

5. Services for Exhibitors

5.1 Official Freight Forwarder

Hansen Exhibition Forwarding Ltd. is the Official Freight Forwarder and Customs Broker for the [HKTDC Hong Kong Watch & Clock Fair 2023](#) 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.

Important

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

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

5.2 Official Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for [HKTDC Hong Kong Watch & Clock Fair 2023](#).

S.F. Express (Hong Kong) Limited

Address: Level 26, Tower 1, Enterprise Square Five, 38 Wang Chiu Road, Kowloon Bay, Hong Kong
Tel: (852) 2929 2929
Email: 852market@sf-express.com
Website: <https://htm.sf-express.com/>

5.3 Official Carrier

Cathay Pacific, the home carrier of Hong Kong, offers registered exhibitors, buyers and travel companions an exclusive opportunity to enjoy great savings on flights to Hong Kong.

[Book online](#) via the MICE online offer page or contact Cathay Pacific's [Global Contact Centres](#) and quote the MICE Event Code "MICE450" to enjoy special fares.

Official Carrier



Cathay Pacific Reservations: (852) 2747 3333 www.cathaypacific.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) 1654-8924
Canada		1 (800) 268-6868
China		400-888-6628
France		0805-542-941
Germany		0800-7244208
India		0008-0044-05008
Indonesia		001-803-852-9072
Italy		800-971-720
Japan		0120-46-3838
Korea		82-1644-8003
Malaysia		60 (3) 6207-4989
Netherlands		0800-2929-256
New Zealand		0800-411-289
Philippines		1800-8909-4024
Qatar		974 4458-318/319
Saudi Arabia		8008-440-350
Singapore		800-101-4009
South Africa		080-0611-206
Sri Lanka		94 (11) 2423-726
Switzerland		0800-001-932
Taiwan		886 (2) 8793-3388
Thailand	Bangkok	66 2-787-3366
United Arab Emirates		8000-444-6554
United Kingdom		0800-917-8260
United States		1 (800) 233-2742
Vietnam		84 (28) 3822-3203

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 Special Hotel Booking Offer from Agoda

Agoda provides exclusive discount to facilitate registered exhibitors and buyers for their hotel booking in Hong Kong!

Book online via Agoda’s [Special Offer page](#) and quote “HKTDC10” to enjoy special discount on hotel booking.

*Offers are subject to relevant terms and conditions and each person can only book once for each fair.



5.6 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.

5.7 Temporary Staff / Interpreter Agencies (For reference only)

Adecco Personnel Limited

22/F Shui On Centre, 6-8 Harbour Road,
Wanchai, Hong Kong
Tel: (852) 2895 2616
Fax: (852) 2895 3571
Email: exhibition.hk@adecco.com

Besteam Personnel Consultancy Limited

Unit 705-706, 7/F., Kowloon Centre,
33 Ashley Road,
Tsim Sha Tsui, Kowloon
Tel: (852) 2736 8202
Fax: (852) 2735 9726
Email: pc@besteam.com.hk

Certis Centurion Facility Company Limited

Unit 2008-2011, 20/F, CDW Building,
388 Castle Peak Road, Tsuen Wan, Hong Kong
Tel: (852) 6117 2697
Fax: (852) 2423 3223
Email: fredyf_tung@certisgroup.com

ExPro Services Co.

17/F, 80 Gloucester Road,

Wanchai, Hong Kong.
Tel: (852) 2132 6792
Email: ccheung@expro.hk

PERSOLKELLY Hong Kong Limited

6/F, Tower 2, The Gateway, 25 Canton Road, Tsim Sha Tsui,
Kowloon, Hong Kong
Tel: (852) 2281 0000
Fax: (852) 2281 0099
Email: hkevent@persolkelly.com

Provention Limited

Rm D2, 1/F, King Yip Factory Building, 59 King Yip Street, Kwun Tong
Tel: (852) 3706 8920
Email: info@provention.com.hk

TalentGroup Asia (Hong Kong) Limited

15/F Soundwill Plaza 2 - Midtown,
1-29 Tang Lung Street, Causeway Bay, Hong Kong
Tel: (852) 3893 9348
Email: ivy.choy@talentgroup.asia

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.

5.8 List of Stand Contractors in Hong Kong: (For Custom-built Participations' reference only)

For List of stand contractors in Hong Kong, please refer to the '**Directory of Exhibition Stand Contractors in Hong Kong 2023**'.

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.

5.9 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 Gary Chow, Venue Services Manager of the Hong Kong Convention and Exhibition Centre, 1 Harbour Road, Wan Chai, Hong Kong. Tel: (852) 2582 7198; email: garychow@hkcec.com

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

5.10 Official Business Centre Operator

FUJIFILM Business Innovation Hong Kong Limited. is the Official Business Centre Operator at the [HKTDC Hong Kong Watch & Clock Fair 2023](#).

FUJIFILM Business Innovation Hong Kong Limited

Address : 11/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong
Tel: (852) 3650-6560
Fax: (852) 2513-2076
Email: alvin.chan@hkg.fujixerox.com
Website: <https://www.fujifilm.com/fbhk>

5.11 Stand Cleaning

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

5.12 Public Parking

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

5.13 Overnight Storage Facility

To facilitate storage of precious exhibits at night from [4-9 September 2023](#), 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

4 September 2023	4pm	-	5 September 2023	9am
5 September 2023	6pm	-	6 September 2023	9am
6 September 2023	6pm	-	7 September 2023	9am
7 September 2023	6pm	-	8 September 2023	9am
8 September 2023	6pm	-	9 September 2023	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

10/F, 8 Lam Chak Street,

Kowloon Bay,

Kowloon, Hong Kong

Tel : (852) 2705 8800

Fax : (852) 2765 8014

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 **21 August 2023**.

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 4413

Hong Kong Convention & Exhibition Centre

Tel: (852) 2582 7198

Fax: (852) 2582 7127

Contact: Mr. Gary Chow, 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 the logged in device will be disconnected from the Service if there is a prolonged idle time of 240 minutes. As an alternative to the free Wireless LAN service, broadband connection will be set up by HKTDC in designated areas of the Fair for both exhibitors and buyers. Exhibitors are advised, if needed, to rent their own Wi-Fi router or pre-paid sim card for the use of e-payment devices that do not support broadband line connection.

If you encounter any problem with the Wireless LAN service onsite, please approach the Fair Management Office set onsite for assistance.

<https://www.hkcec.com/en/complimentary-wi-fi-service>

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 **Ms Ruby Chow** at tel: **(852) 2240 4064**, fax: **(852) 3521 3290** or email: **ruby.ht.chow@hktdc.org**.