

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 International Medical and Healthcare Fair 2024](#) 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
Website : www.hansenhk.com

5.2 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.

5.3 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.

5.4 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**'.

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.

5.5 Overnight Storage Facility

To facilitate storage of precious exhibits at night from **15 to 18 May 2024**, 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.

Deposit & Withdrawal Time Schedule

Date	Withdrawal	Deposit
15 May 2024	- - - - -	16:00 – 20:00 hrs
16-17 May 2024	08:30 – 10:00 hrs	18:00 – 19:00 hrs
18 May 2024	08:30 – 10:00 hrs	- - - - -

The strong / storage rooms will be closed during day time and exhibitors **must withdraw all their container boxes before 10am.**

Please note that the applications to use the Security Room Service are handled on a first-come-first-served basis. No exhibits can be deposited or withdrawn beyond the time schedule stated above. No exhibits can be kept in the security room during the exhibition opening hours as the room will be closed.

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 jewellery or other valuables, resulting from the usage of the overnight storage facility. Exhibitors are advised to take out insurance coverage on their jewellery 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 Security Room 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, 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 Security Room.**

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 Security Room 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.

5.6 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.

5.7 Stand Cleaning

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

5.8 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.

5.9 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.**

5.10 Free Wireless LAN Service

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>

5.11 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 Patrick Wai at tel: **(852) 2240 4356** or email: patrick.sf.wai@hktdc.org.

5.12 Official Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for the Hong Kong International Medical and Healthcare Fair 2024.

S.F. Express (Hong Kong) Limited

Tel : (852) 2929 2929

Emai : 852market@sf-express.com

Address : 9/F, Asia Logistics Hub SF Centre, 36 Tsing Yi Hong Wan Road, Tsing Yi, Hong Kong

Website : <https://htm.sf-express.com/>

5.13 Official Carrier

Special Airfares from Cathay Pacific

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 "MICE01L" to enjoy special fares.



5.14 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”.

5.15 Official Business Centre Operator

FUJIFILM Business Innovation Hong Kong Limited. is the Official Business Centre Operator at the HKTDC Hong Kong International Medical and Healthcare Fair 2024.

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.tz@fujifilm.com

Website: <https://www.fujifilm.com/fbhk>