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1 GENERAL INSTRUCTIONS

Operator
FLEET FOOD Events GmbH
Zirkusweg 1
20359 Hamburg
Phone: +49 40-66 906 900
Fax: +49 40-66 906 800
www.foodevents.de

All listed instructions and guidelines are valid once an event agreement with FLEET FOOD Events GmbH is made and as long as all event-related exhibitor information does not provide different instructions. If the provisions given here are not observed, FLEET FOOD Events GmbH reserves the right to veto the commissioning of an exhibition stand on site.

NEW: From now on, our stand construction partner CYBORG will be responsible for all aspects of exhibitor service on our behalf and will assist you with any questions or problems you may have. When you place an order in the online shop, you are concluding a contract with CYBORG and will receive both the final order confirmation and the invoice for the booked services from our partner.

Terms and conditions

The general event terms and conditions of FLEET FOOD Events GmbH must be observed. You can find the GTCT in the [download section](#) of our online [exhibitor service](#).

Domiciliary rights

The domiciliary rights always supersede the operator's rights.

2 STAND CONSTRUCTIONS INSTRUCTIONS

2.1 Contacts

The central contact for all questions concerning stand construction, in advance of the event and at the event, is our stand construction partner CYBORG. If you need a suggestion for an individual stand concept, our stand construction partner CYBORG will be happy to assist you.

CYBORG Messebau-Zelte GmbH
Zu den Hufen 14
17034 Neubrandenburg
Tel.: +49 395-430 440
info@cyborg.de

2.2 Booked stand construction

2.2.1 Stand construction packages

The stand construction packages booked via FLEET FOOD Events already include the stand system, carpet, lighting and electricity. For the scope and precise details of each package please consult the information sheet [stand packages](#) in the [download section](#).

2.2.2 Individual stand construction

If you have booked an individual stand construction via our stand construction partner CYBORG (irrespective of the stand construction packages from 2.2.1), the scope of the ordering extent can be found in your separate stand construction contract or the description in the online exhibitor service in the section [applications](#).

2.2.3 Stand lettering

If a company sign board is included in the booked stand package, it will be lettered with your exhibitor's name mentioned on the application form (black lettering; no logo). You can make changes directly in the online exhibitor service in the section [applications](#).

In case you want to integrate your company logo, you can order it at an additional charge via the [online shop](#). Please send your logo in a high-resolution format (EPS/ vector graphics) to info@cyborg.de.

2.2.4 Stand handover

Your stand will be handed over on the final day of build-up in a cleaned condition. Any defects must be reported before the first day of the event, so that they can be remedied. No refund can be granted for defects that are not reported to CYBORG until this deadline and payment must be made in full. Rental furniture or electrical equipment ordered via our partner may, in some circumstances, not be delivered until the afternoon of the last day of construction to minimise the risk of theft. The items ordered are rental services that are only provided for the duration of the event.

2.3 Exhibitor's own stand construction

If you bring your own stand construction, we will only provide a free surface (without carpet, electric power connection, lighting and walls). **The floor covering and stand demarcation is mandatory.** If there are no rear and side walls, the operator reserves the right to provide these at a cost on site.

Your company name as well as your stand number should be clearly visible on your stand. All services such as electricity and water must be ordered separately via the [online shop](#).

2.3.1 Stand-height

From a stand height from 3 m and higher, the rear wall must have a neutral design above 3 m. Further, in this case, a structural certificate must be provided. If you are constructing a stand higher than 3 m without prior application, the operator reserves the right to reduce the height of the stand or dismantle the stand.

2.3.2 Approval stand construction

If you bring your own stand construction, the following details/documents must be provided 5 weeks before the event in order to comply with the approval process of the event and the building authorities:

- stand construction plan (including suspensions), building specifications
- material specifications
- certificates (e.g. flame resistance of the material)
- Information on special structures/actions on stand
 - stand structures with a height over 3 m
 - structures with horizontal stand covers
 - import of cars or vending carts (for details see 3.7)
 - two-level stand structures
 - noise sources on the stand (for details see 6.8)
 - cooking, baking, handling with open foodstuffs at the stand (for details see 7)

Please provide the information online in your [applications](#) and send us the corresponding plans and certificates via e-mail to info@cyborg.de. If we do not hear from you, we cannot guarantee that your stand concept can be realized in the desired form. The feasibility is determined according to the Assembly Ordinance (VStättVo / see No. 3.1.).

