

Terms and conditions for the supply of suspensions from hall ceilings

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. The same shall apply if the deadline specified in the offer is not met.

This fee shall also be due if the plans submitted are incomplete or faulty, or if they are not submitted at all. Adjustments to dates or deadlines may be made at the online shop due to the arrangements for specific events and the amended dates and deadlines must be observed by the exhibitors.

2a. Description of services to be provided: suspensions from hall ceilings

Messe Frankfurt Venue GmbH shall arrange for suspensions from hall ceilings on the basis of orders received.

Suspensions may only be installed in Halls 1.1, 4.0, 4.1, 4.2, 5.0, 6, 9, 10.1, 10.2 and 10.3.

In the case of Halls 1.2, 2.0, 3.0, 3.1, 11.0 and 11.1 and the Forum, suspensions may be installed on special request only. Enquiries regarding the latter should be sent to Messe Frankfurt Venue GmbH. Charges for suspensions in the halls listed above shall be invoiced individually on a time and materials basis following verification of their feasibility. Please note that on-schedule completion of installation work can only be guaranteed if orders for suspension points have been received by Messe Frankfurt on or before the deadline given at the online shop or on the form. Orders shall be accompanied by a sketch that duly allows for the facilities available for installing the suspensions.

A form for submitting said sketch is included in the service folder.

In addition to the obligatory stand sketch, it is also necessary to submit a load distribution plan containing the following information:

- Number of suspensions
- Total load on the suspensions in kg
- The resulting load on each individual suspension point (max. 50 kg).

Incomplete load distribution plans and/or incorrect information in load distribution plans may result in additional measures being carried out on location; the costs of any such measures are borne by the customer.

The stand owner shall be wholly responsible for any incomplete, incorrect or missing information provided by third parties (joint stand participants, stand builders/designers or similar).

The lowest extremity for a suspension is 2.30 metres above hall floor level. Suspensions outside the stand area are permitted only with the explicit permission of Messe Frankfurt Venue GmbH. The maximum permissible load per suspension is 50 kg. The weight transfer point shall be the free end of the suspending cable.

Installation of exhibitor-supplied items, such as lighting systems or exhibits, shall be performed in accordance with currently valid and generally recognised engineering standards as well as the relevant applicable DIN VDE and UVV regulations (in particular the BGV C1 safety regulations).

Suspending cables shall be fastened in place using wedge sockets complying with DIN 43148 and their protruding ends secured by cable clamps complying with DIN 1142.

Suitable fasteners may be purchased on location from the responsible hall electrician. The employment of cable clamps as load-securing devices is prohibited.

2b. Description of services to be provided: rigging

Messe Frankfurt Venue GmbH shall arrange for rigging to be provided for a fee in accordance with the order received.

Rigging may only be installed in Halls 1.2, 2.0, 3.0, 3.1, 11.0, 11.1, Forum 0 and Forum 1.

Please note that on-schedule completion of installation work can only be guaranteed if orders for riggings have been received by Messe Frankfurt on or before the deadline given at the online shop or on the form. Orders shall be accompanied by a sketch that duly allows for the facilities available for installing the suspensions.

A form for submitting said sketch can be obtained from the Serviceshop.

In addition to the obligatory stand sketch, it is also necessary to submit a load distribution plan containing the following information:

- Number of suspensions
- Total load on the suspensions in kg
- The resulting load on each individual suspension point.

Incomplete load distribution plans and/or incorrect information in load distribution plans may result in additional measures being carried out on location; the costs of any such measures are borne by the customer.

The stand owner shall be wholly responsible for any incomplete, incorrect or missing information provided by third parties (joint stand participants, stand builders/designers or similar).

The information under 2a shall apply with regard to permissible loads for the rigging.

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 the vendor/supplier involved no later than the same day. 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.