

Your
Service
Documentation

**SO FRESH,
SO NEW, SO
NORDSTIL.**



nordstil

26. – 28. 7. 2025
HAMBURG

messe frankfurt

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We would be happy to help you optimise your planning and preparations for your trade fair presentation in Frankfurt, and to this end we have placed all the most important information at your fingertips.

- Use our checklist to simplify and streamline your trade fair preparations.
- Find all the contact persons who will be happy to assist you with any questions you might have regarding your trade fair activities.
- Take advantage of our digital services and plan your trade fair activities easily and conveniently online.

This ensures that all resources can be prepared for you efficiently and on time.

The Messe Frankfurt Customer Service Team



Things you should know

Please note the following information for your participation at Nordstil.

Checklist for your personal trade fair preparation

You can now find all the important dates for your trade fair preparations online on our website.

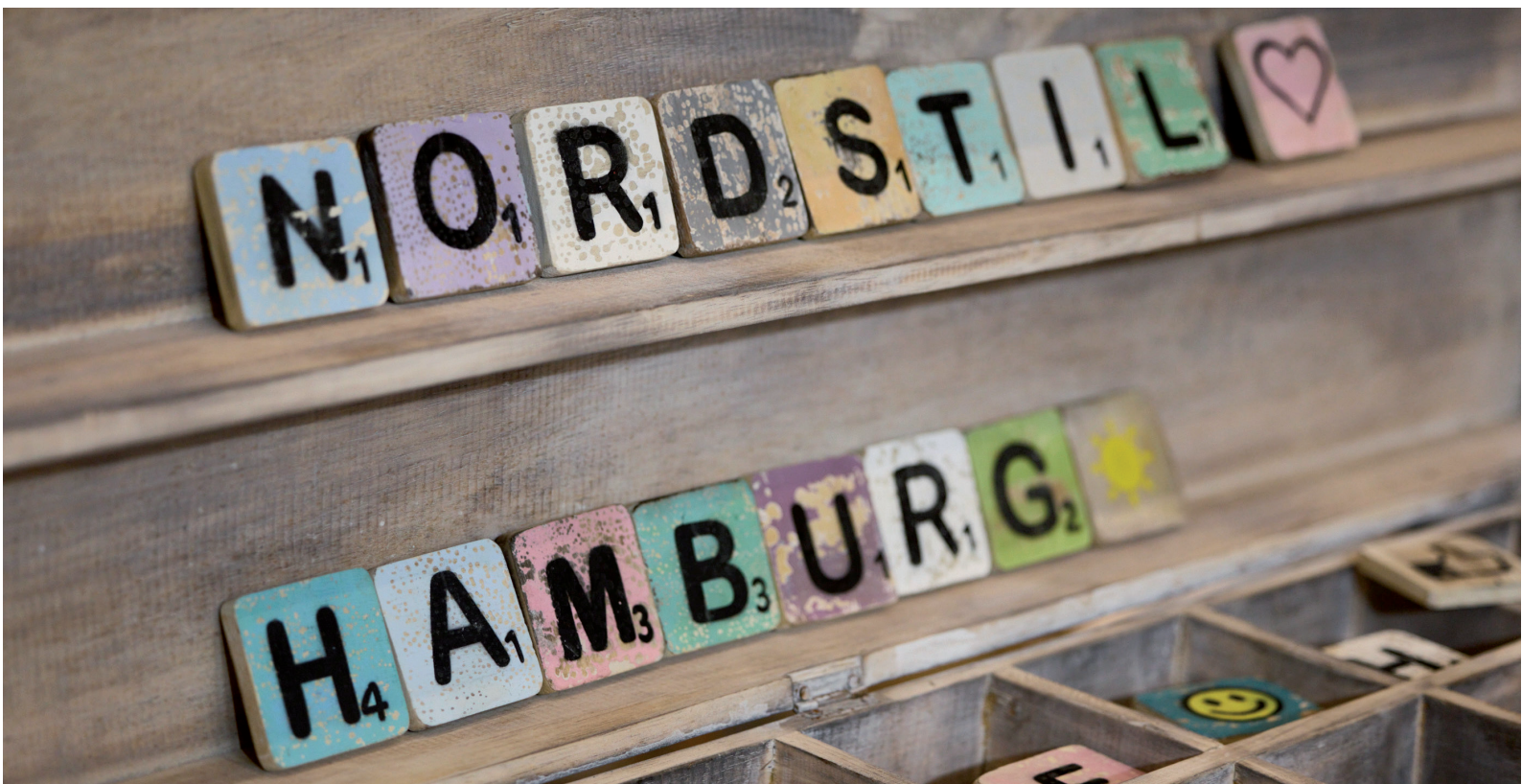
The new digital checklist is organised chronologically and will accompany you right from the registration phase. It will help you take the first steps towards your future trade fair success and will be updated on an ongoing basis.

