

Terms and conditions for the supply of water

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) Water connections

(a) Messe Frankfurt Venue GmbH shall, on the basis of the order, arrange for the installation of supply and drain lines for the water connection from its supply network to the location on the stand specified by the exhibitor. In the case of stands that have no water connections of their own available within the rented area, Messe Frankfurt Venue GmbH shall endeavour to use a water connection on a neighbouring stand or to find another available connection.

(b) Water supply lines shall be laid using 1/2 inch pipes and drain lines shall be laid using 40 mm pipes. Water supply lines and drain lines shall be laid above hall floors along the shortest routes and brought up to the rear or side walls of stands. Underfloor installation is possible on the ground floor of Halls 4.0, 8.0 and 9.0 on special request. Lines must be laid above hall floors on upper levels. Within stands, lines are laid above the floor along the base of the stand walls.

(c) The installation of water supply lines and drain lines from the piping network to stands and connection of stand installations to the water supply and drain networks shall only be performed by fitters commissioned by Messe Frankfurt Venue GmbH. The connection of stand installations by exhibitors is prohibited.

(d) The water pressure in Messe Frankfurt's water supply network is 2 to 4 bar, increasing to as much as 5 bar at night. It is recommended that pressure reduction valves or pressure boosters be installed if there are any devices that require a constant water pressure. In the event of water outages or irregularities in the water supply, Messe Frankfurt Venue GmbH shall endeavour to rectify same as soon as possible. Messe Frankfurt Venue GmbH assumes no liability for any resultant damages and shall not grant any discounts for such.

(e) Water connections may only be ordered for supplying one's own stand; the provision of water to other stands is not permitted.

(f) The costs of the water connection include the consumption of up to 5 m³ of water. Any additional consumption will be invoiced at 6.00 euros per m³.

(2) Water installations on stands

(a) Exhibitors are free to install their own wash basins, appliances, fixtures etc., provided that they comply with applicable regulations.

(b) Water installations and all parts thereof must comply with the DIN 1988 regulations for the construction and operation of water supply systems.

(c) Connections on stands must also be installed solely by fitters commissioned by Messe Frankfurt Venue GmbH.

(d) The costs entailed by additional sanitary facilities, such as rental charges for wash basins, sinks, etc. and for the installation of items supplied by exhibitors shall be invoiced to exhibitors.

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.

Charges for normal water consumption are included in the flat-rate charges for water connections. In the event of very high water consumption, water consumption will be estimated and invoiced in accordance with currently applicable rates.

(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) In the event that the exhibitor requires a water connection with water lines of a larger diameter than specified above, Messe Frankfurt Venue GmbH will provide a cost estimate on request.

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

(5) 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 for a water connection 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 connection has not yet been installed or if installation thereof has not yet commenced. The same shall apply analogously to any changes to the ordered services.

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.