

## 5. Services for Exhibitors

### 5.1. Overnight Storage Facility

To facilitate exhibitors' storing of their precious exhibits during the fair, the Organiser will provide overnight storage facility arrangement to all exhibitors.

#### Format

Strong / Storage rooms will be arranged at the exhibition venue. Exhibitors should place their exhibits inside **locked** container boxes before putting their exhibits in the strong / storage rooms. Each exhibitor will be assigned a designated area in the strong / storage rooms for putting the container. Exhibitors may only deposit their containers in the designated area.

#### Cost

Use of the strong / storage room is free. However, the area allocated for each exhibitor will be subject to the availability of space. Exhibitors should select precious jewellery and jewellery raw materials for the storage.

#### Deposit & Withdrawal Procedure

All exhibitors using this overnight storage facility are reminded that they must present their photo-bearing Storage Security Card in order to be eligible for using such facility.

#### Deposit & Withdrawal Time Schedule

Date	Withdrawal	Deposit
27 February 2017	- - - - -	13:00 – 19:00 hrs
28 February - 3 March 2017	08:00 – 10:00 hrs	18:30 – 20:30 hrs
4 March 2017	08:00 – 10:00 hrs	* 17:30 – 18:30 hrs
5 March 2017	* 08:00 – 10:00 hrs	- - - - -
* Overnight Storage Facility for overseas exhibitors only		

The strong / storage rooms will be closed during day time and exhibitors **must withdraw all their container boxes before 10am.**

#### Usage of Overnight Storage Facility

All exhibits should be locked and sealed in a case **not larger than 70cm x 60cm x 40cm**. Cases must be provided by exhibitors themselves. As the storage space in the AsiaWorld-Expo is limited, only valuable exhibits should be stored. **NO PERSONAL BELONGINGS AND FURNITURE** are allowed. Only **TWO CASES** per a 9 m<sup>2</sup> booth will be allowed. If an exhibitor has more than two cases of valuable items for overnight storage in Overnight Storage Facility, that exhibitor must ensure that it has appropriate arrangements for overnight storage of the excess items. If exhibitors require overnight storage before the exhibition period, please kindly contact the official forwarder (for valuable items) in advance for details.

**Please note that the applications to use the Overnight Storage Facility, are handled on a first-come-first-served basis. No exhibits can be deposited or withdrawn beyond the time schedule stated above. No exhibits can be kept in the Overnight Storage Facility during the exhibition opening hours as the room will be closed.**

**Please be reminded that all property stored in the Overnight Storage Facility at any time is stored entirely at Exhibitors' own risk and Exhibitors are solely responsible for taking out appropriate insurance policy to cover all risks on their Jewellery exhibits throughout the exhibition including the overnight storage period.**

## 5.2. Exhibitors' Responsibility on Security Measures

All exhibitors using this storage facility should be reminded that they should take up all the risks, including loss and damage to their jewellery, resulting from the usage of the overnight storage facility. Exhibitors are advised to take out insurance coverage on their jewellery and jewellery raw materials throughout the exhibition, including the move-in, move-out and overnight storage period.

“Exhibitors who wish to use the overnight storage facility should complete the online registration form and submit it to the Organiser before **17 January 2017**. Exhibitors are reminded that at most three of their authorised staff members with names, Passport / I.D. Card Nos. and nationality will be allowed to use the strong / storage room for deposit and withdrawal of exhibits.

Overnight storage of valuable exhibits can be arranged through the Organiser, free of charge, during the exhibition period at the AsiaWorld-Expo. **All property of an exhibitor stored in the Overnight Storage Facility at any time is stored at the exhibitor's own risk. Each exhibitor is responsible for the safety of its property at all times. Each exhibitor must have, at all times, valid and adequate insurance cover against theft, fire, water, public liability, damage to property, personal injury, third party loss, accidents, natural calamities, acts of God and such other risks normally insured against by exhibitors and/or as the Organiser may require including, without limitation, use of the Overnight Storage Facility.** The Organiser (including their employees, directors, officers and agents) shall not be liable for any losses (including consequential losses), damages, demands, costs, claims, charges or other expenses of any kind suffered or incurred by any exhibitor or any other person arising in connection with the Exhibition including, without limitation, and theft, fire, use of the Overnight Storage Facility Service or defect in the AsiaWorld-Expo howsoever caused. It is recommended that exhibitors have their own security guards, to escort their exhibits in and out of the AsiaWorld-Expo during the moving in and moving out periods. Details can be found in **Form 14** of the “Additional Facilities and Services Order Form”.