[To the Nordstil checklist](#)

Explanation videos for your preparation

We have made it our mission to make your trade fair preparations as easy as possible. With our videos, we would like to introduce you to a wide range of topics.

[To our explanation videos](#)



Your Contact Persons

Do you have any questions about the trade fair and your exhibition opportunities?

Sales

Alisa Hasenmaier

Sales Manager: Style & Design Hall A3 + A4
Manufacturers & Design area Nordlichter
Phone: +49 69 75 75-36 11
Email: alisa.hasenmaier@messefrankfurt.com

Almut Kwetkus

Sales Manager: Home & Garden Halls A1 + A4
Phone: +49 69 75 75-55 36
Email: almut.kwetkus@messefrankfurt.com

Sandra Wunsch

Sales Manager: Jewellery & Fashion Halls A2
Phone: +49 69 75 75-36 01
Email: sandra.wunsch@messefrankfurt.com

Dorothee Schütz

Sales Manager: Kitchen & Gourmet Halls B1.UF + B2.UF
Phone: +49 69 75 75-36 00
Email: dorothee.schuetz@messefrankfurt.com

Leyla Sanli

Sales Manager: Gifts & Stationery Hall A1
Phone: +49 69 75 75-63 31
Email: leyla.sanli@messefrankfurt.com

Organisation, Complementary Programme, Events

Jeanette Schmitt

Advanced stand set-up, organisational questions
Phone: +49 69 75 75-56 67
Email: jeanette.schmitt@messefrankfurt.com

Elisabeth-Maria Stolarik

Organizational questions, advertising podiums and showcases
Phone: +49 69 75 75-68 21
Email: elisabeth-maria.stolarik@messefrankfurt.com

Trade Fair Management

Susanne Schlimgen

Director Nordstil
Phone: +49 69 75 75-61 31
Email: susanne.schlimgen@messefrankfurt.com

Ordering Products and Services Online

Messe Frankfurt makes it easy for you to order all the products and services you need for your trade fair presentation quickly and easily – you can use our online ordering systems for this purpose.