Depending on the event location, costs may arise from the authorization procedure of notifiable stand constructions, depending on the size and type of stand construction. For more details, please have a look at the short exhibitor information of the specific location. Exact prices can be obtained on request.

2.4 Stand construction materials/liability for damages

When building your stand, make sure that all materials such as glue residue can be entirely removed from the rented furniture, stand walls, hall walls and the floor. Nails, pins etc. may not be used. We would like to insistently point out that the walls of the stand are extremely damageable: Please only use Powerstrips to attach posters/items to the stand system. Double-sided adhesive tape could damage the walls. **Any resulting damage will be invoiced retrospectively to the initiator.**

2.5 Fire protection/decoration material

When constructing your stand, please note that all decoration materials are subject to the fire protection regulations DIN 4102, classification B1 (or equivalent after 13501-1) and considered as hardly inflammable. If these properties are to be obtained retrospectively, then only with an officially approved fire protection spray, following the correct instructions. **Therefore please send us corresponding certificates for building inspection by the fire department in advance.** Paper, hay etc. may not be used for decoration. Exhibits are excluded from this.

As an exhibitor with your own stand construction, you are obliged to provide your own fire-extinguishing equipment at your stand. Particularly if you are cooking at your stand, it is important to provide CO2 fire extinguishers and fire blankets (see 7.3.1).

2.6 Dismantling work

The exhibitor stands must be kept occupied by the exhibitor's personnel and remain equipped with the main presentation until the official end of the event. The visitors have the right to experience a complete presentation until the end. Structural changes to the stand before the end of the event are not permitted.

3 STAND TECHNOLOGY

3.1 Regulations on places of assembly

Both the respective exhibition society and we as operators comply with the technical directives. You can find the technical directives of the respective federal state on the internet.

3.2 Electrical power supply

The stand construction packages already include an electricity connection. Please consult the stand [construction information](#) in the download section for precise details and services.

If only the floor space has been booked or you have a higher current demand than included in your package, please use the [online shop](#) to order. You can detail the desired position of your connection directly into the system. A sketch of the position on your stand is essential.

Should there be no supply option in an exhibitor's stand, the neighbouring stand will provide access to the power supply using existing connection options.

3.3 Water supply

A water connection can be ordered in the [online shop](#). A sketch of the water connection's positioning on your stand is essential. After receipt of the order, the positioning of the water connection will be reviewed.

To prevent water damage on site, all built-in stop valves must be closed prior to leaving the stand.

Should there be no supply options in an exhibitors' stand, the neighbouring stand will provide access to the water supply using existing connection options.

3.4 Suspensions

As an exhibitor you have the possibility to place suspensions over your stand. Since suspensions are not possible in all areas of the hall, please contact our [exhibitor service](#).

3.5 Internet connection on your stand

If you need internet access or any other telecommunication services on your stand, please find the corresponding order form in the [download section](#) of our online exhibitor service.

3.6 Sound and light technology

You need speakers, special lighting or other technical equipment to use your stand even more effectively? Then, please contact our long-term partner FLEET Tour Service for personal advice and an individual offer.

FLEET Tour Service GmbH
Simon Muhr
Tel.: +49 40-31 812 042
info@tour-service.de

3.7 Vehicles in the hall

Vehicles with combustion engines may only enter the hall with an almost empty tank (minimum swing of the fuel indicator in the reserve area). The fuel tank must be sealed; the battery has to be disconnected. This type of presentation is possible only with prior approval. Please demand the approval in the section [applications](#) in our online exhibitor service!

4 STAND EQUIPMENT

4.1 Floor covering

You have booked free surface without stand construction and you need a floor covering on your stand? We can provide you either with PVC coating (when using open foodstuffs) or carpet tiles in a range of colours. Please order the floor covering directly in the [online shop](#).

If you bring your own floor covering, it must be hardly inflammable (see No. 2.5 for details) and the relevant certificate must be submitted on request.

4.2 Renting furniture

Additional furniture, kitchenware (refrigerators, electrical appliances) and furniture for presentation (counters, showcases, shelves and brochure displays) can be rented through our partner BOELS (the form can be found in our [download section](#)) and CYBORG (via the [online shop](#)).

Furniture or electrical equipment rented through our partners may, in some circumstances, not be delivered until the afternoon of the last day of construction to minimize the risk of theft. The items ordered are rental services that are only provided for the duration of the event.

4.3 Lightning

The general lighting in the hall may not be sufficient for the individual stands. In your own interest we therefore suggest you plan suitable lighting units on your stand. If you have booked a stand construction through us, lighting is already included.

