

# intergift

gift  
home&deco  
editores textiles

**05-08**  
**Feb**  
**2025**

Recinto Ferial  
[ifema.es](http://ifema.es)

## International Gift & Decoration Fair

Exhibitor's guide and specific rules of participation

Coinciding with:

**bisutex**  
**madridjoya**  
**MOMAD**



 **IFEMA  
MADRID**

# INDEX

1. Exhibition dates and times
2. How to be an exhibitor: Contracting and awarding
3. Stand types
4. Participation fees
5. Payment dates and methods
6. Expo Zone. E-commerce. Additional Services
7. Other relevant information for the exhibitor
8. Days and hours of assembly, disassembly, entry and exit of goods
9. Announce and communicate your presence at the fair
10. How can I make my participation at Momad profitable
11. Trade fair map
12. Calendar
10. Sustainability Management at IFEMA MADRID
13. IFEMA MADRID Services
15. FAQs
15. Contact us

# 1. Exhibition dates and times

Intergift will be held in person at IFEMA MADRID from Wednesday 5 to Saturday 8 February 2025.

**Hours:** From 10 am to 7 pm.

**Sectorization:**

**Hall 1:** Textile Editors

**Hall 3 and 5:** Home&Deco

**Hall 7:** Gift

**The digital platform INTERGIFT LIVE Connect**, will be active from **January 10 to March 15, 2025**.

**CHARACTER:** Exclusively professional.

**COINCIDING TRADE FAIRS: BISUTEX, MADRIDJOYA and MOMAD.**

- BISUTEX - International Fashion Jewelry and Accessories Show.
- MADRIDJOYA - International Exhibition of Urban and Trendy Jewelry and Watches.
- MOMAD - International Fashion, Footwear and Accessories Show.



Intergift

## 2. How to be an exhibitor: Contracting and awarding

Intergift

### 2.1.

Space can be contracted by completing the **ONLINE PARTICIPATION APPLICATION FORM**, available on the fair website: [ifema.es/Intergift](https://ifema.es/Intergift).

### 2.2.

Companies from the furniture, decoration and gift industry **may apply to participate in INTERGIFT**. The final acceptance of participation is reserved to IFEMA MADRID, which may reject those applications that are not considered to be included in the sectors and products covered by the event and, therefore, do not meet the purposes of the event.

Lack of space and/or submission of the application outside the established deadlines may also be grounds for rejection. IFEMA MADRID shall notify applicants in writing of this circumstance.

### 2.3.

The reservation will not be formalized until the corresponding payment of the **first 50%** of the space has been made. If payment has not been received by the **established deadline: December 10, 2024**, the management of the event may dispose of the stand without any obligation to give prior notice.

### 2.4.

Signing and submitting the Participation Application constitutes a commitment and implies full acceptance of the General Rules of Participation of IFEMA MADRID, as well as the Specific Rules of INTERGIFT and the generic provisions established by the Fair Management. Available at: [ifema.es/Intergift](https://ifema.es/Intergift)

### 2.5.

In the event that the exhibiting company designates another entity to make any of the payments related to its participation, it must provide all the necessary invoicing data. If the designated entity does not make the aforementioned payments within the established deadlines, the Exhibiting Company shall pay them on simple request of IFEMA MADRID.

### 2.6.

Exhibitor cancellation shall be governed by the provisions of the IFEMA MADRID General Rules of Participation, which can be found in the Exhibitor section of the institutional website [ifema.es](https://ifema.es) and on the event website [ifema.es/Intergift](https://ifema.es/Intergift).

### 2.7.

The allocation of spaces will be made by the Fair Management, considering the needs of INTERGIFT as a whole, sectorization and image, as well as trying to meet the preferences of the companies and the affinities between products of similar style within the existing availability at that time.

### 2.8.

The Management of the Fair reserves the right to change, from one edition to another, the location of the stands occupied by exhibitors, if for reasons of sectorization, product or image, it deems it appropriate.

### 2.9.

Hall 1, Textile Editors sector, will be allocated by means of a public call for the selection of spaces. Specific information will be sent to the companies in this sector.

### 2.10.

**Exhibitors who have not paid in full for the space contracted and the costs of the services requested will not be authorized to occupy the space, nor will they be handed over the modular stand.** Neither will the exit of merchandise be authorized without full payment of all expenses incurred during the fair.

### 2.11.

Exhibitors may **only occupy the strictly contracted space without the possibility of occupying outside** the perimeter of the stand with their products. In case this happens, this space will be invoiced.

### 2.12.

**For safety reasons, the storage of any type of packaging in the halls is strictly forbidden.**

### 2.13.

The hall columns that remain inside a stand may be used as a visibility point for that stand, with the possibility of placing a foam, board or canvas type element on it, without being glued or fixed directly to the column and with the prior approval of the Technical Secretariat management.

### 2.14.

**The collection of exhibition material from the stand will not be allowed until the closing of the fair: 7 pm on the last day of the fair: Saturday, February 8, 2025.**

### 2.15.

All photos taken by the official photographer at the request of the management may be used by the fair for promotional purposes.

# 3. Stand types

## STAND TYPES

It is possible to participate in the fair with 2 stand formats: ONLY FLOOR or FLOOR + MODULAR STAND TURNKEY.

**All companies with a surface area of less than 50 sq.m are required to contract one of the modular stand packages.**

Exceptionally, the Commercial Management may authorize the construction of free design stands to companies with less than 50 sq.m that provide a special and differentiating design with respect to the modular stand, upon presentation of the corresponding project through the **Expo Zone**.

## TURNKEY MODULAR STAND

There are 3 types of modular stand: TEXTILE EDITORS AREA, PREMIUM and BASIC.

**The stand will be delivered fully constructed on Monday, February 3, 2025 at 8:30 am.**

- **Hall 1 - TEXTILE EDITORS:** Companies participating in this hall may only exhibit with the stand designed specifically for the sector, MODULAR AREA TEXTILE EDITORS. These are modules of 15 sq.m and a maximum of 6 modules per company may be hired. The distribution of locations within the hall will be made by means of a public call for the selection of spaces.
- **Halls 3 - 5 - HOME & DECO:** In these halls, companies with a surface area of less than 50 sq.m will automatically be set up and invoiced for the Premium modular stand package without the possibility of contracting any other type of stand. In these halls, aluminum construction will not be allowed.
- **Hall 7 - GIFT:** In this hall, companies with a surface area of less than 50 sq.m will be automatically billed for the Premium modular stand package with the possibility of contracting the BASIC stand at the discretion of the Fair, depending on the location of the space, indicating this on the Participation Application Form or by sending an e-mail to [intergift@ifema.es](mailto:intergift@ifema.es). In locations with high visibility, aluminum assembly will not be allowed.

### Through the Expo Zone they must indicate before January 15, 2025:

- Color of the carpet
- Color of the walls (only in the case of Premium set-up)
- Booth sign



TEXTILE EDITORS AREA STAND



**ORIENTATIVE DRAWING**

- Drilling is not allowed.
- Nailing or taping is allowed.
- It shall be adapted to the dimensions of the space allotted.

(1) Companies established in Spanish territory (excluding the Canary Islands, Ceuta, and Melilla): 10% VAT not included. For other companies, this operation is exempt from Spanish VAT. In the case of companies from the European Union, the exhibitor will be responsible for the VAT that may be incurred in their country of establishment.

