customer shall receive an inventory list with the order confirmation in which the customer is to list the objects and exhibits brought into the stand.

This list, along with the order confirmation, must be completed in full, signed and sent back to the security service provider commissioned by Messe Frankfurt Venue GmbH before the guard service commences.

Only those objects contained in this list shall be insured within the scope of the security services ordered.

(3) The minimum stand security period shall be 4 hours per shift. Any partial half-hours worked will be charged as full half-hours.

3. Invoicing

(1) Invoices shall be due and payable upon receipt. Messe Frankfurt Venue GmbH reserves the right to invoice services prior to performance.

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

(3) The invoice recipient shall be the customer unless agreed otherwise in writing with Messe Frankfurt Venue GmbH.

(4) Complaints regarding the non-provision or incomplete provision of ordered items or services must be reported to Messe Frankfurt Venue GmbH no later than 24 hours after the defective service. 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) The placement and execution of orders shall proceed pursuant to the terms and conditions for ordering.

(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.