Order products and services from the Shop for Exhibitor Services

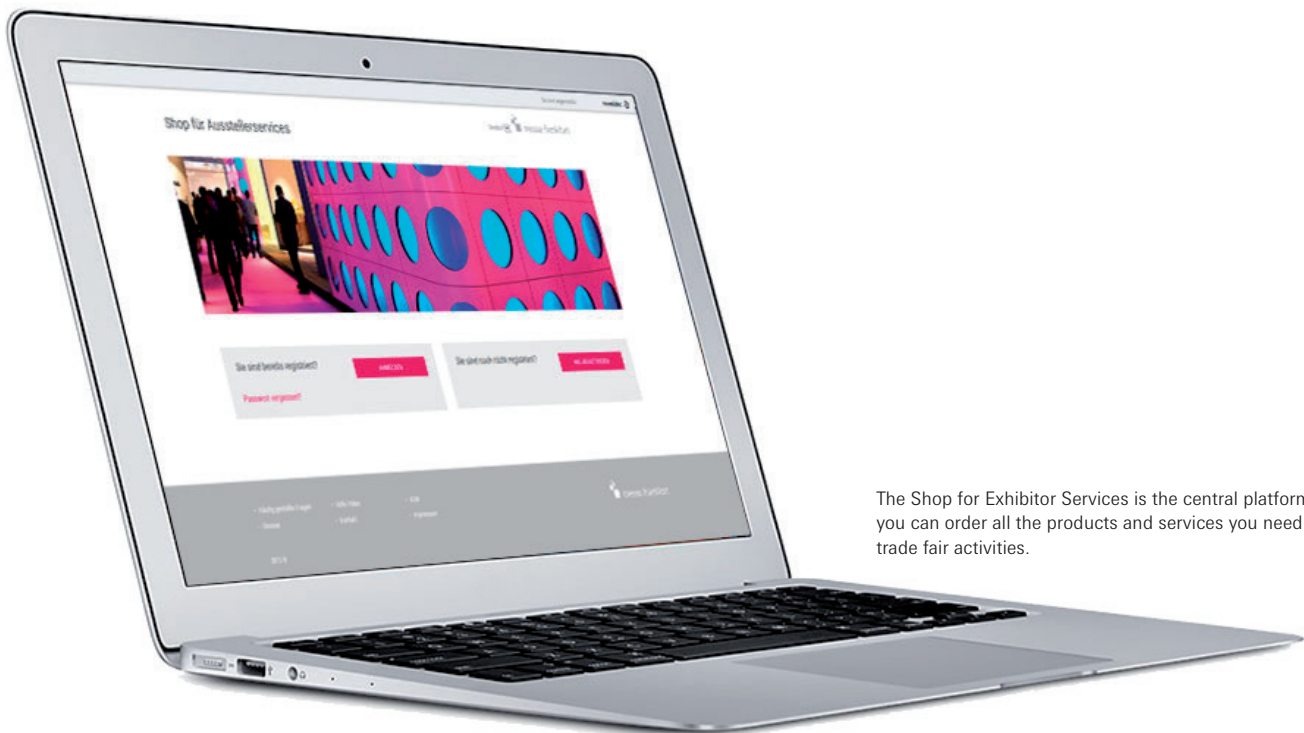
You can order products and services for your trade fair appearance from Messe Frankfurt's [Shop for Exhibitor Services](#).

In order to use the Shop for Exhibitor Services, you need to have a Messe-Login. If you do not already have a Messe-Login, persons designated as the 'contact person – contracting party' in the exhibitor's Intention to Exhibit will receive an email from messe-login@messefrankfurt.com. Simply click on the registration link contained in this email and select a password.

If you already have a Messe-Login, please use this to login to the [Shop for Exhibitor Services](#).

You will find answers to all questions pertaining to the Shop for Exhibitor Services – such as how you can authorise representatives to place orders or what you need your stand code for – in our [FAQs](#).

If you have any questions regarding the Messe-Login, please contact our hotline on +49 69 75 75-29 99 or send an email to serviceshop@messefrankfurt.com – we will be happy to assist you.



The Shop for Exhibitor Services is the central platform where you can order all the products and services you need for your trade fair activities.



With Fairconstruction you can plan your individual exhibition stand quickly and easily.

System stand or custom stand from Fairconstruction

Are you interested in a system stand or a custom stand? Fairconstruction offers you creative stand solutions that are every bit as unique as your company.

Your contact

Thomas Blaue

Tel +49 69 7575-3071

thomas.blaue@messefrankfurt.com

Exhibitor passes, visitor admission vouchers and set-up and dismantling passes

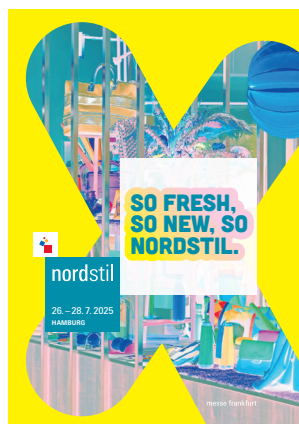
The Ticket Services for Exhibitors portal allows you to generate and manage exhibitor passes and set-up and dismantling passes for you and your stand team easily and conveniently online. You can also use the same portal to generate visitor admission vouchers and invite your customers by email.

[To the Ticket Services for Exhibitors portal](#)

Creating promotional materials for visitor invitations

We will be happy to support you with effective professional advertising media that will draw the attention of trade visitors to your stand. In our Shop for Exhibitor Services, you can design and order print and online advertising materials easily with which to invite visitors to the event.

