

# Order form for stand security

**Please note that this form must be submitted by 28.09.2021**

Event year: \_\_\_\_\_ Event number: \_\_\_\_\_

**Contracting party and invoice recipient:  
(Invoices are always addressed and sent to this contracting party.)**

**Messe Frankfurt Venue GmbH**  
V3 Operations  
Ludwig-Erhard-Anlage 1  
60327 Frankfurt am Main, Germany  
Phone + 49 69 75 75-0  
www.messefrankfurt.com

**Contact details:**

Company name and legal form:\*

MF customer number:\*

Order number:\*

VAT ID (EU):\*

Contact person:\*

Tax number (Non-EU):\*

Street address:\*

Mobile phone (with country code):

Postcode / Town/City:\*

Hall / stand number:\*

Country:\*

Length:

Email address:\*

Width:

Area:

\* The fields marked with an asterisk are mandatory and must be filled in.

**Your point of contact:**

If you have any questions, please contact:

Stand Security Team

Phone:

+49 69 75 75-63 42

Email:

standguard@messefrankfurt.com



The stand security contract is entered into between the exhibitor and Messe Frankfurt Venue GmbH.

Orders do not come into effect until the security service provider has confirmed them in writing.

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.

Please note that orders must be received at least 48 hours before stand security is to commence, in accordance with Item 4 of the terms and conditions of supply.

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 from the security service provider commissioned by Messe Frankfurt Venue GmbH, must be completed in full, signed and returned before the guard service commences. Only those objects included in this list shall be insured within the scope of the security services ordered.



Company name and legal form:

Customer number:

Hall / stand number:

**Contact persons**

Please provide the name of at least one contact person who will be available to answer any questions. Only those persons listed here are authorised to dismiss stand guards.

\_\_\_\_\_  
First name:\_\_\_\_\_  
Last name:\_\_\_\_\_  
Phone:\_\_\_\_\_  
Email:\_\_\_\_\_  
First name:\_\_\_\_\_  
Last name:\_\_\_\_\_  
Phone:\_\_\_\_\_  
Email:\_\_\_\_\_  
First name:\_\_\_\_\_  
Last name:\_\_\_\_\_  
Phone:\_\_\_\_\_  
Email:

Messe Frankfurt Venue GmbH collects and uses the data you provide here to process your order.  
Further information according to article 13 and 14 GDPR please find under [messefrankfurt.com/privacy](https://messefrankfurt.com/privacy).

**I hereby place a binding order.**

This order is subject to our terms and conditions of supply in the attachment.  
Prices are per item or m<sup>2</sup> in € and do not include VAT.



I hereby confirm that I have read and accepted the terms and conditions of supply in the attachment.

Please save this form in PDF form for your own records before sending.

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

### **1. Order placement**

(1) Clicking on the "I hereby place a binding order" button automatically submits a binding order, both from the shopping cart in Messe Frankfurt's Shop for Exhibitor Services and from PDF forms.

(2) The booking must specify the individual at the stand who is authorised to grant permission with their signature for stand guards 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.

(3) For certain products, an express surcharge in the amount of 25% of the product price (plus VAT) will be levied on orders submitted less than 22 calendar days before the start of the event to cover the additional expenses entailed. Products subject to this express surcharge are indicated by a pictogram.

### **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 from the security service provider commissioned by Messe Frankfurt Venue GmbH, must be completed in full, signed and returned before the guard service commences.

Only those objects included 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.

(5) Messe Frankfurt Venue GmbH will charge a handling fee of €50.00 plus VAT for subsequent changes to the invoice that are necessary as a result of changes to the invoice recipient, address changes etc. This fee will be shown on the modified invoice.

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

The customer may cancel an order for stand guards by submitting a written cancellation to Messe Frankfurt Venue GmbH no later than 22 calendar days prior to the start of the event, reckoned from the date of receipt. Cancellations can be accepted at later dates only if provision of the respective service(s) – or parts thereof – has not yet commenced. Should Messe Frankfurt Venue GmbH notify the customer that cancellation is not possible because the provision of the ordered services has already commenced, this notification shall be binding. Messe Frankfurt Venue GmbH has no obligation in such cases to prove that work had already commenced at the time the cancellation request was received.

The foregoing provisions shall apply analogously to any changes to the ordered service(s).

### **5. Liability**

Messe Frankfurt Venue GmbH shall be liable without limitation for claims due to injury to life, body or health, breach of guarantees, and for damages that are the result of intent or gross negligence on the part of Messe Frankfurt Venue GmbH, their legal representatives, employees or vicarious agents, as well as any claims resulting from fraudulently concealed defects.

In the event of a breach of cardinal obligations (duties whose fulfilment is of particular importance to the purpose of the agreement and on which the contracting party should be able to rely), Messe Frankfurt Venue GmbH shall only be liable for simple negligence on the part of Messe Frankfurt Venue GmbH, their legal representatives, employees or vicarious agents for such damages as were typical and foreseeable for such contracts. Liability for any other damages caused by simple negligence is excluded. This also applies to indirect damages and consequential damages.

### **6. General conditions**

(1) Both parties to the agreement accept these terms and conditions as integral parts of the agreement binding upon both parties. Any differing general terms and conditions of business or purchase of the customer not apply, even if the customer has referred to these and Messe Frankfurt Venue GmbH has not specifically rejected them.

(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 parties to the agreement 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.

## Security for an evening event

**In order to ensure that neighbouring stands are secured, you are obligated to provide stand guards at your expense.**

The number of stand guards required is based on the number of guests at your evening event.  
This is determined as follows:

Up to 100 people	1 stand guard
101-200 people	2 stand guards
201-300 people	3 stand guards
301-400 people	4 stand guards
Over 400 people	To be agreed individually

Regardless of the length of your evening event, the minimum duration for which each individual stand guard can be ordered is four hours.

### Further information for exhibitors regarding the use of stands after the event closes each day:

1. The duration of stand parties is limited to the time that has been applied for and confirmed.
2. If you require catering services, please contact our subsidiary Accente GmbH.  
You can reach Accente GmbH by phone on: +49 69 756020 or by email at: [standbelieferung@accenteservices.de](mailto:standbelieferung@accenteservices.de).
3. Cleaning of the halls begins as of 10:00 p.m.
4. Shuttle buses are only available for certain hours of the day. Please enquire with your contact person.
5. The exhibitor is responsible for ensuring compliance with the rules and regulations of Messe Frankfurt and all other rules and regulations.
6. Musical performances cannot start before 6:00 p.m. at the earliest. GEMA fees must be paid for any musical performances. The exhibitor must carry out the registration themselves with:

GEMA-Bezirksdirektion  
Herdweg 63  
70174 Stuttgart  
Germany  
Phone: +49 711 2252-794  
Fax: +49 711 2252-800

7. Any damages will be invoiced to the exhibitor / event organiser / stand operator. No responsibility is assumed for the cloakroom.
8. The volume may not exceed 70 dB(A) at the edge of the stand.