

5. Services for Exhibitors

5.1. Official Freight Forwarder

Hansen Exhibition Forwarding Ltd. is the Official Freight Forwarder and Customs Broker for the HKTDC Food Expo 2015 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.

Unit 13, 13/F., New Commerce Centre

19 On Sum Street

Siu Lek Yuen, Shatin, N.T.

Tel: (852) 2367-2303

Fax: (852) 2369-0479

Email: info@hansenhk.com

Contact Person: Mr. Ken Chan / Mr. Michael Kun

Important:

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

5.2. Official Air Express Company

DHL Express (Hong Kong) Limited is appointed as the official air express company for the "HKTDC Food Expo 2015".

DHL Express (Hong Kong) Limited

Address: Level 26, Tower 1, Enterprise Square Five, 38 Wang Chiu Road,
Kowloon Bay, Hong Kong

Tel : (852) 2400-3398

Email : hkgwebcust@dhl.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 MICE 922 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

Dragonair 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	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 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

5.4. Value-for-Money Hotels

Information and booking forms for the Value-for-Money Hotel packages can now be found in **Food Expo Official Website** and “**Additional Facilities and Services Order Form**”:
<http://hkfoodexpo.hktdc.com/pdf/2015/order/30.pdf>

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,
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

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

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 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 agencies listed and exhibitors are advised to exercise normal business precautions as they would in 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 2015**'
http://tpwebapp.hktdc.com/fair/Multi_fairs/2015/stand_contractors/Directory2015NN_Web_Ver.pdf

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 Event Planning & Co-ordination Department of the Hong Kong Convention and Exhibition Centre, 1 Expo Drive, Wan Chai, Hong Kong. Tel: (852) 2582 8888; Fax : (852) 2582 7106.

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 26** in the “**Additional Facilities and Services Order Form**” and return it directly to the Convention and Exhibition Centre **on or before 28 Jun 2015**.

5.9. Official Mobile Service Provider

CSL Mobile Limited is the Official Agent for Mobile Phone Service at the HKTDC Food Expo 2015.

CSL Mobile Limited

Address: 40/F, PCCW Tower, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong.

Tel: (852) 2883 2669

Fax : (852) 2250 4479

Email: david.kw.tsi@hkcsl.com

Website: e.hkcsl.com/prepaid-h-en, e.hkcsl.com/prepaid-h-tc

Contact Person: Mr. David Tsi

Exhibitors requiring rental of mobile phone should use the **Form 31** 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 2015.

Fuji Xerox (HK) Ltd.

Fuji Xerox (HK) Ltd.

Address: 8/F Cityplaza 3, 14 Taikoo Wan Road, Quarry Bay, Hong Kong

Tel: (852) 3650 6563

Fax: (852) 2505 3762

Email: ken.wy.lee@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. EPS Facility

Exhibitors wishing to install Electronic Payment Services (EPS) terminals in their stand should contact the EPS Company (Hong Kong) Limited.

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 an EPS data line. To order such facilities, please completed the **Form 4 & 5** in “**Additional Facilities and Services Order Form**” and return to HKTDC, or contact our Exhibition Services Department (Tel: 2240 5479 / Fax: 2519-8223) **before 2 July 2015**.

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

Low Refrigeration

Room 11, 14/F., Wah Wai Centre
38-40 Au Pui Wan Street, Fo Tan, N.T.
Hong Kong

Tel: (852) 2659 5300

Fax: (852) 2659 5700

Contact Person: Ms Phoebe Ko

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 Leve 2 Mezzanine 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.