[To the Shop for Exhibitor Services](#)



You will find a wide range of materials in our Shop that make it easy to invite your customers to your stand.

Ticket Services for Exhibitors Portal

Generate and manage your exhibitor passes, visitor admission vouchers and set-up and dismantling passes digitally – it's easy

In order to assist you with your trade fair preparations, we would like to tell you about our Ticket Services for Exhibitors portal.

You can easily generate and manage your exhibitor passes, visitor admission vouchers and set-up and dismantling passes online at www.exhibitortickets.messefrankfurt.com

Here's how the Ticket Services for Exhibitors portal works

As the main contact person for trade fair organisation, you – or someone you have designated as a representative – can use the new portal to generate the **desired number of personalised exhibitor passes and set-up and dismantling passes**. You will be sent the requested passes by email, and can print them yourself.

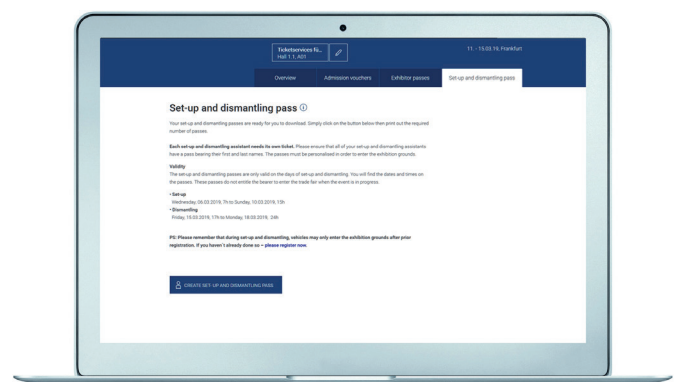
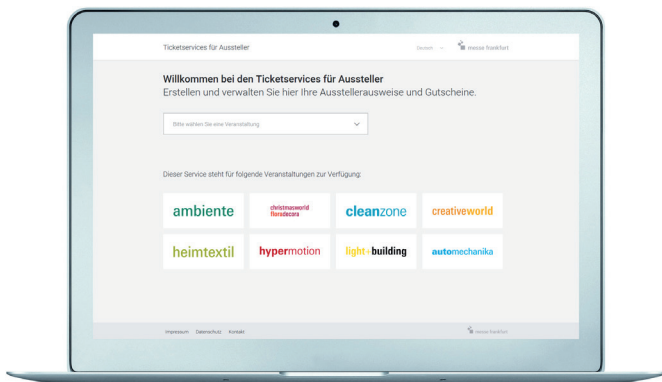
This is what the Ticket Services for Exhibitors portal looks like.

The image on the left shows the start page, where you can select the relevant event. Next to this you will find an overview of the exhibitor passes that have already been created. You can create new passes easily by clicking on the button.

Things you should know

1. The exhibitor passes that used to be sent with the service folder have now been replaced by our new digital ticket service. Your allocation of free passes is automatically assigned to your stand, and is displayed for you in the portal.
2. Once you have used up your allocation of free passes, you will only pay for those passes actually used to enter the trade fair that exceed this allocation.
3. The tickets will be flexibly invoiced according to the actual number of one-day passes that were used.
4. If your allocation of free one-day passes has been used up, we will invoice you € 5.00 (plus any applicable VAT) after the event, for each additional one-day admission. Here's how you can calculate your free one-day passes:

Event days	
X	
Exhibitor passes (your allocation of free passes)	
=	
Free one-day passes	



Your link to the Ticket Services for Exhibitors portal:
www.exhibitortickets.messefrankfurt.com



5. You can download a pdf file of your permit to be used for installation and dismantling from the Exhibitor Ticket Services portal. Simply print the requested number of permits or send them via mail to your installation and dismantling helper. Each installation and dismantling helper needs his own card, on which he enters his name, so that an access is possible. Please note that random permit inspections may be conducted.

Would you like to invite your customers to Nordstil?

