

## 5. Services for Exhibitors

### 5.1. Freight Forwarders in Hong Kong

Achieve Freight (HK) Limited is the Official Freight Forwarder and Customs Brokers for the HKTDC Hong Kong Watch & Clock Fair 2014. and can provide a comprehensive range of services including: customs clearance, insurance and transportation.

The agreed shipping arrangements between the Official Freight Forwarder and the individual exhibitor will ensure that exhibits and all related articles arrive at the Exhibition Centre well in advance of the exhibition date to provide for customs clearance, transportation and unpacking procedures.

Overseas exhibitors or authorised agents should apply to the address listed below for full information on forwarding procedures. The Official Freight Forwarder will issue individual Exhibition Transport Guidelines to exhibitors.

#### **Achieve Freight (HK) Limited**

9/F, Sunward Commercial Building,  
27 Fuk Wa Street,  
Sham Shui Po, Hong Kong  
Tel: (852) 2396 2518  
Fax: (852) 3615 6302  
Contact : Mr. Garrick Leung  
E-mail: [garrick.leung@achievefreight.com](mailto:garrick.leung@achievefreight.com)

#### **Important:**

Please **do not** consign shipments to the HK Trade Development Council office.

### 5.2. Official Air Express Company

Hongkong Post is appointed as the Official Air Express Company for the HKTDC Hong Kong Watch & Clock Fair 2014.

#### **Hongkong Post**

Hong Kong Post  
Address 21/F, ING Tower,  
308-320 Des Voeux Road Central,  
Sheung Wan, Hong Kong  
Tel : (852) 2921 2271  
Fax : (852) 2541 4868  
Email : [cyrus\\_wy\\_chan@hkpo.gov.hk](mailto:cyrus_wy_chan@hkpo.gov.hk)  
Website : [www.hongkongpost.com](http://www.hongkongpost.com)  
Contact Person : Mr. Cyrus Chan

## 5.2. Official Carrier

The Hong Kong Trade Development Council has appointed Cathay Pacific Airways Ltd as official carrier of this event. Cathay Pacific and sister airline Dragonair are offering exclusive airfares for you and your travel companions in Business and Economy class. For online special fares enquiries and reservations, please visit the Cathay Pacific Airways website at <http://events.cathaypacific.com> and input the event access code MICE855 or contact your nearest Cathay Pacific or Dragonair reservations office and quote the event access code to avail of special fares for event participants.

Cathay Pacific Reservations: (852) 2747 1888 [www.cathaypacific.com](http://www.cathaypacific.com)

Dragonair Reservations: (852) 3193 3888 [www.dragonair.com](http://www.dragonair.com)

The Marco Polo Club Service Centre: (852) 2749 5500

Asia Miles Service Hotline: (852) 2747 3838 [www.asiamiles.com](http://www.asiamiles.com)

Country/Territory	City	Cathay Pacific Reservations
Australia	Adelaide, Brisbane Cairns, Melbourne Perth, Sydney	131747
Bahrain	Manama	(973) 1722 6226
Canada	Toronto, Vancouver	1 800 268 6868
Chinese mainland	Beijing, Shanghai	400 888 6628
France	Paris	33 (0) 141 437 575
Germany	Frankfurt	49 (180) 5 288 285
India	Bengaluru (Bangalore) Chennai Mumbai Delhi	91 (80) 4008 8400 91 (44) 4298 8400 91 (22) 6657 2222 91 (11) 4354 4777
Indonesia	Denpasar, Surabaya Jakarta	0804 1 888 888 62 (21) 5151747
Italy	Milan, Rome	199 747 340
Japan	Fukuoka, Nagoya Osaka, Sapporo, Tokyo	81 (3) 5159 1700
Republic of Korea	Seoul	82 (2) 3112 800
Malaysia	Kuala Lumpur Penang	60 (3) 2035 2777 60 (4) 226 0411
Netherlands	Amsterdam	31 (20) 653 2010
New Zealand	Auckland	0800 800 454
Pakistan	Karachi	92 (21) 521 8081
Philippines	Cebu Manila	63 (32) 231 3747 63 (2) 757 0888
Saudi Arabia	Jeddah Riyadh	966 (2) 665 3088 966(1) 479 3232
Singapore	Singapore	(65) 6533 1333
South Africa	Johannesburg	27 (11) 700 8900
Sri Lanka	Colombo	94 (11) 233 4145
Taiwan	Taipei	886 (2) 2715 2333
Thailand	Bangkok	66 2263 0606
United Arab Emirates	Dubai	971 (4) 204 2888
United Kingdom	London	44 (20) 8834 8888
United State of America	Los Angeles, New York San Francisco	1 800 233 2742
Vietnam	Hanoi Ho Chi Minh City	84 (4) 3826 7298 84 (8) 3822 3203

### 5.3. Value-for-Money Hotels

Information and booking forms for the Value-for-Money Hotel packages can now be found in “**Additional Facilities and Services Order Form Booklet**”, which also forms part of your “Information Kit”.

