

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
1 March 2025	-----	13:00 – 19:00 hrs
2 - 5 March 2025	08:00 – 10:00 hrs	18:00 – 20:30 hrs
6 March 2025	08:00 – 10:00 hrs	* 17:30 – 18:30 hrs
7 March 2025	* 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 m² 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 No exhibits can be deposited or withdrawn beyond the time schedule stated above.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 **10 January 2025**. 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 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 2025 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 (through 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 2025**. 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
10/F, 8 Lam Chak Street, Kowloon Bay,
Kowloon, Hong Kong
Tel : (852) 2746 9628
Fax : (852) 2765 8014
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

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). The Exhibitors are also required to comply with Section 40 of the Employees' Compensation Ordinance, Cap.282 ("ECO") to cover their liabilities both under the ECO and at common law for injuries at work in respect of all their employees, irrespective of the length of employment contract or working hours, full time or part time, permanent or temporary employment.
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 Air Express Company

S.F. Express (Hong Kong) Limited is appointed as the official air express company for the HKTDC Hong Kong International Diamond, Gem & Pearl Show 2025.

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/>

5.7. Official Carrier

Cathay Pacific, the home carrier of Hong Kong, offers registered exhibitors, buyers and travel companions and 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 "**MICE04F**" to enjoy special fares.



Cathay Pacific Reservations: (852) 2747 1888 www.cathaypacific.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

5.8. Official Freight Forwarder

Hansen Exhibition Forwarding Ltd is the Official Freight Forwarder and Customs Broker for HKTDC Hong Kong International Diamond, Gem & Pearl Show 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 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

5.9. 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”.

5.10. 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.

5.11. 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.

5.12. 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.

5.13. 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 24 January 2025**.

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 30 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 **1 Mar 2025**. To ensure seamless connection throughout the fair period, it is recommended to order a separate broadband line by filling up (**Form 5.2**). 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.asiaworld-expo.com/en-us/our-services/guest-services/wifi/>

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 Ms Candice Wong at tel: (852) 2240 4570, or email: candice.hl.wong@hktdc.org.