**GENERAL CHARACTERISTICS:**

**RATE**

Stand Module of 15 sq.m : 3.800 €/sq.m + VAT (1)

**TECHNICAL CHARACTERISTICS:**

**STAND:**

- Stand open to aisles
- Space 15 sq.m
- Structure made of chipboard panels painted in white matte plastic

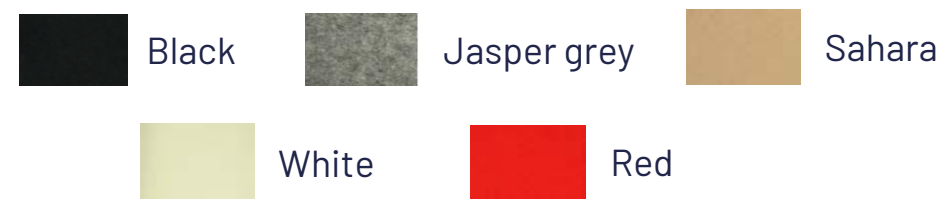
**SIGNAGE**

Standardized lettering with exhibitor's name and booth number on each aisle side. To be specified in the Expo Zone **before January 15, 2025.**

**SERVICES INCLUDED**

- 1 parking card valid for one car, during set up, fair and dismantling (pick up at fair, at the dismantling (pick up at the fair, at Exhibitor Service).
- Stand cleaning once a day (Type A).

**TRADE FAIR CARPET** to be chosen at the Expo Zone by **January 15, 2025** from the following colors. Default will be jasper gray.



**ELECTRICAL POWER AND LIGHTING:**

- Lighting by means of arm led spotlights installed on the walls and rail spotlights installed on a truss at 50% and at the rate of 1 spotlight every 3 sq.m.
- Electrical panel with differential, circuit breaker and a built-in socket, prepared for a power of 130W/sq.m.
- A double socket base.

## PREMIUM TURNKEY STAND



### ORIENTATIVE DRAWING

- Drilling is not allowed.
- Nailing or taping is allowed.
- It shall be adapted to the dimensions of the space allotted.

(1) Companies established in Spanish territory (excluding the Canary Islands, Ceuta, and Melilla): 10% VAT not included. For other companies, this operation is exempt from Spanish VAT. In the case of companies from the European Union, the exhibitor will be responsible for the VAT that may be incurred in their country of establishment.

### GENERAL CHARACTERISTICS:

#### RATE

Premium Stand: 58.40 €/sq.m + VAT (1)

Exceptionally, the Show Management **may authorize the contracting of stands** with a surface area of less than 16 sq.m, in which case the PREMIUM KEY IN HAND stand will not include the furniture or the parking card.

### TECHNICAL CHARACTERISTICS:

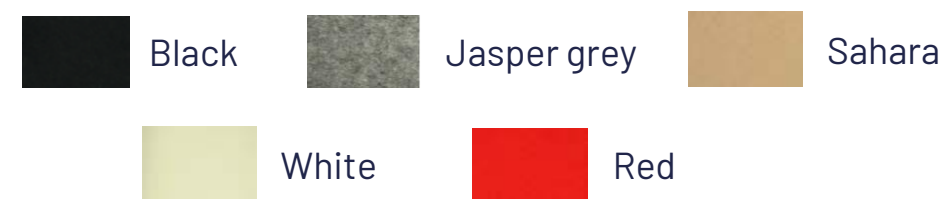
#### STAND:

- Structure of chipboard panels painted in white matte plastic.
- Choose wall color in the Expo Zone, **before January 15, 2025**, between white, black, gray, red and blue.

#### WAREHOUSE with door in the following proportion:

- Up to 16 sq.m.....1x1
- From 16,5 to 32 sq.m .....2x1
- From 32.5 sq.m to 32.5 sq.m:  
.....3x1

**TRADE FAIR CARPET** to be chosen at the Expo Zone by **January 15, 2025** from the following colors. Default will be jasper gray.



#### FURNITURE (regardless of the contracted sq.m):

- 3 Madrid Chairs
- 1 White Dom Table
- 1 Counter Tana 100X50X100 cm
- 1 Trash garbage can



#### ELECTRIC POWER AND LIGHTING:

- LED spotlights in lane at a rate of one spotlight every 3 sq.m of stand to be distributed along the perimeter. If you wish to hire extra lighting.
- Electric panel with differential, circuit breaker and a 500W plug base incorporated, prepared for a power of 130 W/sq.m.
- If you need a specific distribution of the spotlights, please indicate it in the plan that you must upload in your Expo Zone along with the rest of the needs: location of the warehouse...etc.

#### SIGNAGE

Standardized lettering with exhibitor's name and booth number on each aisle side. To be specified in the Expo Zone **before January 15, 2025**.

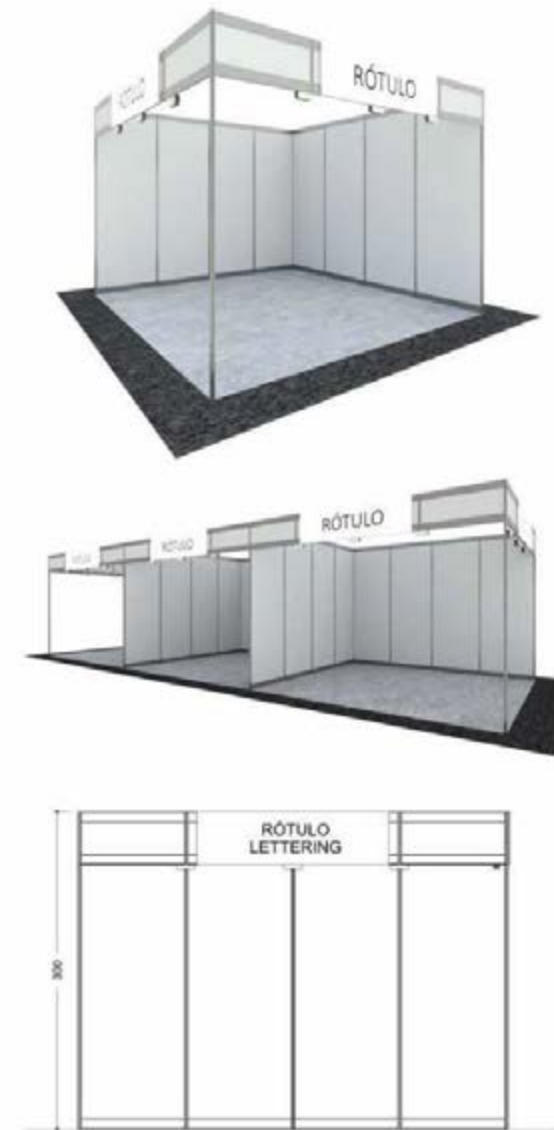
#### ASSEMBLY PLAN

Your set-up plan can be viewed in the Expo Zone. In addition, you can track the status of the plan and make comments on it, in case you need any change, please indicate it through the **Expo Zone before January 23, 2025**.

#### SERVICIOS INCLUIDOS

- 1 parking card valid for one car, during set-up, fair and dismantling (to be picked up at the fair, at Exhibitor Service).
- Cleaning of the stand once a day (Type A).

## BASIC TURNKEY STAND



### ORIENTATIVE DRAWING

- Drilling or nailing is not permitted.
- It is permitted to use tape, the removal of which does not damage the panels.

(1) Companies established in Spanish territory (excluding the Canary Islands, Ceuta, and Melilla): 10% VAT not included. For other companies, this operation is exempt from Spanish VAT. In the case of companies from the European Union, the exhibitor will be responsible for the VAT that may be incurred in their country of establishment.

