

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 Toys and Games 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.

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

5.2. Official Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for the "HKTDC Hong Kong Toys and Games Fair", they will set up a counter at the Customer Service Centre at Hall 1A concourse 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/>

5.3. 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 [Global Contact Centres](#) and quote the MICE Event Code to enjoy special fares.



Please link logo to: http://www.cathaypacific.com/cx/en_HK.html

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
 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	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 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

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) 6286 6839
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@kellyservices.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.

5.7. 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 2024'

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 Gary Chow, Assistant Security 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.

Exhibitors requiring security guard service should fill out [Form 12](#) in the "Additional Facilities and Services Order Form Booklet" and return it directly to the Convention and Exhibition Centre [on or before 27 November 2023](#).

5.9. Official Business Centre Operator

FUJIFILM Business Innovation Hong Kong Limited is the Official Business Centre Operator at the Hong Kong International Lighting Fair 2007.

Fuji Xerox (HK) Ltd.

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>

5.10. Stand Cleaning

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

5.11. 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.

5.12. 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, 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>

5.13. 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 & Webcast 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.