### 5.4. Printing Service in Hong Kong

Printing service in Hong Kong is well known for its quality, reliability and competitive pricing. Exhibitors only need to bring their designs in CD-Rom and digital or offset printing can be arranged right here for catalogues, flyers, manuals and name-cards etc. Handling and freight costs are saved and last minute update is possible. A list of qualified printers is available at [www.gaahk.org.hk](http://www.gaahk.org.hk) which is a printing service network of the Graphic Arts Association of Hong Kong, a non-profitable organisation promotes Hong Kong printing industry.

### 5.5. Temporary Staff / Interpreter Agencies (For reference only)

#### **ADECCO Personnel Limited**

12/F, Fortis Tower  
77-79 Gloucester Road,  
Wanchai, Hong Kong  
Tel: (852) 2895 2616  
Fax: (852) 3421 2970

#### **Chandler Macleod**

8/F, Guangdong Investment Tower  
148 Connaught Road,  
Central, Hong Kong  
Tel: (852) 2833 4100  
Fax: (852) 3016 9869

#### **ExPro Services Company**

15/F, 80 Gloucester Road, Wanchai, Hong Kong  
Tel: (852) 2132 6792 / 6286 6839  
Fax: (852) 3007 5107

#### **Manpower Services (Hong Kong) Limited**

22/F, Cigna Tower, 482 Jaffe Road  
Causeway Bay, Hong Kong  
Tel: (852) 2281 1200  
Fax: (852) 2573 3205

#### **Team Spirit**

Room 608, Capitol Centre 5-19 Jardine's Bazaar, Causeway Bay, Hong Kong  
Tel: (852) 2881 0873  
Fax: (852) 2890 9165

*Note: Exhibitors are not required to use the service of any of the above mentioned agencies. This list is provided purely for the convenient reference for the exhibitors. The Organiser assumes no responsibility for the competence or integrity of the agencies listed and exhibitors are advised to exercise normal business precautions as dealing with any service suppliers.*

## **5.6. List of Stand Contractors in Hong Kong: (For Custom-Built Stand Exhibitors' reference only)**

For List of stand contractors in Hong Kong, please refer to a separate booklet titled '**Directory of Exhibition Stand Contractors in Hong Kong 2014**'

*Note : The directory is provided purely for the convenient reference for the exhibitors. The Organiser assumes no responsibility for the competence or integrity of the services listed and exhibitors are advised to exercise normal business precautions as they would in dealing with any service suppliers.*

## **5.7. Security Services**

Exhibitors may elect to hire security guards for their own purposes during the fair period. Under the Standard Terms and Conditions of Licence of the Hong Kong Convention and Exhibitions Center (HKCEC), exhibitors may procure additional security guards from the official security contractor only.

Please contact Mr Spencer Chan, Assistant Security Manager of the Hong Kong Convention and Exhibition Centre, 1 Harbour Road, Wan Chai, Hong Kong. Tel: (852) 2582 7039; email: [spencerchan@hkcec.com](mailto:spencerchan@hkcec.com)

Requests must reach the HKCEC at least three weeks before the fair, otherwise a later order surcharge will be levied.

## **5.8. Official Business Centre Operator**

**Fuji Xerox (HK) Ltd.** is the Official Business Centre Operator at the HKTDC Hong Kong Watch & Clock Fair 2014.

### **Fuji Xerox (HK) Ltd**

10/F., Zung Fu Industrial Building,  
1067 King's Road, Quarry Bay, Hong Kong  
Tel: (852) 3650 6563 Fax : (852) 2505 3762  
Email: [ken.wy.lee@hkg.fujixerox.com](mailto:ken.wy.lee@hkg.fujixerox.com)  
Website: [www.fujixerox.com.hk](http://www.fujixerox.com.hk)

## **5.9. Official Mobile Service Provider**

**Future Power International Limited** is the Official Agent for Mobile Phone Service at the HKTDC Hong Kong Watch & Clock Fair 2014.