### GENERAL CHARACTERISTICS:

#### TARIFA

Basic Stand: 29,03 €/sq.m + VAT (1)

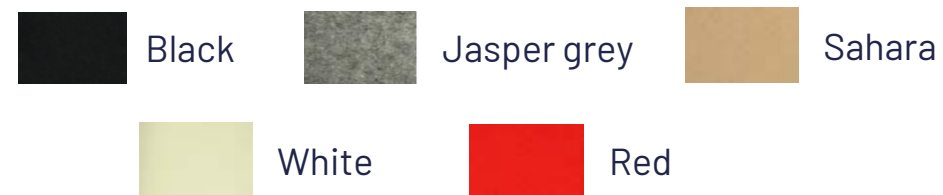
Exceptionally, the Trade Fair Management may authorize the contracting of stands with a surface area of less than 16 sq.m.

### TECHNICAL CHARACTERISTICS:

#### STAND:

Aluminum structure in gray color and melamine panels

**TRADE FAIR CARPET** to be chosen at the Expo Zone by **January 15, 2025** from the following colors. Default will be jasper gray.



#### ELECTRICAL ENERGY AND LIGHTING:

- Led spotlights in rail at the rate of one spotlight every 4 sq.m of stand to be distributed along the **perimeter**. If you wish to hire extra lighting and/or reticulated ceiling, you may do so through ECommerce.
- Electrical switchboard with differential, circuit breaker and a 500W socket base incorporated, prepared for a power of 130W/sq.m.

#### SIGNAGE

Standardized lettering with exhibitor's name and booth number on each aisle side. To be specified in the Expo Zone **before January 15, 2025**.

#### SERVICES INCLUDED

Cleaning of the stand once a day (Type A).

#### ASSEMBLY PLAN

Your assembly drawing can be viewed in the Expo Zone. In addition, you can track the status of the plan and make comments on it, in case you need to make any changes through the Expo Zone **before January 23, 2025**.



# 3. Stand types

Intergift

## ONLY FLOOR (Free Design)

Specific rules for stand assembly

### 3.1.

All exhibitors with a surface area equal to or greater than 50sq.m and who opt for free design, must upload their stand project to the Expo Zone **before December 30, 2024.**

In the Expo Zone you will also be able to monitor the status of the project and make comments on it. Without the presentation and approval of the project, you will not be able to start the assembly of your booth. For any questions, please contact [sectecnica@ifema.es](mailto:sectecnica@ifema.es)

### 3.2.

All companies are obliged to assemble **their stand**, including at least the dividing walls with the wall of the hall and with the adjoining stands.

### 3.3.

**Perimeter blind enclosures** may not exceed 70% of each side of the aisle. For longer enclosures, these must be set back a minimum of 3 meters inwards and may not exceed 80% of the length of the façade.

### 3.4.

The **maximum perimeter** height shall be 4m, with a single element permitted up to a maximum height of 6m, except in the medians with neighboring stands.

### 3.5.

**Assembly Fees** to be paid by the assembler or exhibitor: The company in charge of the assembly work of the free design stands must pay IFEMA MADRID, before starting such work, the corresponding assembly fees for the services rendered during the period of assembly and dismantling of the fair. **We recommend that you contract this service through Ecommerce before January 23, 2025, as after that date a surcharge of 25% will be applied.**

#### Set-up fee rates

- **Rate type A:**

Spaces without decoration or occupied by carpeting or dais: 2.77 €/sq.m + VAT (1).

- **Rate type B:**

Basic modular stands made of aluminum or similar: 5.56 €/sq.m + VAT (1).

- **Rate type C:**

Design modular stands in aluminum, carpentry and other materials: 8.75 €/sq.m + VAT (1).



# 4. Participation fees

## SINGLE FLOOR RATE:

	From 16 to 99.5 sq.m	From 100 to 200 sq.m	From 200.5 to 300 sq.m
1 Aisle	102,90 €/sq.m + IVA (1)	96,50 €/sq.m + IVA (1)	86,20 €/sq.m + IVA (1)
2 Aisles	107,90 €/sq.m + IVA (1)	100,90 €/sq.m + IVA (1)	89,30 €/sq.m + IVA (1)
3 Aisles	113,18 €/sq.m + IVA (1)	106 €/sq.m + IVA (1)	94,60 €/sq.m + IVA (1)
4 Aisles	117,48 €/sq.m + IVA (1)	111,20 €/sq.m + IVA (1)	98,65 €/sq.m + IVA (1)

	From 300.5 to 500 sq.m	More than 500 sq.m
1 Aisle	82,05 €/sq.m + IVA (1)	75,70 €/sq.m + IVA (1)
2 Aisles	85,14 €/sq.m + IVA (1)	78,87 €/sq.m + IVA (1)
3 Aisles	89,30 €/sq.m + IVA (1)	84,17 €/sq.m + IVA (1)
4 Aisles	93,63 €/sq.m + IVA (1)	87,18 €/sq.m + IVA (1)

### DOUBLE PARTICIPATION DISCOUNT

**15% discount** on the corresponding floor rate for exhibitors who have participated in the last edition of September 2024 and renew their participation for February 2025.

### NEW EXHIBITOR DISCOUNT

**10% discount on the floor-only rate applicable to you.** All companies that have not participated in any of the last 2 editions will be considered new exhibitors.

### DISCOUNT FOR EARLY PAYMENT

**5% discount** on the total amount of the contracted sq.m rate if 100% of the space is paid **before December 10, 2024.**

**VOUCHER of 5% of the value of the floor space up to a maximum of 1,000 euros per exhibitor:** This voucher will be applicable for furniture, signage, parking, signage, paid Internet service and outdoor advertising contracted by the exhibitor through the E-Commerce portal. It will be reflected in your account statement once the services have been contracted. Set-up fees are not included.

**The participation as an exhibitor requires the contracting of:**

## 4.1. CONECTA Exhibitor Plan

Participation as an exhibitor requires the contracting of the LIVE Connect marketing, communication and Conecta Plan package, **whose cost is 450€ +VAT (1):**

- Dissemination **of participation in the fair** through insertion in the list of exhibitors available in open access on the website ifema.es/en/Intergift shared as a link in sectoral communications.
- Presence during the celebration of the fair **in the halls plans and exhibitors' lists .**
- Premium wifi connection (these connections will only work with devices that allow connection in the 5 GHz band) **to 3 users throughout the fair.**
- Presence **as exhibitors in the Intergift LIVE Connect digital event, with the Conecta Plan.** The digital event extends the duration of the fair beyond its celebration, provides additional content of the exhibition offer and industry news and is accessible to exhibitors and registered visitors. In addition to company information, up to 10 products associated with the company can be included.

**+ CONECTA** Exhibitor in the digital event of INTERGIFT LIVE Connect, for 3 users. Functionalities to connect with other users to generate business and networking opportunities:

- **Search for new contacts** among visitors and registered exhibitors.
- **Communication with contacts (chat and videoconference).**
- **Preparation of meetings to optimize time at the fair.**
- **Scanning of visitor badges at trade fairs.**

Complete and update your company profile data through the LIVE Connect platform, as well as your brands so that we can promote and disseminate them. This information will be published in the on-line catalog, hand guide and hall planners.

If the contracting of your stand is after the closing date of each of the elements, being impossible to be included in them, you will also be obliged to pay for it.

## 4.2.

Civil Liability Insurance (covers up to 60.000 €): 72,84 € + VAT (1)\*.

## 4.3.

Multifair Insurance (covers up to 50.000 €): 69,15 € + VAT (1)\*

## 4.4.

Minimum energy consumption (0.13KW/sq.m): 7.430 €/sq.m + VAT (1)\*

(1) Companies established in Spanish territory (excluding the Canary Islands, Ceuta, and Melilla): 10% VAT not included. For other companies, this operation is exempt from Spanish VAT. In the case of companies from the European Union, the exhibitor will be responsible for the VAT that may be incurred in their country of establishment.