If so, you can use our Ticket Services for Exhibitors portal to book your visitor admission vouchers. The following options are available:

1. You can use the portal to send your customer a voucher link. This voucher is sent in the form of an email in your name that contains a link to Messe Frankfurt's ticket shop. Here your guest can convert their voucher into a regular ticket.
2. You can download visitor admission vouchers in the form of voucher codes or PDF tickets, and send these to your customers.

Promotional materials in the Nordstil look

If you would prefer to use promotional materials in the event's look for Nordstil to invite your customers to your stand, we continue to offer you a wide range of print and digital advertising materials (banners, e-cards, writing paper etc.) in our [Shop for Exhibitor Services](#).

After the event

You can use the portal to request the usage data for your exhibitor passes and visitor admission vouchers. This information will then be sent to you by email in the form of an Excel file.

Do you have any questions about our Ticket Services for Exhibitors portal?

We will be happy to assist you – simply give us a call on +49 69 75 75 – 51 51 or send us an email to etickets@messefrankfurt.com.

Our Service Hotlines

Service team	Email	Phone
Advanced set-up	standbau.nordstil@messefrankfurt.com	+49 69 75 75-56 67
Advertising platforms and showcases	werbeflaechen.nordstil@messefrankfurt.com	+49 69 75 75-68 21
Advertising print media	media.services@messefrankfurt.com	+49 69 75 75-64 41
Advertising digital media	dennis.stritter@messefrankfurt.com	+49 69 75 75-55 65
Catering	catering-hamburg@feinkost-kaefer.de	+49 40 35 69-32 17
Cleaning	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Electricity	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Exhibitor catalogue	mediapackage.nordstil@messefrankfurt.com	+49 69 75 75-51 31
Exhibition construction regulations	ops@hamburg-messe.de	+49 40 35 69-25 21
GEMA	messe@gema.de	+49 71 11 22 52-79 4
Hostess	info.event-nord@securitas.de	+49 40 73 32-25 96
Logistics	exposervice.hamburg@kuehne-nagel.com	+49 40 30 33 32-800
Office equipment	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Online Services	service@online.messefrankfurt.com	+49 69 75 75-32 10
Security	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Shop for Exhibitor Services	serviceshop@messefrankfurt.com	+49 69 75 75-29 99
Suspensions	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Stand construction	andreas.schulz@messefrankfurt.com	+49 69 75 75-83 67
Stand equipment	nordstil@lueco.de	+49 40 52 95-80 33
Telecommunication	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Ticket Services for Exhibitors	etickets@messefrankfurt.com	+49 69 75 75-51 51
Traffic	verkehrsinspektion@hamburg-messe.de	+49 40 35 69-26 40
Waste	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75
Water	ausstellerservice@hamburg-messe.de	+49 40 35 69-75 75

Technical Information

We will be happy to provide you with the technical information for download that may be of assistance for your event or your stand concept.

Download Technical Information



Service Notes

Please note the following information.

Parking Spaces

Please note that parking permits can be ordered via the [Shop for Exhibitor Services](#).



Power Supply

The power supply is **not included in the stand-rental price and therefore not automatically part of the exhibition stand**.

Please order your power supply in good time via the [Shop for Exhibitor Services](#), where you can find all the prices. If we do not receive an order from you, there will be **no** power at your stand.



Waste Management

The exhibitor is responsible for the **proper and ecofriendly disposal of the waste** that accumulates during set-up, dismantling and during the event. The exhibitor is the producer of this waste.

Any material left behind will be removed without consideration of its value and **extra fees** will be charged to the exhibitors account.



Parking and Traffic Regulations Nordstil



Stand: März 2024. Änderungen vorbehalten.
Status: March 2024. Subject to change

Stil & Design Style & Design

■ A3, A4

Haus & Garten Home & Garden

■ A1, A4

Küche & Genuss Kitchen & Gourmet

■ B1.EG, B1.OG

Geschenke & Papeterie Gifts & Stationery

■ B1.EG, B2.EG

Schmuck & Mode Jewellery & Fashion

■ B3.EG, B4.EG

General informations

We are expecting high volumes of traffic again at the Nordstil trade fair. Therefore a carefully coordinated and efficient system is needed to enable the logistics processes before and after the trade fair to go off without a hitch. One key aspect of this system is the use of time slots for certain types of vehicle, heavy goods and exhibits in order to control vehicular access to the site.