### **Future Power International Limited**

9/F, Block A, East Sun Industrial Centre,  
16 Shing Yip Street,  
Kwun Tong, Kowloon  
Tel : (852) 6212 6213  
Fax : (852) 3169 3399  
Email: [andy.shin@futurepower.com.hk](mailto:andy.shin@futurepower.com.hk)  
Website: [www.power3G.com.hk](http://www.power3G.com.hk)

*Note: Exhibitors are not required to use the service of any of the above mentioned services. This list is provided purely for the convenient reference for the exhibitors. The Organiser assumes no responsibility for the competence or integrity of the services listed and exhibitors are advised to exercise normal business precautions as they would in dealing with any service suppliers.*

### 5.10. Stand Cleaning

The organiser will be responsible for the general cleaning of stands (excluding exhibits) and hall passage way each day after the Exhibition.

### 5.11. Public Parking

Two large hourly car-parks are situated in the basement of the Hong Kong Convention & Exhibition Centre. The main entrances to the car-park are at the Harbour Road and Expo Drive.

### 5.12. Free Shuttle Bus Services

Free shuttle bus service will be provided during fair opening & closing hours. Routings are listed as follows:

<p><b><u>Route A</u></b> Hankow Road (near YMCA) → Inter-Continental Grand Stanford Hong Kong → HKCEC, Expo Drive Entrance</p> <p><b><u>3-7 September</u></b> 9am 9:15 am 9:30 am</p>	<p><b><u>Route B*</u></b> HKCEC, Expo Drive Entrance → Inter-Continental Grand Stanford Hong Kong → Middle Road (near Kowloon Hotel) → Harbour City</p> <p><b><u>3-6 September</u></b> 4pm – 7pm</p> <p><b><u>7 September</u></b> 3pm – 6pm</p>
<p><b><u>Route C*</u></b> HKCEC, Expo Drive Entrance → Central MTR Station (backside of HK Club) → Pacific Place, Admiralty</p> <p><b><u>3-6 September</u></b> 4pm – 7pm</p> <p><b><u>7 September</u></b> 3pm – 6pm</p>	<p><b><u>Route D*</u></b> HKCEC, Expo Drive Entrance → Park Lane Hotel → Excelsior Hotel → Times Square</p> <p><b><u>3-6 September</u></b> 4pm – 7pm</p> <p><b><u>7 September</u></b> 3pm – 6pm</p>

Approximate waiting time: 15 mins

The departure and arrival points at HKCEC will be at the Expo Drive main entrance

Routings are subject to change at Organiser's discretion

### 5.13. Overnight Storage Facility

To facilitate storage of precious exhibits at night from 2-7 September 2014, the Organiser will offer exhibitors overnight storage facility arrangement.

#### Format

A strong room will be arranged at the exhibition venue. Exhibitors should place their exhibits inside **locked** container boxes before putting their exhibits in the strong room. Each exhibitor will be assigned a designated area in the strong room for putting the container. Exhibitors can only deposit their containers in the designated area.

#### Cost

Use of the strong room is free. However, the area allocated for each exhibitor will be subject to the availability of space.

#### Deposit & Withdrawal Procedure

All exhibitors using this overnight storage facility are reminded that they should conduct the deposit and withdrawal themselves under the escort of security guards.

#### Storage Hours

2 September 2014	4pm	-	3 September 2014	9am
3 September 2014	6pm	-	4 September 2014	9am
4 September 2014	6pm	-	5 September 2014	9am
5 September 2014	6pm	-	6 September 2014	9am
6 September 2014	6pm	-	7 September 2014	9am

The strong rooms will be closed during day time and exhibitors **must remove all their container boxes before 9a.m.**

#### Exhibitors' Responsibility

All exhibitors using this storage facility should be reminded that they should take up all the risks, including loss and damage to their merchandise, resulting from storing any of their belongings in the strong rooms. Exhibitors are advised to take out insurance coverage on their merchandise throughout the exhibition, including the move-in, move-out and overnight storage period.

Overnight storage of valuable exhibits can be arranged through the Organiser, free of charge, during the exhibition period at the Hong Kong Convention and Exhibition Centre. **All property of an exhibitor stored in the Overnight Storage Facility at any time is stored at the exhibitor's own risk. Each exhibitor is responsible for the safety of its property at all times. Each exhibitor must have, at all times, valid and adequate insurance cover against theft, fire, water, public liability, damage to property, personal injury, third party loss, accidents, natural calamities, acts of God and such other risks normally insured against by exhibitors and/or as the Organiser may require including, without limitation, use of the Overnight Storage Facility.** The Organiser (including their employees, directors, officers and agents) shall not be liable for any losses (including consequential losses), damages, demands, costs, claims, charges or other expenses of any kind suffered or incurred by any exhibitor or any other person arising in connection with the Exhibition including, without limitation, and theft, fire, use of the Overnight Storage Facility Service or defect in the Exhibition Centre howsoever caused. It is recommended that exhibitors have their own security guards, to escort their exhibits in and out of the Exhibition Centre during the moving in and moving out periods.