# 5. Payment dates and methods

Intergift

To formalize your participation you can make the payment by:

- Transfer to: IFEMA MADRID / Intergift FEBRUARY 2025.

Choose between:

Santander IBAN ES64 0049 2222 5115 1000 1900 SWIFT: BSCHEM

BBVA IBAN ES89 0182 2370 4000 1429 1351 SWIFT: BBVAESM

Caixa Bank IBAN ES93 2100 2220 1102 0020 2452 SWIFT: CAIXESBBXX

Send a copy of the bank receipt to [servifema@ifema.es](mailto:servifema@ifema.es)

- Cheque made payable to IFEMA MADRID / Intergift FEBRUARY 2025
- Credit card in a secure environment, accessible at the end of the online completion of the Participation Application Form, or later, through the Expo Zone.
- In accordance with current regulations, payments in cash or bearer checks will not be accepted.

## 5.1. PAYMENT TERMS

- **First payment of 50%: December 10, 2024. A 5% discount for early payment** will be applied if 100% of the land portion is paid before this date.
- Payment of the **remaining 50%** and services: **January 10, 2025.**

**A 5% early payment discount** will be applied to the contracted sq.m rate if 100% of the space is paid **before December 10, 2024.**



# 6. Expo Zone. E-commerce. Additional Services

Intergift

## 6.1.

### **EXPO ZONE:**

Access our customer area Zona Expo from the web:

<https://www.ifema.es/en/intergift> to manage your company data, your contacts and everything related to your participation. You will be able to access your participation once you have confirmed your participation with your user name (the e-mail address you used to fill in the application form).

#### **What can I do from Zona Expo?**

- Access to the details of each participation, plans and projects.
- Access to the exhibitor's calendar.
- View documents of interest.
- Manage exhibitor passes and request visa support letters.
- Download discount vouchers: Renfe, Iberia.
- Send invitations.
- Access to orders, payments, account status and invoices issued.
- Upload free design stand projects.
- Request the distribution of elements of modular stands, coat racks or shelves, add the sign and choose the color of the carpet.
- Access to e-commerce for the contracting of services.

## 6.2.

### **ECOMMERCE:**

The contracting of services online through the Ecommerce will be available at all times, even during the periods of assembly, celebration and disassembly:

- **5% discount** on services contracted **until Tuesday, December 31, 2025.**
- The contracting of services at the base rate can be made up to 7 days before the beginning of the official assembly (**January 22, 2025**).
- **As of January 23, 2025, an increase of 25% will be applied** on the prices of contracting services in our catalog.

## Do you want to build your stand with us?

#### **For exhibitors who have contracted only floor space or free design.**

**Comprehensive stand design service:** In addition to modular stands, IFEMA MADRID offers a comprehensive service, with our maximum guarantee and fully adapted to your needs. We take care of the planning of your space, the design, assembly and dismantling. Request, free of charge and without obligation, a project adapted to your needs by sending an email to [infodesign@ifema.es](mailto:infodesign@ifema.es)

**Recommendations** for the design and construction of free-design stands. Consult the recommendations and updated regulations at [ifema.es/en/support](https://ifema.es/en/support).

## Graphic decoration for modular stands

#### **For exhibitors who want to personalize their stand**

The service includes the management of the decoration project of your stand from initial definition to installation.

You can customize your modular stand with our Decoration service. Stand Graphics: [decoraciongrafica@ifema.es](mailto:decoraciongrafica@ifema.es).

We offer a wide range of materials to install on your stand: foam, vinyl, vinyl, tarpaulins, and other alternatives that fit with different types of formats. We install on walls or on furniture such as counters, showcases or other counters, showcases or others.

You can contract services and furniture from IFEMA MADRID's Services Catalogue or find more information in [Expo Zone](#).

## Outdoor and Digital Advertising

#### **Advertising projects tailored to your needs**

- Promote your brand before, during and after the event.
- Attract new customers through the best B2B segmentations in the market.

1. Retailing is not allowed at Intergift.
2. The installation of catwalks in stands will be allowed only upon authorization of the fair.
3. Exhibitors grant authorization for total or partial reproduction of any products on display which IFEMA MADRID may need and/or reproduce in its promotional material.
4. Neither exhibitors nor assembly workers will have access to the stands outside the timetables stated in the exhibitor calendar, nor may any assembly or other work be carried out on stands outside these periods
5. For safety reasons, and as a general and permanent preventive measure due to the concurrence of activities, the wearing of protective helmets, high visibility waistcoats and safety footwear is compulsory during the assembly and dismantling phases of fairs and events in all exhibition areas.  
  
This measure affects any person accessing, passing through, carrying out activities or simply being present in pavilions or outdoor exhibition areas during assembly and dismantling tasks.
6. Exhibitors who have not made full payment of the space and services hired, will not be allowed to take up the space, nor will any modular stands be allocated to them.
7. For safety reasons, we would like to make special mention of the **prohibition of storing packaging at the back and enclosures of the halls. It is also forbidden to occupy more surface area than strictly contracted.** In case of occupation, this area will be invoiced according to the general rates per square meter.

8. The exhibitor is obliged to attend and remain with the products exhibited in its stand during the entire period of operation of the fair. On the last day of the fair, the collection of the exhibition material will not be allowed until the end of the fair: 7 pm. Failure to comply with these regulations could mean the loss of the right to preferential renewal of the space allocated.
9. Noisy demonstrations that may disturb other exhibitors and visitors are prohibited and may not exceed 60 decibels..
10. The exhibitor undertakes to comply with the rules of environmental protection. It must therefore also comply with the environmental protection guidelines. The Guide to Sustainability at trade fairs is published on the Intergift website.
11. **All products from non-EU countries are subject to customs formalities.**  
  
Since January 1, 2020, the United Kingdom has been treated as a third country, so all shipments originating in the United Kingdom must also regularize their merchandise through the corresponding customs procedure.  
  
In case of not regularizing the goods through the corresponding customs procedures and not having a **copy of the accrediting documents that support the regularization**, the entry of exhibition goods to the fair will not be authorized and the goods will be withdrawn at the request of the competent authority in Customs matters. Likewise, this documentation must remain in the possession of the company's representative at the stand, together with the merchandise covered by the declaration, in order to be available at all times in the event that Customs or the Tax Authorities require it.

The material or merchandise for distribution or consumption must pay Spanish taxes, even if they are products with no commercial value (depending on the country, the amount of taxes may vary). We also remind you that it is strictly forbidden to exhibit, sell, consume or distribute non-EU merchandise at a fair, before having regularized the merchandise. This includes promotional material.

In order to avoid undesired situations, and for any doubt that may arise, we indicate that you can contact our company Customs Operator, DB SCHENKER, by e-mail: **ifema.madrid@dbschenker.com** or telephone +34 913305177.

12. On the IFEMA MADRID website ifema.es/support, you will find a list of other services, regulations and documents that may be of interest to you:
  - Regulations and conditions for the realization of catering in stands.
  - Occupational risk prevention and coordination of business activities.
  - Application for authorization of private security guards at stands.
  - Application for authorization to hang structures/rigging.