Your cooperation is required:

Please pass on the following information to your sub-contractors!

Important notice!

If vehicles do not arrive in the allocated time slot for delivery or collection for that particular type of vehicle then they will have to wait until the allocated time slot before loading or unloading.

Another essential component is the imposition of a security deposit to enter the exhibition site. The security deposit must be paid in cash and expires when the permitted time is exceeded.

Set-up 23 – 25 July 2025

Trucks

Entry from 7:00 a.m. to 0:00 p.m. requires a deposit of €100.00 cash for four hours.

Delivery vehicles

Entry from 7:00 a.m. to 0:00 p.m. requires a deposit of € 100.00 cash for two hours.

Cars/estates

Entry from 7:00 a.m. to 0:00 p.m. requires a deposit of € 100.00 cash for one hour.

Halls	Entry	Exit
B1-B7 Exhibition Grounds – Inner Courtyard	via Gate B6	via Gate B6
B1-B4 Exhibition Grounds – Street side	via Gate B6	via Gate B6
A1-A4	via Gate A3	via Gate A3
A4 (North side)	via Gate A3	via Gate A3

Fair 26 – 28 July 2025

Trucks

Entry from 7:00 a.m. to 8:00 p.m. requires a deposit of € 100.00 for one hour.

Delivery vehicles

Entry from 7:00 a.m. to 8:00 p.m. requires a deposit of € 100.00 for one hour.

Cars/estates

Entry from 7:00 a.m. to 8:00 p.m. requires a deposit of € 100.00 for one hour.

Halls	Entry	Exit
B1-B7 Exhibition Grounds – Inner Courtyard	via Gate B6	via Gate B6
B1-B4 Exhibition Grounds – Street side	via Gate B6	via Gate B6
A1-A4	via Gate A3	via Gate A3
A4 (North side)	via Gate A3	via Gate A3

Please note: On the last day of the event, it is only possible to enter the grounds until 7:00 a.m. - 11:00 a.m.

Dismantling 29 July 2025

Trucks

On 28 July 2025 entry from 5:30 p.m. to midnight. On 29 July 2025 entry from 0:00 a.m. to midnight.

Delivery vehicles

On 28 July 2025 entry from 5:30 p.m. to midnight. On 29 July 2025 entry from 0:00 a.m. to midnight.

Cars/estates

On 28 July 2025 entry from 5:30 p.m. to midnight. On 29 July 2025 entry from 0:00 a.m. to midnight.

Halls	Entry	Exit
B1-B7 Exhibition Grounds – Inner Courtyard	via Gate B6	via Gate B6
B1-B4 Exhibition Grounds – Street side	via Gate B6	via Gate B6
A1-A4	via Gate A3	via Gate A3
A4 (North side)	via Gate A3	via Gate A3

[Download
Parking and Traffic Regulations](#)

Important Shipping Information

Do you wish to use a courier to send materials or documents to your stand? If so, we would appreciate your help, for it is also in your interest!

It is possible to deliver exhibits to the stands starting on 24 July 2024.

Please make sure that there is someone at the stand to accept delivery. The hall inspectors and gate guards are not authorised to accept deliveries.

Please make sure that you always specify the company name, hall and stand number **and that you address your shipments as shown right.**

Delivery address for A Halls

Company name
Stand: Hall/Stand no.



e.g.: A1/D25

Hamburg Messe und Congress GmbH
Lagerstraße Tor A3
20357 Hamburg
Germany

Delivery address for B Halls

Company name
Stand: Hall/Stand no.



e.g.: B1.0/D25

Hamburg Messe und Congress GmbH
Bei den Kirchhöfen, Tor B6 [Gate B6],
20355 Hamburg
Germany



Wireless Internet at Trade Fairs

Dear exhibitors,

Nowadays, wireless internet access is a necessity and a matter of course. Wi-Fi has become an essential technology of the wireless data transfer and nearly every portable terminal worldwide can be connected to it.

For that reason, it is very important for us to ensure a good wireless internet coverage at the exhibition centre. With this leaflet we inform you about some basic rules which add to run wireless internet systems at trade fairs efficient and trouble-free. We invite you to familiarise yourself with those rules.