#### Other Arrangements

Exhibitors can also choose to bring in their own safes from the following companies (for reference only):

#### **Chubb H.K. Ltd.**

Chubb Security Equipment

The Security Centre

481-483 Castle Peak Road

Kowloon, Hong Kong

Tel : (852) 2746 9628

Fax : (852) 2785 0658

Contact : Mr. Peter M.C. Ching

**Safelock Engineering Co.**

23/F Hang Wai Commercial Bldg

231-233 Queen's Road East

Wanchai, Hong Kong

Tel : (852) 2572 9290 / 2573 8491 Fax : (852) 2838 0906

Contact : Mr. Alan Lam

*Note : The Organiser take no responsibility of any arrangements made between the exhibitors and the above companies or any third party regarding installation of safes.*

Exhibitors **must** obtain the Organiser' approval before installing safes at the venue. Details and specifications of safes must be submitted to the Organiser before **26 August 2014**.

Power sockets **must** be ordered as additional facility for electronic safes. Exhibitors must take out insurance coverage of their exhibits and safes.

The Organiser reserve the right to reject any application for safe installation of the venue/booth.

**5.14. Security Precautions**

The Organiser and the Exhibition venue management will take all reasonable measures to provide a secured environment for exhibitor's display and business conduction. However, it is not possible to solely rely on Organiser's efforts to prevent loss of items stored or displayed within the confines of an exhibitor's booth. Exhibitors are required to observe the following guidelines strictly:

Manning of Booth

Exhibitors' stand must be fully manned at all times by alert staff. Never leave property unguarded, even for a few seconds. Entertain all customers entering the stand closely and present minimum items each time.

Report Crime

In the event of any emergency and suspicion, exhibitors should report immediately to:

- a) the Organiser (HKTDC duty staff at Fair Management Office)
- b) Hong Kong Convention & Exhibition Centre (security control extension 33)

Security Advice

For professional and impartial advice, exhibitors can contact:

**Hong Kong Police Regional Crime Prevention Office (Hong Kong Island)**

Tel: (852) 2860 7894

Fax: (852) 2200 4368

**Hong Kong Convention & Exhibition Centre**

Tel: (852) 2582 7192

Fax: (852) 2582 7127

Contact: Mr. Maurice Ng, Security Manager

Any special publicity programme or PR activity within exhibitors' stand must be pre-approved by the Organiser. The Organiser will form a Security Committee with advisers from Jewellery association representatives to spotcheck exhibitor's booth security. **Loose security facilitating crime will jeopardise exhibitors' future participation.**

### **5.15. Internet Access at the Fair**

To ensure smooth Internet access during the fair period for business usage that requires stable connection (such as website demonstration, download of multimedia files, remote access to company server, etc.) throughout the Fair, exhibitors are advised to order a dedicated Broadband Line inside your booth, instead of relying on the Wireless LAN service provided by HKCEC (Please refer to FORM 5 in the "Order Forms").

All exhibitors are kindly reminded that the free Wireless LAN service operated by HKCEC intends only for light and casual usage by a limited number of users simultaneously. The wireless connection may fail or become slow and/or unstable during the fair period, and will disconnect if the connection is idle for over 10 minutes. As an alternative to the free Wireless LAN service, broadband connection will be set up by HKHKTDC in designated areas of the Fair for both exhibitors and buyers.

If you encounter any problem with the Wireless LAN service onsite, please proceed to the Customer Service counter at Expo Drive Entrance or call the Wireless LAN Service Hotline at 2582-1846 / 2582-1849 for technical support and assistance.

### **5.16. Free Publicity Arrangement**

Exhibitors are encouraged to promote their companies or products by supplying around 30 sets of press kits (including press release and photos) to the "Media Centre" on the first day of the fair. International and local media can freely collect materials available there for their reference and use. This service is free of charge for exhibitors.

Whether your materials will be picked up for publishing is totally at the media's discretion. All submitted materials will not be returned.

Should you have any queries, please feel free to contact **Mr. Ricky Ip** at tel: **(852) 2240 4062**, fax: **(852) 2270 5715** or email: **ricky.wk.ip@hktdc.org**.