5 STAND SERVICES

5.1 Exhibitor badges/Setting-up and dismantling passes Free tickets

5.1.1 Exhibitor badges

The number of the exhibition badges breaks down according to your stand size as follows:

up to 10 m² = 3 badges
up to 24 m² = 4 badges
up to 36 m² = 5 badges
up to 49 m² = 6 badges
from 50 m² = max. 8 badges

You will receive an additional badge for each co-exhibitor. Further badges can be ordered via the [online shop](#).

You will get all badges on site on the last day of construction at 10 a.m. at our exhibitor's information desk. All non-collected badges will be kept aside over there. The exhibitor badge is your entry authorisation for the whole duration of the event and has to be shown unsolicited when entering the hall. You are also welcome to deposit your badges at the exhibitor information.

5.1.2 Setting-up and dismantling passes

Setting-up and dismantling passes are only necessary for the eat&STYLE at the Landesmesse Stuttgart. Please refer to the relevant information in the **short exhibitor information** for the specific location.

5.1.3 Free tickets

As an exhibitor, you receive free tickets depending on your stand size:

up to 10 m² = 10 free tickets
up to 20 m² = 20 free tickets
from 21 m² = 30 free tickets

Please note that the staggering in Stuttgart is different: up to 10 m² = 3 free tickets, more than 7 m² = 6 free tickets. You can find the free tickets in the [download section](#) of the online exhibitor service. You can distribute them to your customers and partners by mail or print them out.

5.2 Stand guarding

General hall security during the show is guaranteed by the operator. However, we would like to point out that the guards are not responsible for guarding individual stands. You are responsible for the supervision and guarding of your stand and exhibition goods, even during the construction and dismantling times. You can book individual stand guarding for your stand via the [online shop](#).

Considering the large number of people moving around on the fairgrounds, FLEET FOOD Events cannot guarantee for a seamless surveillance and control.

Note: Be sure to place your exhibition goods as late as possible on your stand. Remove all valuable and unsecured exhibits on a daily basis after the exhibition closes (see also 9).

5.3 Cleaning

Only exhibition areas with stand construction packages booked through FLEET FOOD Events will be cleaned before being handed over (see 2.2.1). If you would like to take advantage of the daily cleaning services, these are provided at costs and must be ordered in the [online shop](#).

5.4 Haulage

Contact details of our haulage partners for any questions about transport, storage, forklift etc. can be found in the site-specific information in our [download section](#).

5.5 Storage of goods

The storage of any type of empty containers on blank spaces next to or behind the stands is prohibited. Empty containers must be immediately removed from the hall. Your daily requirements of products/material/goods for your sales activities may be stored on the stand.

For fire protection reasons, we can only allow a limited number of daily storage facilities within the hall. We therefore ask you to order as soon as possible in the [online shop](#). After receiving your order we check for capacity. If the implementation is not possible, we will inform you promptly.

The storage cabins can be reached on level ground and are lockable. The prices can be found in the [online shop](#). Please note that the storage doors do not have pallet dimension. The clear width of the door is 77 cm.

Please note that only goods for daily sale and no empty pallets or empty cartons may be stored in the cabins.

5.6 Rinsing service

A central washing-up kitchen is provided at the site, where you can wash your own dishes and glasses by hand. We also offer a professional washing-up service. Payment is made using tokens, which can be obtained at a cost of € 1.00 each from the exhibitor information service.

Our charge for the washing-up service is in accordance with the following pricing scale:

| | | |
|----------|---------------|---------------------|
| 1 token | for up to | 5 items per basket |
| 2 tokens | for up to | 10 items per basket |
| 3 tokens | for up to | 20 items per basket |
| 4 tokens | for up to | 30 items per basket |
| 5 tokens | for more than | 30 items per basket |

The exhibitor loads the rack and subsequently dries the items.

5.7 Rent kitchen utensils

Do you need kitchen utensils or anything else? Please feel free to contact our longtime partner BOELS for advice and an individual offer.

BOELS Party & Events
Tel.: +49 2103-90 88 90
party.hilden@boels.de

5.8 Water service

Our sponsor **Staatl. Fachingen** provides free fresh mineral water for all exhibitors. You will receive water as long as stocks last at the exhibitor information desk.

6 ADMINISTRATIVE DETAILS

6.1 Hall plans

FLEET FOOD Events GmbH reserves the right to alter preliminary surface plans and stand numbers up to the beginning of the event.