## 8. Days and hours of assembly, disassembly, entry and exit of goods

- 1. ASSEMBLY OF FREE DESIGN STANDS:**  
From January 30 to February 2, 2025 from 8:30 am to 10:30 pm.
- 2. DELIVERY OF MODULAR STANDS:**  
Monday, February 3, at 8:30 a.m.
- 3. ENTRY OF MERCHANDISE AND DECORATION MATERIAL**  
Monday, February 3 and Tuesday, February 4. From 8:30 am to 10:30 pm, except the last day until midnight. From 7:00 p.m. on February 4, entry will only be possible through the pedestrian gates, closing the merchandise gates to proceed with the installation of recyclable carpeting.
- 4. DEPARTURE OF MERCHANDISE AND DECORATION MATERIAL**  
Saturday, February 8 from 7:30 pm to midnight. From 7:30 pm to 8:30 pm, exit will only be possible through the pedestrian gates to proceed with the removal of recyclable carpeting. Sunday, February 9th from 8:30 am to 3 pm.\*Approximate time of departure of goods, which will be subject to the removal of the fair carpet planned once the fair is over.
- 5. DISMANTLING OF FREE DESIGN STANDS**  
Sunday, February 9th. From 3 pm to 7:30h pm. Halls 1, 5 and 7: Monday 10 and Tuesday 11 February. From 8:30 am to 9:30 pm. Hall 3: Monday 10 and Tuesday 11 February, from 8:30 am to 9:30 pm and Wednesday 12 from 8:30 am to 3:00 pm.

**We remind you that the extension of hours**, both during assembly and disassembly, will have an additional cost per hour, which must be contracted and paid at the **Exhibitor Service Office**.

Intergift



# 9. Announce and communicate your presence at the fair

Intergift

## Exhibitor passes and invitations

### 9.1.

Exhibitor and professional visitor passes allow access to the fair during all the days it is held and to any of the coinciding shows BISUTEX, MADRIDJOYA and MOMAD.

In order to guarantee the professional nature of the fair, controls will be carried out to validate the correct reading of passes during access to the fair, and only professional visitors will be allowed access.

### 9.2

**Exhibitor Passes:** Each exhibitor has at his disposal an exhibitor pass for every 5sq.m contracted with a minimum of 2 passes and a maximum limit of 50 passes per exhibitor, which may be downloaded from the [Expo Zone](#).

Additional exhibitor passes may be requested by sending an e-mail to [intergift@ifema.es](mailto:intergift@ifema.es).

### 9.3.

#### Free invitations for your clients:

- **Professional paper invitations :** 1 per sq.m up to a maximum of 500 per exhibit
- **Free professional invitations:** these will be of unlimited use and can be sent both from the Expo area and through the newsletter you will receive. Professional clients who receive these invitations must register online, with a different email for each registration, including the code received to obtain their free pass and access the fair directly, avoiding unnecessary queues.
- **CLUB cards:** include direct access to the fair for the holder and one companion and one day of free parking. Depending on the contracted surface area, each exhibitor will be entitled to the following number of Club Cards for their buyers:
  - Less than 30 sq.m: 10 guests
  - From 30 to 50 sq.m: 20 guests
  - From 50.5 to 100 sq.m: 35 guests
  - More than 100 sq.m: 50 guests

Exhibitors should send these invitations from the Expo Zone to their customers, which will not be confirmed until they have registered. Once registered, they will receive confirmation and information on how to register a companion. Likewise, in the weeks prior to the fair, they will receive the card by post.

- **National and international buyers program:** In order to participate in the program it is necessary to fill in the form that you will receive by email, with the proposals of your best buyers according to the sq.m contracted. They must send it **before December 13, 2024** to Ifema's International Department at [hb.ifema@ifema.es](mailto:hb.ifema@ifema.es).

- National buyers:
  - From 50 to 100 sq.m: 3 guests
  - From 100.5 to 300 sq.m: 5 guests
  - More than 300.5 sq.m: 7 guests
- International buyers :
  - From 50 to 100 sq.m: 2 guests
  - From 100,5 to 300 sq.m : 4 guests
  - More than 300,5 sq.m: 6 guests

**For the TEXTILE EDITORS sector,** from the contracting of 2 modules, **2 national and 2 international buyers** correspond. Those companies that contract less than 2 modules will not have the possibility of inviting any buyer through this program.

### 9.4.

Discount vouchers for RENFE, IBERIA and IRYO will be available through the Expo Zone.

(1) Companies established in Spanish territory (excluding the Canary Islands, Ceuta, and Melilla): 10% VAT not included. For other companies, this operation is exempt from Spanish VAT. In the case of companies from the European Union, the exhibitor will be responsible for the VAT that may be incurred in their country of establishment.



# 9. Announce and communicate your presence at the fair

Intergift

Prepare complementary promotional activities to your participation prior to the fair in order to maximize and get the most out of your investment.

## 9.5.

Send your clients the personalized communication sent by the fair by e-mail, with your company name and access to on-line registration.

## 9.6.

Use the social media creativities that we make available to you to advertise your presence at the fair, indicating your company name and booth number. These elements will be available in the Expo Zone.

## 9.7.

Use **sponsored promotional elements** with your logo or brand image: badge lanyards, other specific elements defined by your company to hand out to visitors: [intergift@ifema.es](mailto:intergift@ifema.es)

## 9.8.

**Hire outdoor display cases** with high visibility, located at the entrance of the halls: [intergift@ifema.es](mailto:intergift@ifema.es)

## 9.9.

Contract **other Advertising Services and Promotional Elements** at the **venue** by contacting [publicidadexterior@ifema.es](mailto:publicidadexterior@ifema.es) or by telephone (+34) 91 722 53 08/40.

## 9.10.

Contract other **optional online** promotional **Elements and Services** focused on increasing the visibility of your brand, before, during and after the event, before January 7, 2025:

- Banners
- Advertising on the platform
- Sponsored newsletters

## 9.11.

**Please communicate the news** you will present at the fair to our Social Media Agency, Annie Bonnie ([ifema@anniebonnie.com](mailto:ifema@anniebonnie.com)) and/or to our Press Department, Pablo Santos ([psantos@ifema.es](mailto:psantos@ifema.es)).

In addition, we invite you to follow us on social networks and share our content to dynamize your own social networks. The official hashtag is **#intergift2025**.

## 9.12.

**Participate in presentations:** contact: [intergift@ifema.es](mailto:intergift@ifema.es) to propose activities of interest and/or participate in this space.



# 10. How can I make my participation at intergift profitable

If you need advice about your participation in Intergift, please do not doubt to contact us at [contact us at intergift@ifema.es](mailto:contactus@intergift@ifema.es).

## BEFORE THE FAIR

- **Define the objectives** and strategy for your participation at intergift.
- Communicate to the media, clients and potential clients your presence at the trade show.
- Inform the media about your presence at the show.
- **Send the Intergift free invitations** offered by the fair, to your existing and potential customers through the [Expo Zone](https://www.ifema.es/en/intergift) at [ifema.es/en/intergift](https://www.ifema.es/en/intergift).
- **Promote** your news on **social networks**.
- Participate in promotional activities at Intergift; presentations, cocktail parties, etc.
- Use the promotional elements offered by the fair; banners on the Intergift website, advertising in the visitor's guide; sponsorship of spaces, products or services; creativities and filters for social networks; customizable banners to include in your e-signature...
- **Prepare the necessary material for your participation in the show in advance:** stand project and customization, material and display product, required staff, services, catering, decoration...
- Use the Intergift LIVE Connect digital platform:
  - ✓ Update your company information and add your products on LIVE Connect.
  - ✓ Contact with the professional community and schedule meetings at the show through LIVE Connect.

## DURING THE FAIR

- **Rent rooms** for hosting receptions, conferences, press briefings, or other professional activities.
- Use the **promotional elements** available at the fair, such as outdoor advertising in the exhibition venue and display cases at the entrance of the halls.
- **Scan visitors' QR codes to add them as contacts in LIVE Connect and generate a database.**
- Post content on social media and tag Intergift to share it.