If liability on the part of the Hong Kong Trade Development Council shall arise from the use of the Overnight Storage Facility (at no charge) at HKTDC Hong Kong International Diamond, Gem & Pearl Show 2017 by the Exhibitor (whether under the express or implied terms of this contract, or at common law, or in any other way), such liability of Hong Kong Trade Development Council, all Officers, Directors, Employees and other Representatives shall be limited to the aggregate of One Hundred Thousand Hong Kong Dollars (HK\$100,000.00) for loss, theft, damage or destruction (throughout negligence) of all property placed in the Overnight Storage Facility throughout the Hong Kong International Diamond, Gem & Pearl Show including the overnight storage period. The parties herein are neither insurers nor indemnifiers of any loss. None of foregoing provisions shall, however, limit the liability of any individual who may be personally guilty of theft, wilful damage or destruction of the property. The Exhibitor shall be responsible for taking out appropriate insurance policy to cover all risks on the jewellery exhibits throughout the Hong Kong International Diamond, Gem & Pearl Show including the overnight storage period.

### 5.3 Other Storage Arrangement

With the approval from the Organiser, exhibitors can also choose to install or rent their safes inside their booth at their own expenses. Details and specifications of safes must be submitted to the Organiser before **17 January 2017**. Power socket must be ordered as additional facility for electronic safes. Exhibitors should take out insurance coverage for their exhibits and safes. The Organiser reserves the right to reject any application for safe installation at the venue / booth. For safes rental, please contact the following companies (for reference only):

**Chubb H.K. Ltd.**

Chubb Security Equipment

1/F, Guardforce Centre, 3 Hok Yuen Street East, Hung Hom, Kowloon, Hong Kong

Tel: (852) 2746 9628

Fax: (852) 2785 5589

Contact: Mr Peter M C Ching

**Safelock Engineering Co.**

23/F Hang Wai Commercial Bldg, 231-233 Queen's Road East, Wan Chai, Hong Kong

Tel: (852) 2572 9290 / 2573 8491

Fax: (852) 2838 0906

Contact: Mr Alan Lam

**Dr. Heindl Safes Asia Ltd.**

15/F Overseas Trust Bank Building, 160 Gloucester Road, Hong Kong

Tel: (852) 9540 0746

Contact: Mr Thomas Heindl

Note : The Organiser takes no responsibility in any arrangements made between the exhibitors and the above companies or any third party regarding installation of safes.

### 5.4 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) AsiaWorld-Expo (security control extension 1200)

Security Advice

For professional and impartial advice, exhibitors can contact:

**AsiaWorld-Expo**

Tel: (852) 3606 8000

Fax: (852) 3606 8001

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.**

## 5.5. Insurance

1. Exhibitors must have valid and adequate insurance cover against theft, fire, public liability, damage to property, personal injury, third party loss, accidents, natural calamities, acts of God and such other risks normally insured against by exhibitors and/or as the Organiser may require. Such insurance must cover, inter alia, an Exhibitor's property and its activities (including those of its employees, agents, contactors, sub-contractors and sub-licensees) at the Exhibitor, venue (including the moving in and moving out periods).
2. The Organiser is not responsible for ensuring that an Exhibitor's property is securely stored or is in safe custody during the Exhibition (including the moving in and moving out periods). The Organiser will not accept any delivery of any property on behalf of any Exhibitor. The Organiser shall not be liable for any losses (including consequential losses), damages, demands, costs, claims, charges or other expenses of any kind suffered or incurred by the Exhibitor or any other person in connection with the Exhibition including, without limitation, any theft, fire, use of the Security Room Service, defect in the Exhibition Centre howsoever caused, any cancellation or early closure of, or delay in opening or closing of the Exhibition for whatever reason outside the control of the Organiser or any natural calamity or act of God, howsoever arising.
3. Exhibitors are responsible for the safety of their own property at all times during the Exhibition (including the moving in and moving out periods). To prevent any loss or damage occurring, Exhibitors may hire security guard services, if necessary, at their own expense.
4. Exhibitors should ensure that all valuable property and exhibits are kept in a locked and secure place at all times and it is their own responsibility if they leave their property at booth unattended overnight. Organiser reserves the right to claim any loss incurred in this event.
5. Exhibitors should ensure that they have adequate staff cover to monitor their property and booths, especially during the lunch-time period.
6. For any special high value Jewellery/Gems, please inform the Organiser beforehand and make appropriate safety arrangement.
7. Exhibitors must issue a document, such as an invoice or receipt, to any third party to whom any of their property is either sold or otherwise handed over during the Exhibition.

## 5.6 Official Carrier

At Cathay Pacific, we're in the business of helping people connect to the world – and do it well. We're proud to be Official Carrier and offer registered delegates special airfares, bringing people from around the globe to enjoy a diverse and fascinating world experience here in our home city of Hong Kong. Quote your MICE code (MICE884) at [eventsoffer.cathaypacific.com](http://eventsoffer.cathaypacific.com), or contact your nearest Cathay Pacific Reservations Office for more details.