6.2 Order deadline for additional services

The prices indicated in the [online shop](#) are valid until the end of the general order deadline of 4 weeks prior to the event start for technical products and services (organiser's date of receipt) and 2 weeks prior to event start for stand construction, furniture, devices and floor covering.

If an order is received after the deadlines, a 25-percent surcharge will apply.

Cancellation of additional services, as long as a cancellation is not excluded from the beginning, is free of charge up to 21 days prior to the event start (organiser's date of receipt) and has to be made in writing to info@cyborg.de.

6.3 Subcontracting

It is not permitted to sublease the exhibition stand or to disclose it to any third parties without prior written permission. Please contact FLEET FOOD Events in good time.

6.4 Environmental rates/waste disposal

A fee of € 8/m² is charged for the provision of waste containers and the proper disposal of waste. The containers are located outside the hall.

Exhibitors are responsible for the disposal of their own waste into the containers. This also applies to dismantling. Any stand material remaining in the hall after dismantling will be disposed of at the relevant exhibitor's expense! If you would like to have the waste collected from your stand after setting up or in the evening after the event has ended, you can order this service in the online shop.

Environmental protection is important! Waste must therefore be properly disposed of during the event (separation of paper/cardboard and mixed waste). Reusable materials should be used when designing the stand to avoid waste.

6.5 GEMA charges

In the case of music reproduction on the stand, the consent of the GEMA or the respective rights holders is to be obtained by the exhibitor in accordance with § 15 of the Copyright Act.

6.6 Sunday work and minimum wage

As an exhibitor, you are responsible for exempting your staff from the ban on Sunday work. An application in this respect can be submitted to the competent local authority for occupational health and safety.

Pursuant to Section 1 of the Minimum Wage Law, the gross minimum wage has been set to € 8.84 gross per hour since 1 January 2017. As an exhibitor, it is your responsibility to pay the minimum wage and comply with the Minimum Wage Law. For further information on the Minimum Wage Law, contact customs authorities.

6.7 Insurance

The liability insurance of the operator does not extend to your stand and exhibited goods. We recommend you to take out exhibition or liability insurance. Please find the form in our [download section](#).

6.8 Noise sources on stand

We would like to make sure the exhibition activity of your fellow exhibitors is not affected by acoustic excesses within the exhibition area. In order to ensure an undisturbed communication, the volume on your stand shall not exceed 65 dB [A]. The special areas of the operator, such as the stage, are exempted from this rule.

7 GASTRONOMIC GUIDELINES

7.1 Liquor licence

If you offer alcoholic drinks for consumption at the event against payment, you will need a temporary pub licence (§ 12 catering law).

7.2 Hygiene regulations

The hygiene regulations of the health authority vary from location to location. Each exhibitor – especially when offering open foodstuff – is responsible to meet the hygiene regulations. For detailed information please see our hygiene guidelines in the [download section](#).

7.3 Cooking on your stand

7.3.1 Fire prevention

For special protection, all heat generators and heat developing electrical appliances (hobs, spotlights, transformers, etc.) must be fitted to not flammable, heat resistant, asbestos-free bases. According to the heat development a sufficiently large distance to flammable materials should be kept. **In any case, cooking with gas and open fire is not permitted!**

If cooking will take place at the stand, the exhibitor must provide a CO₂ fire extinguisher/fat fire extinguisher and a fire blanket at the exhibition stand.

7.4 Oil and fat trap

Discharges into the supply network must not exceed the usual quantities for households. If fatty waste water and oil exceeding these quantities is discharged, the use of oil/grease traps is necessary. When using mobile gastronomy, fats and oils must be trapped separately and placed in a separate waste disposal.

8 MARKETING

In order to raise awareness of your presence at the event, we offer a wide range of advertising options. Our marketing department will inform you of these in good time. You are also welcome to contact us for a customised quote. Advertising outside your own stand is only permitted subject to prior notification. However, this is not permitted in the entrance area, even if notification is given.

8.1 Trade fair fold-out guide

The trade fair fold-out guide is the information medium No. 1 for visitors and exhibitors. In addition to the alphabetical exhibitor list with your individual company entry, it also provides details of the supporting program and a hall plan which allows for easy orientation on site. All information about additional entries and logo placements on the hall plan, a separate presentation of your products as well as online banners on the eat&STYLE website is available in the [download section](#).

Data handling: As an exhibitor, you have transferred your exhibitor data to us on confirming your participation in the trade fair. We have added the data to our system. We kindly request that you review and approve your data by logging into the online exhibitor service and confirming your data at the section [applications](#). You will receive your access data up to 8 weeks before the start of the event together with the service catalogue.