## POST-FAIR

- Send **thank you communications** to the database of visitors who have visited your booth. Organize meetings with professionals who showed interest in your products.
- Communicate through social networks and media, the good reception of the product presented at the fair.
- Evaluate **what conditions**, features or improvements your participation in the next fair should have.
- **Follow up with your contacts in LIVE Connect.** You will be able to continue chatting with them or hold meetings by videoconference.

Intergift



# 11. Trade Fair Map

Intergift



When	What	How
<b>December 10, 2024</b>	PAYMENTS	Deadline for payment of 50% of the floor space reservation fee. Send proof of payment to <a href="mailto:servifema@ifema.es">servifema@ifema.es</a>  <b>Early payment discount of 5%</b> on the total amount of the contracted sq.m rate if 100% of the space is paid before <b>December 10, 2024</b> .
<b>December 13, 2024</b>	BUYERS PROGRAM	Application deadline for the Invited Buyer Program. Send to <a href="mailto:hb.ifema@ifema.es">hb.ifema@ifema.es</a>
<b>December 30, 2024</b>	CATALOGUE	After this date, log in to LIVE Connect to update your company's information on the platform.
	PROJECTS	Deadline to upload your project to the <a href="#">Expo Zone</a> for free design booths.
<b>December 31, 2024</b>	CONTRACTING SERVICES	Last day to contract services with the <b>5% discount</b> . Through the Ecommerce Zone at <a href="https://ifema.es/en/Intergift">ifema.es/en/Intergift</a> or by sending an email to <a href="mailto:servifema@ifema.es">servifema@ifema.es</a> .  These rates are subject to change periodically depending on the evolution of costs. Updated prices are available at the time of contracting on the institutional website in the Ecommerce Zone.
<b>January 7, 2025</b>	DIGITAL ADVERTISING	Deadline to send the Optional Elements of Promotion Form in LIVE Connect to the Show management: <a href="mailto:intergift@ifema.es">intergift@ifema.es</a> .
<b>January 10, 2025</b>	PAYMENTS	Deadline to pay the remaining amount of the contracted space and services and send proof of payment to Servifema: <a href="mailto:servifema@ifema.es">servifema@ifema.es</a>

When	What	How
<b>Before January 15, 2025</b>	MODULAR STANDS	<ul style="list-style-type: none"> <li>Last day to send to the Technical Secretariat, <a href="mailto:sectecnica@ifema.es">sectecnica@ifema.es</a>, a confirmed plan for the assembly of modular stands.</li> <li>Carpet color</li> <li>Color of the walls (only in case of Premium set-up)</li> <li>Stand sign.</li> </ul>
<b>January 23, 2025</b>	MODULAR STANDS	Last day to reflect changes in your partial plan within the Expo Zone ( <b>before January 23, 2025</b> ).
	CONTRACTING OF SERVICES	After this date, <b>25% increase</b> on base rate for last minute services. Through Ecommerce Zone or send an email to <a href="mailto:servifema@ifema.es">servifema@ifema.es</a> . Remember that this surcharge is also applied on the assembly fees.
<b>January 30 to February 2, 2025</b>	ASSEMBLY OF FREE DESIGN STANDS	Assembly from 8:30 am to 10:30 pm.
<b>February 3, 2025</b>	MODULAR STANDS	Delivery of modular stands at 8:30 am.
<b>February 3 and 4, 2025</b>	ENTRANCE OF MERCHANDISE	Entrance from 8:30 a.m. to 10:30 pm. Last day: February 4 from 8:30 am to 12 pm. From 7:00 pm on February 4, entry will only be possible through the pedestrian gates, closing the goods gates to proceed with the installation of recyclable carpeting.
<b>February 8 and 9, 2025</b>	EXIT OF MERCHANDISE	Saturday, February 8 from 7:30 pm. until 12 pm. Sunday, February 9 from 8:30 am to 3 pm.
<b>February 9 to 11, 2025</b>	DISMANTLING OF FREE DESIGN STANDS	Sunday, February 9th. From 3 pm to 7:30 pm Halls 1, 5 and 7: Monday 10 and Tuesday 11 February. From 8:30 am to 9:30 pm. Hall 3: Monday 10 and Tuesday 11 February, from 8:30 am to 9:30 pm and Wednesday 12 from 8:30 am to 3:00 pm.

# 13. Sustainability Management at IFEMA MADRID

Intergift

At IFEMA MADRID we are not only fully committed to sustainability per se, but also, to achieving the sustainable development goals (hereinafter SDGs) promoted by the United Nations, which we have incorporated into our strategic corporate management policy and culture.

IFEMA MADRID's sustainability policy is mainly focused on the following SDGs: 8, 9, 11, 12, 13, 16 and 17.

## ISO Standards certified by IFEMA MADRID:

- ISO 9001: Quality Management,
- ISO 20121: Event Sustainability Management.
- ISO 14001: Environmental Management,
- ISO 50001: Energy Management,
- ISO 22320: Emergencies Management..

## ACTIONS TAKEN AT IFEMA MADRID TO REDUCE GAS EMISSIONS AND BE MORE ENERGY EFFICIENT:

- 100% certified electrical energy of renewable origin.
- Geothermal installation in Puerta Sur building.
- Low consumption lighting in our halls and on our modular stands.
- Controlling the temperature of our air-conditioning / HVAC systems.

IFEMA MADRID is in possession of "calculo" (I calculate) and "reduzco" (I reduce) stamps in Carbon Footprint Scopes 1 and 2.

## WASTE MANAGEMENT:

- The exhibitor/ assembler is the generator of the waste and shall therefore be responsible for its removal and management. How the waste generated by the exhibitor is managed is explained in article 35 of the General Rules of Participation.
- We offer our exhibitors a service that includes the removal and management of the waste they/their assemblers generate. (check our fees in Exhibitors' Area).

## CARPET RECYCLING:

IFEMA MADRID recycles 100% of the carpeting used in aisles and communal areas. To do so it has been essential to change our assembly and disassembly process, that affects the entry and removal of goods (check the corresponding item). Furthermore, means that it has to be laid in strips instead of covering the entire surface area as was previously the case. This means we can guarantee its conversion into a new raw material for the subsequent manufacture of other products.

## SUSTAINABLE MOBILITY:

IFEMA MADRID offers access to public transport close to its facilities (metro and bus), parking for electric cars with 100% renewable electricity charge points, as well as a parking area for bicycles and scooters.