Similar to the road traffic, in Wi-Fi systems it is also necessary to establish some rules to ensure that all road users can get to their destination with maximum efficiency and unscathed. These rules refer to Access Points which you possibly intend to use in your booth. We would kindly ask you to observe these rules, also in your own best interest.

This is important because Wi-Fi Access Points use a joint medium, which is limited by physical facts – the spread of electromagnetic waves in the air. These waves can overlap and interfere each other so that none of the signals can get to the receiver with the required quality. To stay in the road traffic illustration: the Wi-Fi signals spread out like cars on a three-lane motorway. It is reasonable that different road users use different lanes and a traffic jam happens when too many cars use the motorway at the same time.

Hence following rules apply in all exhibition centres in Germany:

1. **Wi-Fi Access Points may only send in a frequency range of 2,4 GHz, not at 5 GHz.**
This setting can be selected in the configuration menu of your Access Points.
2. **Wi-Fi Access Points may only send in channels 1, 6 or 11.**
This setting can be selected in the configuration menu of your Access Points.
3. **The transmission power of your Wi-Fi Access Points may not be more than -80 dBm at the border of your booth.**
You can adjust the transmission power in the configuration menu. The Access Point's location on your booth affects how strong the signal is at the border of the booth.

4. **The SSID, which is the identification of your Access Point, has to contain your booth number in the first characters (for example H4.0 B42).**

This way it is easy to check if one transmitter is configured inadequately – a principle of fairness, because you want that your booth neighbours also observe the rules, just like you. You are also allowed to configure the Access Point in a way that it does not send a visible SSID.

5. **Channel Bonding is not permitted.**
6. **Other transmitters than your Wi-Fi Access Points are strictly not permitted, they can disrupt the data signals.**
If you use other transmitters in the products you are exhibiting, please contact us in advance.

We are convinced that it is in everyone's interest to establish the same "traffic rules" for the usage of your personal Access Points at exhibition centres in Germany and to demand their adherence. Like this, time-consuming resetting or questions regarding the usage of Access Points can be avoided at an early stage.

Your trade fair organisers will gladly provide you with application forms so that you can register your Access Points. Please submit these forms in time; it helps to ensure that these rules are observed.

If you have any questions or require technical support, please do not hesitate to contact your trade fair organiser. There is also a basic advice we would like to give: the Wi-Fi infrastructure in the exhibition halls of German exhibition centres is often that well that you can use this Wi-Fi signal also for your own purposes. Your trade fair organisers will be more than glad to assist you.

Finally we would like to point out that the wireless data traffic is just as unpredictable as road traffic on motorways – it depends on the number of user as well as on how booths are constructed in the halls, none of these can be influenced during trade fairs. Should your booth or the exhibited products make a certain bandwidth necessary then a wired internet access is still the best option.

With kind regards,
your trade fair organisers in Germany

Warning of Unofficial Exhibitor Directories

We would like to inform you that numerous suppliers such as Construct Data (FAIRGuide, Expo Guide) and Matic Verlagsgesellschaft mbH have issued so-called „unofficial exhibitor directories“.

These directories have nothing to do with the official exhibitor directory as issued by Messe Frankfurt Exhibition GmbH.

These companies are trying to get you to pay for an entry in their exhibitor directory using the subject heading of „Datenkontrolle“ or „data update“. If you want to appear only in the official exhibitor directory as issued by Messe Frankfurt Exhibition GmbH, then please decline these offers.

The official exhibitor directory as well as all online media are strictly issued by Messe Frankfurt Exhibition GmbH in collaboration with Messe Frankfurt Medien und Service GmbH.

If you have been accepted as an exhibitor at one of our trade fair events, then rest assured that your basic entry will appear in the official exhibitor directory and the online media.

You can find more information as well as a sample reply letter which you can use to react to an invoice from the suppliers of these so-called „unofficial exhibitor directories“ on the home page of the AUMA, the Association of the German Trade Fair Industry:

See the sample reply letter



Example of an unofficial exhibitor directory of the International Fairs Directory

The official
Messe Frankfurt
publications





nordstil

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messe frankfurt

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