

5. Services for Exhibitors

5.1. Official Freight Forwarder

Hansen Exhibition Forwarding Ltd. is the Official Freight Forwarder and Customs Broker for the Eco Expo Asia - International Trade Fair on Environmental Protection 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 or Messe Frankfurt (HK) Ltd.

Hansen Exhibition Forwarding Ltd.
Unit 13, 13/F., New Commerce Centre
19 On Sum Street, Siu Lek Yuen, Shatin, N.T., Hong Kong
Tel: (852) 2367-2303
Fax: (852) 2369-0479
Email: info@hansenhk.com
Contact Person: Mr. Andy Ling

5.2 Official Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for the Eco Expo Asia, they will set up a counter at the Customer Service Centre during the fair period.

S.F. Express (Hong Kong) Limited
9/F, Asia Logistics Hub SF Centre, 36 Tsing Yi Hong Wan Road, Tsing Yi, Hong Kong
Tel: (852) 2929-2929
Email: 852market@sf-express.com
Website : <https://htm.sf-express.com/>

5.3 Official Carrier

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 [Customer Care Department](#) and quote the MICE Event Code "MICE03E" to enjoy special fares.



Book online: <http://eventsoffer.cathaypacific.com>

Global Contact Centres: https://www.cathaypacific.com/cx/en_HK/contact-us.html

Cathay Pacific Reservations: (852) 2747-3333 www.cathaypacific.com

Asia Miles Service Hotline: (852) 2747-3838 www.asiamiles.com

Country / Territory	City	Reservations Numbers
Australia		131-747
Bahrain		(973) 1654-8924
Canada		1 (800) 268-6868
China		400-888-6628
France		0805-542-941
Germany		0800-7244208
India		0008-0044-05008
Indonesia		001-803-852-9072
Italy		800-971-720
Japan		0120-46-3838
Korea		82-1644-8003
Malaysia		60 (3) 6207-4989
Netherlands		0800-2929-256
New Zealand		0800-411-289
Philippines		1800-8909-4024
Qatar		974 4458-318/319
Saudi Arabia		8008-440-350
Singapore		800-101-4009
South Africa		080-0611-206
Sri Lanka		94 (11) 2423-726
Switzerland		0800-001-932
Taiwan		886 (2) 8793-3388
Thailand	Bangkok	66 2-787-3366
United Arab Emirates		8000-444-6554
United Kingdom		0800-917-8260
United States		1 (800) 233-2742
Vietnam		84 (28) 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 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.

5.6 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.

5.7 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 "[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.

5.8 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 AsiaWorld-Expo (AWE), exhibitors may procure additional security guards from the official security contractor only.

Please contact the Operations Department of the AsiaWorld-Expo Management Ltd.
Tel: (852) 3606 8000, Fax: (852) 3606 8001.

Requests must reach the AsiaWorld-Expo at least three weeks before the Fair, otherwise a late order surcharge will be levied.

5.9 Official Business Centre Operator

FUJIFILM Business Innovation Hong Kong Limited is the Official Business Centre Operator at the Eco Expo Asia 2024.

FUJIFILM Business Innovation Hong Kong Limited

Address: 27/F, Tower 1, The Millennity, 98 How Ming Street, Kwun Tong, Kowloon, Hong Kong
Tel: (852) 3650-6560
Fax: (852) 2513-2076
Email: alvin.chan.tz@fujifilm.com
Website: <https://www.fujifilm.com/fbhk>

5.10 Stand Cleaning

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

5.11 Public Parking

Hourly car-park is situated next to the AsiaWorld-Expo. The main entrance to the car-park is at the AsiaWorld-Expo West Entrance.

5.12 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.

5.13 Security Precautions

The Organisers 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 the Organisers' 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 Organisers (HKTDC & Messe Frankfurt (HK) Ltd staff at Fair Management Office)
- (b) AsiaWorld-Expo (security control extension 1200)

Security Advice

For professional and impartial advice, exhibitors can contact:

Hong Kong Police Crime Prevention Bureau

Tel. : (852) 2301 1110

Fax : (852) 2366 0844

Contact : Mr Chiang Kwok Wah, Detective Senior Inspector

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 Syria Choi at tel: (852) 2240 4135, fax: (852) 2169 9199 or email: syria.choi@hktdc.org.

5.15 Free Wireless LAN Service

AsiaWorld-Expo provides free Wi-Fi service (limited to 20 minutes), you will be able to connect with the internet at your booth with your laptop and a wireless LAN adaptor. The procedures and details will be provided in your check-in circular on 29 Oct 2024. To ensure seamless connection throughout the fair period, it is recommended to order a separate broadband line by filling up (Form 5)