

5. Services for Exhibitors

5.1. Official Freight Forwarders

Hansen Exhibition Forwarding Ltd. is the Official Freight Forwarder and Customs Brokers for the [HKTDC Hong Kong Watch & Clock Fair 2018](#). 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.

Hansen Exhibition Forwarding Ltd.

Room 1313 New Commerce Centre,
19 On Sum Street, Siu Lek Yuen,
Shatin N.T., Hong Kong
Tel: (852) 2367 2303
Fax: (852) 2369 0479
Contact : Mr. Ken Chan / Mr. Michael Kun
E-mail: info@hansenhk.com
Website : www.hansenhk.com

Important:

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

5.2. Official Air Express Company

DHL Express (Hong Kong) Ltd. is appointed as the Official Air Express Company for the [HKTDC Hong Kong Watch & Clock Fair 2018](#).

DHL Express (Hong Kong) Ltd.

Level 26, Tower 1,
Enterprise Square Five,
38 Wang Chiu Road,
Kowloon Bay, Hong Kong
Tel : (852) 2400 3398
Email : hkgwebcust@dhl.com
Website : www.dhl.com.hk

5.3. Official Carrier

At Cathay Pacific, we're in the business of helping people connect to the world – and do it well. We're proud to be Official Carrier and offer registered delegates special airfares, bringing people from around the globe to enjoy a diverse and fascinating world experience here in our home city of Hong Kong. Quote your MICE code [MICE173](#) at eventsoffer.cathaypacific.com, or contact your nearest Cathay Pacific Reservations Office for more details.

Cathay Pacific Reservations: (852) 2747 1888 www.cathaypacific.com

Cathay Dragon Reservations: (852) 3193 3888 www.dragonair.com

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

Asia Miles Service Hotline: (852) 2747 3838 www.asiamiles.com

Country / Territory	City	Reservations Numbers
Australia		131-747
Bahrain		(973) 1722-6226
Canada		1 (800) 268-6868
China		400-888-6628
France		0-811-706050
Germany		49 (69) 71008-777
India		91 (22) 6657-2222
Indonesia		62 (21) 515-1747
Italy		199-747-340
Japan		0120-46-3838
Korea		82-1644-8003
Malaysia	Kuala Lumpur	60 (3) 2035-2777
	Penang	60 (4) 261-8391
Netherlands		31 (20) 653-2010
New Zealand		64 (9) 379-0861
Philippines	Manila	63 (2) 757-0888
	Cebu	63 (32) 231-3747
Qatar		974 4457-4000
Saudi Arabia	Jeddah	966 (12) 655-3088
	Riyadh	966 (11) 479-3232
Singapore		65 6533-1333
South Africa		27 (11) 064-1100
Sri Lanka		94 (11) 233-4145
Switzerland		0848 747-000
Taiwan		886 (2) 2715-2333
Thailand	Bangkok	66 2-787-3366
United Arab Emirates	Abu Dhabi	971 (2) 742 3311
	Dubai	971 (4) 2042888
United Kingdom		44 (20) 8834-8888
United States		1 (800) 233-2742
Vietnam	Hanoi	84 (4) 38 267 298
	Ho Chi Minh City	84 (8) 38 223 203

5.4. 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”.

5.5. 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 which is a printing service network of the Graphic Arts Association of Hong Kong, a non-profitable organisation promotes Hong Kong printing industry.

5.6. 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
Email: hongkong@adecco.com

ExPro Services Co.

15/F, 80 Gloucester Road,
Wanchai, Hong Kong.
Tel: (852) 6286 6839
Email: ccheung@expro.hk

GL Events Hong Kong Limited

Unit G-L, 5/F, Wing Shan Industrial Building,
428 Cha Kwo Ling Road, Yau Tong, Hong Kong
Tel: (852) 2754 9487
Fax: (852) 2754 8103
Email: info.hk@gl-events.com

Kelly Services Hong Kong Ltd.

Units 402-412, 4/F, Hutchison House,
10 Harcourt Road, Central, Hong Kong
Tel: (852) 2281 0000
Fax: (852) 2281 0099
Email: hkevent@kellyservices.com

Manpower Services (Hong Kong) Limited

22/F, Cigna Tower,
482 Jaffe Road, Causeway Bay, Hong Kong
Tel: (852) 2281 1200
Fax : (852) 2573 3205
Email: enquiries@manpower.com.hk

Team Spirit

Room 608, Capital Centre,
5-19 Jardine's Bazaar, Causeway Bay, Hong Kong
Tel : (852) 2881 0873
Fax : (852) 2890 9165
Email: teamspirit@hktrade.com

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.

5.7. 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 2018**'

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.

5.8. 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 7195; email: spencerchan@hkcec.com

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

5.9. Official Mobile Service Provider

iFREE Group (HK) Ltd. is the Official Mobile Service Provider at the HKTDC Hong Kong Watch & Clock Fair 2018.

iFREE Group (HK) Ltd.

Suite 06, 19/F Miramar Tower,
132-134 Nathan Road, Tsim Sha Tsui,
Kowloon, Hong Kong
Tel: (852) 2473 8888
Fax: (852) 2433 3996
Email: Claire@ifreegroup.com
Website: www.ifreegroup.com

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. Official Business Centre Operator

Fuji Xerox (HK) Ltd. is the Official Business Centre Operator at the [HKTDC Hong Kong Watch & Clock Fair 2018](#).

Fuji Xerox (HK) Ltd.

Room 1-4, 11/F
Wealthy Industrial Building,
No. 22-26 Wing Yip Street,
Kwai Chung, N.T., Hong Kong,
Tel: (852) 3650 6560
Fax : (852) 2513 2076
Email : Alvin.Chan@hkg.fujixerox.com
Website: www.fujixerox.com.hk

5.11. Stand Cleaning

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

5.12. 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.

5.13. Overnight Storage Facility

To facilitate storage of precious exhibits at night from [3-8 September 2018](#), 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

3 September 2018	4pm	-	4 September 2018	9am
4 September 2018	6pm	-	5 September 2018	9am
5 September 2018	6pm	-	6 September 2018	9am
6 September 2018	6pm	-	7 September 2018	9am
7 September 2018	6pm	-	8 September 2018	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 **18 August 2018**.

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 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**.