

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 Book Fair, HKTDC Hong Kong Sports and Leisure Expo and HKTDC World of Snacks 2025 (The fairs) 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 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 Printing Service in Hong Kong

Printing service in Hong Kong is well known for its quality, reliability and competitive pricing. Exhibitors only need to make the design into a USB or send it online, and the printing company can output 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 Official Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for the fairs, they will set up a counter during the fair period.

S.F. Express (Hong Kong) Limited

Tel: 2929 2929

Email: 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/>

5.4 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

Flat A5, 11/F, Jumbo Industrial Building, No. 189 Wai Yip Street, Kwun Tong, Kowloon
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.

5.5 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 “[Design House & Contractor](#)”.

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.

5.6 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 Event Manager from Hong Kong Convention and Exhibition Centre. Fax: (852) 2582 7106, email: hkcepc@hkcec.com

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 contact HKCEC directly.

5.7 Stand Cleaning

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

5.8 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.

5.9 EPS Facility

Exhibitors who wish to install Electronic Payment Services (EPS) terminals in their stand should contact the EPS Company (Hong Kong) Limited via their hotline 2721 0566.

EPS Company (Hong Kong) Limited provides both wire and wireless terminal. For exhibitors who utilise wireless terminal, there is no need to use fixed telephone line for communication, but electricity socket should be reserved.

5.10 PayMe

Sign up for PayMe for Business and gain instant access to 3.1+ million PayMe customers. Exhibitors can accept payments directly from their mobile device via QR code – no additional point-of-sale equipment required. Features: No hidden set up costs. Low transaction fee of 1.2% (via mobile device). Transfer funds immediately to your bank account for free. Available for download on App Store or Google Play.

Made in Hong Kong. For Hong Kong. Download PayMe for Business today.

Contact details:

Tel: 2822 7621 (Ms Crystal Au-yeung)

Email: crystal.auyeung@hsbc.com.hk

Please visit <https://payme.hsbc.com.hk/business> to learn more.

Thanks for considering PayMe listing!

5.11 AlipayHK App **wait for BD team confirm& Update (For Book and Aug's public fairs)**

Payment Asia is one of the vendor partners of AlipayHK. Exhibitors can sign up for an AlipayHK Merchant Account with Payment Asia. No set up fee or installation fee is required, and FREE POS machine will be offered! Upon successful sign-up on or before 17 July 2024, exhibitors can also enjoy discounted transaction rate and free marketing promotion. Terms and conditions apply. For more details, please contact Payment Asia as follows:

Contact:

Lance Lau: 9667 8741

Yumi Ng: 9667 8401

Samantha Chan: 9163 3856

For technical issue: please contact 9168 7234 for assistant

Email: <mailto:pa.pay@paymentasia.com>

Please visit <https://www.paymentasia.com/ct/pa-pay> for more details.

5.12 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 and Exhibition Centre (security control extension 33)

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.**

5.13 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 the "Order Forms").

All exhibitors are kindly reminded that the free Wireless LAN service operated by HKCEC intends only for light and causal 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>