## GUIDE TO SUSTAINABLE PARTICIPATION IN TRADE FAIRS/EVENTS:

IFEMA MADRID has published its Guide to Sustainable Participation in Trade Fairs for exhibitors on its website. We recommend you read it before starting to prepare your participation: [ifema.es/en/about-us/quality-sustainability](http://ifema.es/en/about-us/quality-sustainability)



Promote your brand		Contact
<b>Advertising at the venue and in digital channel</b>	Boost the presence of your brand and products at the trade fair. Our Advertising team will advise you on the best physical and digital supports to generate the greatest impact.	(+34) 91 722 53 40 (+34) 91 722 53 08 <a href="mailto:publicidad@ifema.es">publicidad@ifema.es</a>
<b>Graphic decoration for stand</b>	Customize your modular stand with your brand image. Our team of Advisors will help you define what best suits your stand and will follow up on production and installation. You will have everything ready for when you arrive.	(+34) 91 722 57 22 <a href="mailto:decoraciongrafica@ifema.es">decoraciongrafica@ifema.es</a>
<b>Stand design and construction</b>	Do you need a spectacular stand design adapted to your budget? Our partner companies have extensive experience in the exhibition sector and IFEMA MADRID guarantees the quality of their designs and assemblies. Contact us without commitment.	(+34) 91 722 57 22 <a href="mailto:infodesing@ifema.es">infodesing@ifema.es</a>
Organize and decorate your space		Contact
<b>Furniture</b>	Make your space a place of work and relationship with your clients. Tables, offices, sofas, counters, everything adapted to your style and budget.	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>
<b>Cold and kitchen equipment</b>	Solutions for food preservation and hospitality for all the activities you want to organize in your stand.	(+34) 91 722 30 00 <a href="mailto:equiposdefrioycocina@ifema.es">equiposdefrioycocina@ifema.es</a>
<b>Telecommunications and IT</b>	We have the latest technology in equipment and connectivity to cover all communication needs..	(+34) 91 722 30 00 <a href="mailto:telecomunicaciones@ifema.es">telecomunicaciones@ifema.es</a>

<b>Organize and decorate your space</b>		<b>Contact</b>
<b>Support staff</b>	We offer you from support staff to help you in the assembly to hostesses during celebration, who will help you to attend your customers in different languages and with the utmost professionalism.	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>
<b>Cleaning and waste containers</b>	Audiovisuals and sustainability are primary concerns for IFEMA MADRID. To this end, we provide exhibitors and assemblers with various types of cleaning services and a complete waste management system that complies with all environmental and health and safety standards and regulations.	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>
<b>Audiovisuals</b>	We have the best equipment for multimedia presentations, sound and translation in stands and rooms.	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>
<b>Logistics</b>		<b>Contact</b>
<b>Transport and storage</b>	Sending, receiving and storing the merchandise you need for your participation is very easy at IFEMA MADRID. We offer a complete or partial service, national or international, always adapted to your needs.	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>
<b>Driverless cherrypickers and lifters</b>	If you need to unload merchandise or use special machinery to display your product, we have a wide range of driverless cherrypickers, forklifts and lifters to complete any task.	(+34) 91 722 30 00 <a href="mailto:carretillasdealquiler@ifema.es">carretillasdealquiler@ifema.es</a>
<b>Booking Services</b>		<b>Contact</b>
<b>E-commerce: Last minute Services Catalogue</b>	Now, during the assembly and celebration you can also hire online the services you need. Without the need to go anywhere, just with your access codes in the <a href="#">Expo Zone/Ecommerce</a> .	(+34) 91 722 30 00 <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a>

# 15. Frequently Asked Questions

Question	Answer
<b>Where can I consult the IFEMA MADRID General Rules of Participation to which my participation is subject?</b>	In addition to the Exhibitor's Guide, participation in INTERGIFT is subject to IFEMA MADRID's General Rules of Participation, which you should be informed about and which you can access on the IFEMA MADRID website ( <a href="http://www.ifema.es">www.ifema.es</a> ) and via the following link <a href="#">IFEMA MADRID General Rules of Participation</a> .
<b>Can I hire a catering service or serve my own food and beverages at the stand?</b>	<p>Yes. Exhibitors who are going to offer a catering service at their stand (free of charge), can do so either by submitting their application with the approved catering companies at IFEMA MADRID (See the list <a href="#">HERE</a>) or through other catering service providers, in which case it is essential to fill in the form "<a href="#">Notification for the provision of catering services on stands</a>" available in the exhibitors' area of the institutional website and send it, with the information requested therein, to: <a href="mailto:catering@ifema.es">catering@ifema.es</a> for its information and appropriate ends.</p> <p>If IFEMA MADRID has not been notified, the Exhibitor will not be able to offer this service on their stand. The Exhibitor assumes responsibility for third-party complaints that are caused by said catering service, and expressly exempts IFEMA from any liability in this regard.</p>
<b>Can I access the trade fair centre with vehicles for assembly and disassembly or loading and unloading of goods?</b>	<p>Access to IFEMA MADRID and to the inside of the halls will be done through the doors and on the days and times stated in this Exhibitor's Guide. The inside of pavilions will only be accessed to unload materials. Vehicles will not be able to park inside the halls or in the adjacent areas. We would like to remind you that, for safety reasons, it is strictly forbidden to park directly in front of the goods entrance.</p> <p>IFEMA MADRID takes no responsibility for the surveillance of vehicles while they are on the grounds of Feria de Madrid.</p> <p>There is a car park for trucks and another for private cars, which can be used by paying, where appropriate, the corresponding fees. <a href="#">Check rates</a></p>
<b>Can I have a vehicle on my stand?</b>	Vehicles with a combustion engine used as part of an exhibition display must have a tank filled with the minimum fuel required to access the allocated space and be able to leave it at the end of the exhibition.



# 15. Frequently Asked Questions

Question	Answer
<b>Can I send goods to my booth?</b>	<p>IFEMA MADRID staff are not authorised to receive merchandise for your stand. In order to send merchandise to the venue, the exhibitor must indicate the delivery address: IFEMA MADRID (Avda. del Partenón, 5. 28042 Madrid. Spain). Intergift Trade Fair Name of your company. Hall and stand number.</p> <p>The merchandise must be received by your company's staff at your stand and arrive on the days set aside for incoming merchandise and decoration. If it is not possible to comply with the above, we recommend that you contact your freight forwarding partner: DB Schenker office at the IFEMA Trade Fair Centre MADRID: Hall 7, (+91) 330 51 77 <a href="mailto:ifema.madrid@dbschenker.com">ifema.madrid@dbschenker.com</a></p>
<b>What procedure do I have to follow to hang structures in the halls/rigging?</b>	<p>Exhibiting companies may hang elements from the ceiling of the halls following the procedure shown in the "<a href="#">Regulations for hanging structures in Halls</a>" and by completing the form "Application for authorisation for hanging structures/rigging" and sending it to: <a href="mailto:inspección.rigging@ifema.es">inspección.rigging@ifema.es</a></p>
<b>Can I hold prize draws and raffles at the stand?</b>	<p>Raffles, prize draws, and random combination games are forms of gambling as set out in articles 3.2 and defined in article 15 of Law 6/2001 of 3 July on gambling in the Community of Madrid.</p> <p>All the information is available in the following form: <a href="https://sede.comunidad.madrid/comunicaciones-declaraciones/cifras-tombolas">https://sede.comunidad.madrid/comunicaciones-declaraciones/cifras-tombolas</a></p>
<b>How do I apply for a visa support letter?</b>	<p>Visa support letters are managed through the <a href="#">EXPO ZONE</a>. To do so, you first have to personalise your exhibitor passes. Once you have managed your exhibitor passes, you can request your support letters and download them to your computer.</p> <p>It is essential to be up to date with payments according to the payment schedule in order to be able to apply for the letters.</p>
<b>Where can I book the services for my stand?</b>	<p>Either through the e-commerce section inside the <a href="#">EXPO ZONE</a> or via the link: <a href="https://shop.ifema.es">https://shop.ifema.es</a></p>

