

## 5. Services for Exhibitors

### 5.1. Official Freight Forwarder

#### **Hansen Exhibition Forwarding Ltd.**

Address: Room 1313 New Commerce Centre, 19 On Sum Street, Siu Lek Yuen, Shatin N.T.  
Contact: Mr. Ken Chan / Mr. Michael Kun  
Tel: (852) 2367 2303  
Fax: (852) 2369 0479  
Email: 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

Hongkong Post is appointed as the official air express company for the "HKTDC Food Expo 2013", they will set up a counter at the Customer Service Centre at Hall 1A concourse during the fair period.

#### **Hongkong Post (Business Development Branch)**

21/F, ING Tower  
308-320 Des Voeux Road Central  
Sheung Wan, HK  
Tel : 2921 2271  
Fax : 2541 4868  
Contact Person: Ms. Jane Lam  
Email: jane\_ty\_lam@hkpo.gov.hk  
Web : www.hongkongpost.com

### 5.3. 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 MICE677 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)	91 (80) 4008 8400
	Chennai	91 (44) 4298 8400
	Mumbai	91 (22) 6657 2222
	Delhi	91 (11) 4354 4777
Indonesia	Denpasar, Surabaya	0804 1 888 888
	Jakarta	62 (21) 5151747
Italy	Milan, Rome	199 747 340
Japan	Fukuoka, Nagoya	81 (3) 5159 1700
	Osaka, Sapporo, Tokyo	
Republic of Korea	Seoul	82 (2) 3112 800
Malaysia	Kuala Lumpur	60 (3) 2035 2777
	Penang	60 (4) 226 0411
Netherlands	Amsterdam	31 (20) 653 2010
New Zealand	Auckland	0800 800 454
Pakistan	Karachi	92 (21) 521 8081
Philippines	Cebu	63 (32) 231 3747
	Manila	63 (2) 757 0888
Saudi Arabia	Jeddah	966 (2) 665 3088
	Riyadh	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	1 800 233 2742
	San Francisco	
Vietnam	Hanoi	84 (4) 3826 7298
	Ho Chi Minh City	84 (8) 3822 3203

#### 5.4. Value-for-Money Hotels

Information and booking forms for the Value-for-Money Hotel packages can now be found in **Food Expo Official Website (“For Exhibitor” >> “Travel Assistance”>>”Value-For-Money Hotels”)**

#### 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](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.

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

##### **ADECCO Personnel Limited**

12/F, Fortis Tower, 77-79 Gloucester Road,  
Wan Chai, 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) 2152 9921

**Manpower Services (Hong Kong) Limited**

3/F, 102 Austin Road  
Tsim Sha Tsui, Kowloon, Hong Kong  
Tel: (852) 3582 2900 Fax: (852) 2567 3686

**Team Spirit**

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

**Williams (Hong Kong) Ltd.**

Unit 15B, 15/F, Winsan Tower  
98 Thomson Road, Wan Chai, Hong Kong  
Tel: (852) 2845 6777 Fax: (852) 2845 0689

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 participation 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 2013**'

*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 Maurice Ng, Security Manager of the Hong Kong Convention and Exhibition Centre, 1 Harbour Road, Wan Chai, Hong Kong. Tel: (852) 2582 7192; Fax: (852) 2582 7127

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

Exhibitors requiring security guard service should fill out **Form 28** in the "**Additional Facilities and Services Order Form Booklet**" and return it directly to the Convention and Exhibition Centre **on or before 30 June 2013.**

### 5.9. Official Mobile Service Provider

**Future Power International Limited** is the Official Agent for Mobile Phone Service at the HKTDC Food Expo 2013.

#### **Tink Labs Limited**

1/F, 101 King's Road,  
North Point, Hong Kong  
Tel : (852) 8120 2233  
Fax : (852) 3747 1483  
Email: [cs@tinklabs.com](mailto:cs@tinklabs.com)  
Website: [www.handyhongkong.com](http://www.handyhongkong.com)  
Onsite Contact Person: Mr Patrick Tse

Exhibitors requiring rental of mobile phone should use the **Form 25** in “**Additional Facilities and Services Order Form Booklet**” for ordering. Pre-payment in full will be required.

*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 Food Expo 2013.

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

10/F., Zung Fu Industrial Building,  
1067 King's Road, Quarry Bay, Hong Kong  
Tel : (852) 3650 6562 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)  
Contact Person : Mr. Ken Lee

### 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. EPS Facility

Exhibitors wishing to install Electronic Payment Services (EPS) terminals in their stand should contact the EPS Company (Hong Kong) Limited on or **before 13 July 2012**.

EPS Company (Hong Kong) Limited  
Tel: 2733-0581  
Fax: 2722-6866  
Contact Person: Ms Angel Tang

Each terminal requires installation of a square pin socket and a EPS data line. To order such facilities, please completed the **Form 4 & 5** in “**Additional Facilities and Services Order Form Booklet**” and return to HKTDC. Or contact our Exhibitors Services Department (Tel: 2240 5479 / Fax: 2519-8223) **before 13 July 2013**.

#### **5.14. Hire of Cold Storage Equipment (For reference only)**

##### **Oriental Engineering Co Ltd.**

Block A, 2/F, Eldex Industrial Bldg.,  
21 ma Tau Wai Road  
Kowloon, Hong Kong.  
Tel : (852) 2333-0181  
Fax: (852) 2764-1605  
Contact Person : Mr Winner Yang

##### **Lowe Refrigeration**

Rm 904-906 Tung Ming Building  
40-42 Des Voeux Road Central  
Hong Kong  
Tel : (852) 2521-6987  
Fax : (852) 2521-7013  
Contact Person : Mr Steve Hancox

#### **5.15. Internet Access at the Fair(For Trade Hall Only)**

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 HKTDC 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. Exhibitors’ Resting Room**

Exhibitors’ Resting Room Facility on Mezzanine floor 1 will be opened for use among all exhibitors of the Food Expo. Remarks: Food consumption in the Resting Room is not allowed for the comfort and cleanliness of the room. Exhibitors are welcome to make use of such facility as an interior resting place during a day of busy work schedule.