Cathay Pacific Reservations: (852) 2747 1888 [www.cathaypacific.com](http://www.cathaypacific.com)

Cathay Dragon 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) 1722-6226
Canada		1 (800) 268-6868
China		400-888-6628
France		0-811-706050
Germany		49 (69) 71008-777
India		91 (22) 6657-2222
Indonesia		62 (21) 515-1747
Italy		199-747-340
Japan		0120-46-3838
Korea		82-1644-8003
Malaysia	Kuala Lumpur	60 (3) 2035-2777
	Penang	60 (4) 261-8391
Netherlands		31 (20) 653-2010
New Zealand		64 (9) 379-0861
Philippines	Manila	63 (2) 757-0888
	Cebu	63 (32) 231-3747
Qatar		974 4457-4000
Saudi Arabia	Jeddah	966 (12) 655-3088
	Riyadh	966 (11) 479-3232
Singapore		65 6533-1333
South Africa		27 (11) 064-1100
Sri Lanka		94 (11) 233-4145
Switzerland		0848 747-000
Taiwan		886 (2) 2715-2333
Thailand	Bangkok	66 2-787-3366
United Arab Emirates	Abu Dhabi	971 (2) 742 3311
	Dubai	971 (4) 2042888
United Kingdom		44 (20) 8834-8888
United States		1 (800) 233-2742
Vietnam	Hanoi	84 (4) 38 267 298
	Ho Chi Minh City	84 (8) 38 223 203

## 5.7 Official Freight Forwarder

Hansen Exhibition Forwarding Ltd is the Official Freight Forwarder and Customs Broker for HKTDC Hong Kong International Diamond, Gem & Pearl Show 2017 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 AsiaWorld-Expo 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, New Territories  
Hong Kong  
Tel : (852) 2367 2303  
Fax : (852) 2369 0479  
Email: info@hansenhk.com

## 5.8. 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”.

## 5.9. 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.

## **5.10. Temporary Staff / Interpreter Agencies (For reference only)**

### **ADECCO Personnel Limited**

12/F, Fortis Tower, 77-79 Gloucester Road,  
Wan Chai, Hong Kong  
Tel: (852) 2895 2616 Fax: (852) 3421 2970

### **Chandler Macleod**

8/F, Guangdong Investment Tower, 148 Connaught Road,  
Central, Hong Kong  
Tel: (852) 2833 4100 Fax: (852) 2152 9921

### **Manpower Services (Hong Kong) Limited**

22/F, Cigna Tower, 482 Jaffe Road  
Causeway Bay, Hong Kong  
Tel: (852) 2281 1200 Fax: (852) 2573 3205

### **Kelly Services Hong Kong Ltd.**

Units 402-412, 4/F, Hutchison House  
10 Harcourt Road, Central, Hong Kong  
Tel: (852) 2281 0000 Fax: (852) 2281 0099

### **Team Spirit**

Room 608, Capital Centre  
5-19 Jardine's Bazaar, Causeway Bay, Hong Kong  
Tel: (852) 2881 0873 Fax: (852) 2890 9165

### **Williams (Hong Kong) Ltd.**

Unit 15B, 15/F, Winsan Tower  
98 Thomson Road, Wan Chai, Hong Kong  
Tel: (852) 2845 6777 Fax: (852) 2845 0689

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.

## **5.11. 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**'

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.

## **5.12. Security Services**

Exhibitors may select 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.

Exhibitors requiring security guard service should fill out **Form 14** in the “**Additional Facilities and Services Order Form**” and return it directly to the AsiaWorld-Expo **on or before 17 January 2017**.

### **5.13. Official Mobile Service Provider**

iFREE Group (HK) Limited is the Official Agent for Mobile Phone Service at HKTDC Hong Kong International Diamond, Gem & Pearl Show 2017.

**iFREE Group (HK) Limited**

Suite 06, 19/F Miramar Tower  
132-134 Nathan Road, Tsim Sha Tsui  
Kowloon, Hong Kong  
Tel: (852) 2473 8888  
Fax: (852) 2433 3996  
Email: [tschiew@ifreegroup.com](mailto:tschiew@ifreegroup.com)  
Website: <https://www.ifreegroup.com>

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

### **5.14. Stand Cleaning**

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

### **5.15. 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.

### **5.16. 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 **27 February 2017**. To ensure seamless connection throughout the fair period, it is recommended to order a separate broadband line by filling up our order form (**Form 5**).

### **5.17. 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 Ricky Ip at tel: (852) 2240 4062, fax: (852) 2270 5715 or email: [ricky.wk.ip@hktdc.org](mailto:ricky.wk.ip@hktdc.org).