# 15. Frequently Asked Questions

Question	Answer
<b>Who do I contact to book a room?</b>	Exhibitors who need to book a room should contact with: <a href="mailto:uanproduccion@ifema.es">uanproduccion@ifema.es</a>
<b>What does the marketing, communication and PLAN CONECTA package include?</b>	See point 4.1 in this guide.
<b>What are the features of my EXPO ZONE?</b>	<p><b>EXPO ZONE:</b> It is used to manage the participation of each exhibiting company at Intergift.</p> <ul style="list-style-type: none"><li>• Manage the contacts who will access the EXPO ZONE.</li><li>• Access the exhibitor's calendar.</li><li>• Visualise documents of interest.</li><li>• Arrange exhibitor passes, request visa support letters and send invitations.</li><li>• Register co-exhibitors.</li><li>• Access payments, statement of accounts and invoices issued.</li><li>• Upload free design stand projects.</li><li>• Add signage and choose the colour of the carpeting for modular stands.</li><li>• Access the e-commerce section for booking services.</li></ul>
<b>What are the features of my LIVEConnect?</b>	<p><b>LIVE Connect:</b> A digital platform that facilitates connections with other professionals and exhibitors</p> <ul style="list-style-type: none"><li>• Update the company details that are visible in the catalogue and in Intergift LIVE Connect.</li><li>• Show the range of products and services on offer.</li><li>• Schedule appointments for professional meetings.</li><li>• Sign up other team members with access to Live Connect.</li><li>• Complete your professional profile on the platform and my schedule of availability for meetings.</li><li>• Search for contacts of interest in the professional network.</li><li>• Consult the activities (both face-to-face and online conferences) with the possibility of scheduling them.</li><li>• Display information on what other exhibitors are offering.</li><li>• Scan professional visitor passes at the fair.</li><li>• Request and agree to be contacted for chat and videoconferencing.</li></ul>

# 15. Frequently Asked Questions

Question	Answer
<b>How can I request my invoices?</b>	Invoices are not generated by default. You must request them directly from the IFEMA MADRID invoicing department ( <a href="mailto:servifema@ifema.es">servifema@ifema.es</a> ) indicating the event at which you are exhibiting and the items to be included in the invoice. Once it has been generated, it will be available in your <a href="#">EXPO ZONE</a> .
<b>Can I decorate and/or set up my stand with IFEMA?</b>	Yes, IFEMA MADRID offers two main services: <b>Graphic decoration for stands:</b> Customise your modular stand with your brand image for maximum visitor impact. There is a wide range of versatile graphic materials adaptable to walls, furniture, front, banners... You can request information and a quote at: <a href="mailto:decoraciongrafica@ifema.es">decoraciongrafica@ifema.es</a> <b>Stand design:</b> this consists of a comprehensive stand design service fully adapted to your needs. From the planning of your space, design, assembly and disassembly. You can request information and a quote at: <a href="mailto:infodesign@ifema.es">infodesign@ifema.es</a>
<b>Is it compulsory to be present on the stand over the weekend?</b>	Yes, exhibitors must not leave their stand unattended and must remain with the products on display throughout the entire period and opening hours of the event.
<b>Are assembler's passes necessary during the set-up of the trade fair?</b>	No. The requirements to be allowed to enter and set up are: to have paid 100% of your participation, to have the project presented and approved, to have paid the assembly fees, and to have completed the occupational risk protocol.

Question	Answer
<b>How can I book parking at IFEMA?</b>	Exhibiting companies will be able to book parking spaces through the e-commerce section inside the <a href="#">EXPO ZONE</a> or via the link <a href="https://shop.ifema.es">https://shop.ifema.es</a> . Once the contract has been signed, parking badges can be collected from two days prior to the start of the fair at the exhibitor services desk, located in the central boulevard between halls 6 and 8.
<b>How can I access the WI-FI network as an exhibitor?</b>	As an exhibitor you will receive as part of the CONNECT PLAN a Wi-Fi connection for 3 users during the entire trade fair for the exclusive use of stand holders. Devices that allow 5GHz network capability are required. Access codes will be sent out during the lead up to the event.  Additional Wi-Fi access can be booked through the e-commerce section inside the <a href="#">EXPO ZONE</a> or via the link <a href="https://shop.ifema.es">https://shop.ifema.es</a>
<b>Regulations and support for exhibitors at the trade fair centre</b>	<a href="https://www.ifema.es/en/support/exhibitors-ifema-fairgrounds">https://www.ifema.es/en/support/exhibitors-ifema-fairgrounds</a>
<b>Regulations and support for fitters at the trade fair centre:</b>	<a href="https://www.ifema.es/en/support/assemblers-colaborators-fairgrounds">https://www.ifema.es/en/support/assemblers-colaborators-fairgrounds</a>

Departament	Ask me about	Contact
<p><b>Trade fair management</b></p> <p><b>Director:</b> Julia González  <b>Comercial Manager Home&amp;Deco and Textile Editors sectors:</b> Natalia García  <b>Commercial Coordinator Gift sector:</b> María Terrón  <b>Secretariat:</b> Maribel Moreno</p>	<ul style="list-style-type: none"> <li>• Space contracting.</li> <li>• General topics of participation in the fair.</li> <li>• Exhibitor passes.</li> <li>• Professional visitor invitations.</li> </ul>	<p>(+34) 91 722 30 00  <a href="mailto:intergift@ifema.es">intergift@ifema.es</a></p>
<p><b>Billing and contracting of services</b></p>	<ul style="list-style-type: none"> <li>• Contracting of services.</li> </ul>	<p>(+34) 91 722 30 00  <a href="mailto:atencionalcliente@ifema.es">atencionalcliente@ifema.es</a></p>
<p><b>Servifema</b></p>	<ul style="list-style-type: none"> <li>• Service Booking</li> <li>• Payments</li> <li>• Invoices</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Technical Secretariat (Trade Fair Services Department)</b></p>	<ul style="list-style-type: none"> <li>• Technical support for exhibitors and stand builders.</li> <li>• Stand assembly project approval.</li> <li>• Solutions to the technical problems during the Exhibition.</li> <li>• Assembly requirements for modular stands and free design Assemblies</li> </ul>	<p>(+34) 91 722 30 00</p>

Departament	Ask me about	Contact
<p><b>Communication and Marketing office</b></p> <p><b>Director:</b> Raúl Díez  <b>IFEMA MADRID Press Chief:</b> Marta Cacho  <b>Responsible Press:</b> Pablo Santos  <b>International Chief:</b> Helena Valera</p>	<ul style="list-style-type: none"> <li>• Relations with the media.</li> <li>• Press information about fairs and shows organized by IFEMA MADRID.</li> <li>• Institutional press information.</li> <li>• Press badges for fairs and shows.s.</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Convention and Congresses Centre</b></p>	<ul style="list-style-type: none"> <li>• Space rental for meetings and conventions in the exhibition centre, be it during the exhibitions or not.</li> <li>• Coordination of not-exhibition-related activities</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Institutional Relations - Protocol</b></p>	<ul style="list-style-type: none"> <li>• Institutional visits.</li> <li>• Guided visits.</li> <li>• Protocol for all events.</li> <li>• Institutional relations</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Security and Self-Protection Services</b></p>	<ul style="list-style-type: none"> <li>• General security.</li> <li>• Accesses to the Exhibition Centre.</li> <li>• Parking.</li> </ul>	<p>(+34) 91 722 30 00</p>

Departament	Ask me about	Contacto
<p><b>Medical Service and Security Emergencies</b></p>	<ul style="list-style-type: none"> <li>• Security and medical emergencies.</li> <li>• Medical attention for exhibitors and visitors during the exhibition, stand assembly and stand dismantling</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Outdoor Advertising</b></p>	<ul style="list-style-type: none"> <li>• Booking outdoor advertising at the venue.</li> </ul>	<p>(+34) 91 722 30 00</p>
<p><b>Telecommunications</b></p>	<ul style="list-style-type: none"> <li>• Information prior to ordering telephone and fax lines, ISDN lines, broadband connections by cable, wireless or other connections.</li> <li>• Technical advice and customized data networks configurations.</li> </ul>	

Thank you

