

## 5. Services for Exhibitors

### 5.1 Official Freight Forwarder

Hansen Exhibition Forwarding Ltd. is the Official Freight Forwarder and Customs Broker for the HKTDC Food Expo / HKTDC Food Expo PRO 2025 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.

**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](mailto:info@hansenhk.com)

Contact Person: Mr. Ken Chan / Mr. Michael Kun

**Important:**

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

### 5.2 Official Air Express Company

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

S.F. Express (Hong Kong) Limited

Tel: 2929 2929

Email: [852market@sf-express.com](mailto: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 Air Express Company

**Special Airfares from Cathay Pacific (For Food Expo PRO only)**

Cathay Pacific, the home carrier of Hong Kong, offers registered exhibitors 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](http://www.cathaypacific.com/cx/en_HK.html)

Please embed the hyperlinks

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

Global Contact Centres: [https://www.cathaypacific.com/cx/en\\_HK/contact-us.html](https://www.cathaypacific.com/cx/en_HK/contact-us.html)

Cathay Pacific Reservations: (852) 2747 3333 [www.cathaypacific.com](http://www.cathaypacific.com)

Dragonair Reservations: (852) 3193 3888 [www.dragonair.com](http://www.dragonair.com)

The Marco Polo Club Service Centre: (852) 2749 5500

Asia Miles Service Hotline: (852) 2747 3838 [www.asiamiles.com](http://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 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](http://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.

## 5.5 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](mailto: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](mailto: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](mailto:fredyf_tung@certisgroup.com)

### **ExPro Services Co.**

17/F, 80 Gloucester Road,  
Wanchai, Hong Kong.  
Tel: (852) 2132 6792  
Email: [ccheung@expro.hk](mailto: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](mailto: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](mailto: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](mailto:ivy.choy@talentgroup.asia)

*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 agencies listed and exhibitors are advised to exercise normal business precautions as they would in dealing with any service suppliers.*

## 5.6 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*

## 5.7 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 events manager from Hong Kong Convention and Exhibition Centre, Tel: (852) 2582 7106; email: [hkcepc@hkcec.com](mailto: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 fill out **Form 27** in the “**Additional Facilities and Services Order Form**” and return it directly to the Convention and Exhibition Centre **on or before 8 July 2025**.

## 5.8 Official Business Centre Operator

FUJIFILM Business Innovation Hong Kong Limited is the Official Business Centre Operator at the HKTDC Food Expo / HKTDC Food Expo PRO 2025.

FUJIFILM Business Innovation Hong Kong Limited

Address: 27/F, Tower 1, The Millennity, 98 How Ming Street, Kwun Tong, Kowloon, Hong Kong  
Taikoo Shing, Hong Kong

Tel: (852) 3650 6560

Fax : (852) 2513 2076

Email : [alvin.chan.tz@fujifilm.com](mailto:alvin.chan.tz@fujifilm.com)

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

## 5.9 Stand Cleaning

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

## 5.10 Public Parking

Two large hourly car-parks are situated in the basement of the Hong Kong Convention & Exhibition Centre. The main entrances to the car-park are at the Harbour Road and Expo Drive.

## 5.11 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.

## 5.12 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](mailto:crystal.auyeung@hsbc.com.hk)

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

Thanks for considering PayMe listing!

## 5.13 AlipayHK

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 2025, 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](mailto:mailto:pa.pay@paymentasia.com)

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

## 5.14 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.**

## **5.15 Hire of Cold Storage Equipment (For reference only)**

### **Oriental Engineering Co Ltd.**

Block A, 2/F, Eldex Industrial Bldg.,  
21 Ma Tau Wai Road  
Kowloon, Hong Kong.  
Tel: (852) 2765-9993  
Fax: (852) 2764-1605  
Contact Person: Mr Cyrus Choi

### **Lowe Refrigeration**

Room 11, 14/F., Wah Wai Centre  
38-40 Au Pui Wan Street, Fo Tan, N.T.  
Hong Kong  
Tel: (852) 2659 5300  
Fax: (852) 2659 5700  
Contact Person: Ms Phoebe Ko

## **5.16 Internet Access at the Fair (For Trade Hall Only)**

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 2582-1846 / 2582-1849 for technical support and assistance.

## **5.17 Exhibitors' Resting Room**

Exhibitors' Resting Room Facility on Level 2 Mezzanine will be opened for use among all exhibitors of the Food Expo. Remarks: Food consumption in the Resting Room is not allowed for the comfort and cleanliness of the room. Exhibitors are welcome to make use of such facility as an interior resting place during a day of busy work schedule.

## **5.18 Special Offer on hotel & flight bookings from Trip.com**

Trip.com provides exclusive offers to facilitate pre-registered buyers and exhibitors for their flight bookings and hotel bookings in Hong Kong!

- **Flight\*:**

- HK\$100 off upon spending HK\$4,000 or above
- HK\$200 off upon spending HK\$8,000 or above

- **Hotel**

- Discount up to 6%

Get your Special Code by registering at Food Expo PRO and make your bookings on [Trip.com's Special Offer page.](#)

i. Customers are entitled to 6% discount off ("Discount 1") on the order of hotel upon booking global & Hong Kong hotels on the designated hotel booking page and entering the designated promo code "HKTDCH". Discount 1 is applicable to room rates and taxes only.

ii Customers are entitled to HK\$100 off and HK\$200 off upon spending HK\$4,000 or above and HK\$8,000 or above respectively ("Discount 2") on the order of flights upon booking flight on the designated flight booking page and entering the designated promo code "HKTDCH". Discount 2 is applicable to adult flight ticket values only and is not applicable to taxes and other surcharges.

\* Domestic flights in Mainland China excluded. All offers are subject to relevant terms and conditions and each person can only book flight and hotel once each for each fair.

The logo for Trip.com, featuring the word "Trip" in blue, a yellow dot for the period, and the word "com" in blue.