Warning: Dubious offers

Expensive catalogue entries in the Expo Guide

We would like to draw your attention to the fact that the company "Commercial Online Manuals S de RL de CV", which is based in Mexico, wrote to a number of eat&STYLE exhibitors last year asking if they wanted to be included in the Expo Guide, a list of exhibitors compiled and published online by that company. In the small print of the accompanying form, there was a clause stating that, by signing the form, the exhibitor was committing itself to pay this company an annual fee of € 1.181 for three years.

We would like to point out that this is not a list of exhibitors that is published by us, but is an independently compiled list of exhibitors that is published at www.expo-guide.com and may require payment of a fee for inclusion on it. **We have no contractual relationship with the company Commercial Online Manuals.**

Other dubious providers

Nor do we have a contractual relationship with:

- **International Fairs Directory** (www.inter-fairs.com): The company Mulpor Company S.A., which is based in Uruguay, has already written to a number of eat&STYLE exhibitors regarding the insertion of a catalogue entry. This is also subject to a three-year agreement with an annual fee of € 1.212
- **INEXORG**

In case of any doubts or questions, please do not hesitate to contact us +49 40 66 906 966.

8.2 Internet presence and other advertising opportunities

Showcase your company and your products on our website!

Online exhibitor list: Your company entry will not only appear in our printed exhibition planner, but also in the online exhibitor list on our website. The list will be put online about 3 weeks before the start of the event and visitors will be able to see it for 365 days.

Other advertising opportunities through your additional booking options, e.g. logo integration on eat&STYLE promotional materials or inclusion in our social media channels, are also available in the [download section](#) or on our website at: www.eat-and-style.de/aussteller/

Important note: Help us make the eat&STYLE event as great a success as possible! Invite your friends, customers and contacts to the respective official Facebook event. Share our Facebook event page for the location in which you are exhibiting and recommend eat&STYLE to others. You can thereby ensure that everyone knows that you will be exhibiting there. Please do not create any additional eat&STYLE Facebook events of your own, as this would only result in unnecessary dilution among the target group.

8.3 Flyer and A1-posters to eat&STYLE

In order to inform your customers in advance and for promoting your presence at the eat&STYLE, you can order flyers for free (also as PDF) in the [online shop](#).

9 SAFETY INSTRUCTIONS

IMPORTANT INSTRUCTIONS

Thieves use every opportunity. Preferred booty objectives are: handbags, purses, cellphones, technical equipment and exhibition items.

Please note:

Do not leave objects unattended. Thieves dress just like inconspicuous exhibition visitors, wearing counterfeit name signs and may enter the employees' rooms and stand storage at an unexpected moment. Thieves often speak on their mobile phone and will therefore not be interrupted by your personnel. By this means they walk and move freely on your stand and in the wardrobe areas. Thieves do not usually act alone, but are in constant telephone contact with their helpers.

Perpetrators' working methods:

Perpetrators can look like normal craftsmen or visitors. Cabin doors can be levered open with simple tools. There is also a risk of breaking and entering from moving, shifting and climbing the cabin walls. Perpetrators find favourable opportunities and monitor stands and walk patterns of employees.

Preventive measures by the exhibitor:

When constructing and dismantling your stand, beware of unknown individuals. Don't leave your stand unattended! Secure your laptop on the stand. Always lock the areas on your stand where you keep items of value. Secure your cash desk, empty the revenue regularly and keep your daily takings with you.

Cabin access must not result in a blind spot. Outfit the booths with door-closing mechanisms Build lockers into the booths. At night do not close off the stands with cloth tracks. We recommend the installation of video cameras in the booths (If necessary use dummies). Label the doors with the note: This area is video monitored. Generally we advise you to refrain from storing valuables in the booths.

Notes for reporting damage:

For any claims it is useful to have a photograph of the stolen item. Technical equipment (such as laptops, monitors etc.): We ask you to record the individual serial numbers of the equipment in writing. If cheque or credit cards are taken, block them immediately. Please leave the scene of crime untouched in the case of burglary or theft until the police service arrives.



10 CONTACTS

GENERAL MANAGER

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kai.klemm@foodevents.de

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EXHIBITOR SERVICE, STAND CONSTRUCTION & TECHNIC

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info@cyborg.de

SALES TEAM

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Sabrina Schlotter (Restaurants)
Tel.: +49 40-66 906 934
sabrina.schlotter@foodevents.de

For questions and suggestions or in event of problems we are always available to you!

Your eat&STYLE-team

(August 2017)