

5. Services for Exhibitors

5.1. Official Freight Forwarder

Hansen Exhibition Forwarding is the Official Freight Forwarder and Customs Broker for the HKTDC International ICT 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.

Important

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

Hansen Exhibition Forwarding Ltd

Hansen Exhibition Forwarding Ltd
Room 13, 13/F, New Commerce Centre
19 On Sum Street
Siu Lek Yuen, Shatin, 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

DHL Express (Hong Kong) Limited is appointed as the official air express company for the HKTDC International ICT Expo 2015, they will set up a counter at the Customer Service Centre at Hall 1A concourse during the fair period.

DHL Express (Hong Kong) Limited

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 MICE773 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) Chennai Mumbai Delhi	91 (80) 4008 8400 91 (44) 4298 8400 91 (22) 6657 2222 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 “**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,
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

ExPro Services Company

15/F, 80 Gloucester Road, Wanchai, Hong Kong

Tel: (852) 2132 6792 / 6286 6839 Fax: (852) 3007 5107

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

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 2015'

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 Business Centre Operator

Fuji Xerox (HK) Ltd is the Official Business Centre Operator at the HKTDC International ICT Expo 2015.

Fuji Xerox (HK) Ltd

10/F., Zung Fu Industrial Building,
1067 King's 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
Contact Person: Mr Ken Lee

5.10. Official Mobile Service Provider

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

CSL Mobile Limited

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@hkcsll.com Website: e.hkcsll.com/prepaid-h-en
Contact Person : Mr. David Tsi

Exhibitors requiring rental of mobile phone should use the **Form 10** 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.

5.11. 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 and Exhibition Centre. The main entrances to the car-park are at the Harbour Road and Expo Drive.

5.13. 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 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 (852) 2582 1846 / 2582 1849 for technical support and assistance.

5.14. 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 Brenda Cheong** at tel: **(852) 2240 4194**, fax: **(852) 2169 9588** or email: **brenda.cheong@hktdc.org**