

5. Services for Exhibitors

5.1. Official Freight Forwarder

Hansen Exhibition Forwarding is the Official Freight Forwarder and Customs Broker for the InnoEX 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.

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 "InnoEX 2025", they will set up a counter at Hall 1C 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

Special Airfares from Cathay Pacific

[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 our [Global Contact Centres](#) and quote the MICE Event Code "MICE061".



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 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 a separate booklet titled '[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 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, 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.

5.9. Official Business Centre Operator (TBC)

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

FUJIFILM Business Innovation Hong Kong Limited

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 4** in 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>

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 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 **Mr Gary Chan** at tel: **(852) 2240 4120**, fax: (852) 3521 3255 or email: **gary.hs.chan@hktdc.org**

5.14. Special Offer on hotel bookings from Trip.com

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

1. Trip.com Existing users: 6% instant discount

2. Trip.com New users: 8% instant discount

Get your Special Code by registering at InnoEX and make your bookings on Trip.com's [designated campaign page](#)

* All offers are subject to relevant terms and conditions.

5.15. Special Offer on flight bookings from Trip.com

Trip.com provides exclusive offers to pre-registered buyers and exhibitors for booking flight to Hong Kong!

1. Trip.com Existing users:

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

2. Trip.com New users:

- HK\$100 off upon spending HK\$3,000 or above

Get your Special Code by registering at InnoEX and make your bookings on Trip.com's [designated campaign page](#)

* Domestic flights within Mainland China excluded. All offers are subject to relevant terms and conditions.

