

30 October 2019

Cosmoprof Asia 2019 - Frequently Asked Questions

Dear Valued Exhibitors, Visitors and Beauty Industry Professionals,

We have compiled a list of answers to questions that you may have when preparing for the Cosmoprof Asia Hong Kong. We are here to support you. If you have more specific questions, please get in touch with us.

Exhibiting inquiries: cosmoprofasia-hk@informa.com

Visitor inquiries: visitca-hk@informa.com

Media inquiries: press-ca@informa.com

Contingency Plan

Q1: Does the Organisers have a security contingency plan in place in the event of an emergency?

The safety and security of exhibitors, visitors and our staff are our top priority. Our emergency response plans are ready to address various scenarios. We have been working in close coordination with the venue management teams (HKCEC & AWE) to assure safety and minimise inconvenience.

- Comprehensive deployment plan is set for both venues to cover all possible scenario;
- Confirmed heightened security measures including tightened access control, increased number of security staff;
- Real-time monitoring of protest movement and keep the communications line open;
- Liaise with District Police if necessary;

Transportation

Q2: Will you be enhancing your shuttle bus services to cover not just your usual pick-up and drop-off points? What if there were transport disruptions?

Enhanced complimentary shuttle bus service up to 500 bus trips to enable more comfortable and efficient travel for fair participants between the Airport and HKCEC/AWE to the Eastern and Western districts of Hong Kong Island and Kowloon, and vice versa. We will also designate major hotels in select districts as pick-up and drop off points for the show attendees. We will regular review and finetune the priority routes for additional shuttle bus services or shifting resources during the event.

Shuttle Bus Services & Schedule (click [here](#))

(as of 27 October 2019)

Q3: Apart from the free shuttle buses provided by the Organisers, what other public transportation I can use to access to the two show venues?

To HKCEC – Public Transportation:

<p><u>Transportation</u></p> <p>HKCEC contains convenient transport links from other parts of Hong Kong.</p> <ol style="list-style-type: none"> Taxi Stand at the entrance of the HKCEC, simply tell the driver where to go. Those taking the MTR may take the Island line; follow the public signs from HKCEC and will reach at Wan Chai Station Exit A1 or A2. The Star Ferry at Wan Chai Ferry Pier to Tsim Sha Tsui. (about 20 minutes walking from HKCEC). Lastly, Buses are plenty, and please check for the most convenient route at http://www.nwstbus.com.hk. 	<p>The map shows the location of the HKCEC (marked '1'), the MTR Wai Chai Station (marked '2'), and the Wan Chai Ferry Pier (marked '3'). A yellow line indicates the ferry route from the pier to the MTR station, and a red line indicates the walking route from the MTR station to the HKCEC entrance.</p>
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To AWE – Airport Express Train:

The easiest and fastest way to get to AWE venue is to take the convenient Airport Express train. It's only two minutes from the airport and 28 minutes from downtown. [Learn more](#)

Airport Express Station	Special Adult Fare	Journey Time (one way)
Hong Kong Station (Lower Level 2)	Same-day return at just HK\$60 Tickets can be redeemed with an event proof-of-entry and <i>Octopus</i> at the designated counters at L2	Approx 28 mins
Kowloon Station (Lower Level 2)	Same-day return at just HK\$60 Tickets can be redeemed with an event proof-of-entry and <i>Octopus</i> at the designated counters at L2	Approx 25 mins
Tsing Yi Station	Same-day return at just HK\$47 with free MTR connection. Passengers must use the same <i>Octopus#</i> and stay in AsiaWorld-Expo for over 1 hour.	Approx 17 mins
Airport Station	HK\$5.5 (one way)	Approx 1 min

Visitor Promotion

Q4: Could you please share details about your visitor promotion campaign? What are the incentives that you have offered visitors to date?

 <p>SMS to HK & China registered buyers and onsite broadcast services</p>	 <p>Massive telemarketing reach 30,000+ HK, Asia and Overseas buyers. Nearly 70% buyers confirmed to attend</p>	 <p>10,000 complimentary hotel room nights exclusively for trade buyers invited by exhibitors</p>
 <p>Enhance promotion via Local & China trade associations</p>	 <p>50% increase of advertising budget to capture audience online-to-offline</p>	 <p>Targeted eBlasts to Cosmoprof Asia database and connect with 100,000+ potential buyers</p>
 <p>Dedicated Wechat messages to engage with 17,000 followers</p>	 <p>300+ hosted buyers by Buyer Programme confirmed their attendance</p>	 <p>Welcome kiosks at Hong Kong Int'l Airport to greet our exhibitors & visitors and offer transportation advice when necessary</p>

Insurance

Q5: Is it true that exhibitors cannot purchase trade show insurance plans, which cover "Strikes, Riots and Civil Commotions" (SRCC) risks?

Exhibitors are advised to check with your insurer and/or brokers whether your own insurance policy can cover "Strikes, Riots and Civil Commotions" (SRCC), or if they can extend the coverage on top of your policy with certain additional premium.

Recent Successful Shows

Q6: How are the other trade shows faring in Hong Kong, especially those held or currently being held at the AWE and HKCEC?

With reference to recent trade events in Hong Kong, the impact of public incidents to the events are minimal. It is also true that, the public incidents usually take place over the weekend while Cosmoprof Asia is taking place during weekdays which means there is a lesser concern on safety.

Kindly click on the following links to view the latest trade events updates from organisers:

September Hong Kong Jewellery & Gem Fair, 16-22 September, AWE & HKCEC

-over 3,600 exhibitors and attended by 68,000 visitors (Read [MORE](#))

HKTDC Hong Kong Electronics Fair (Autumn Edition) & ElectronicAsia, 13-16 October, HKCEC

-attracted more than 67,000 buyers from 141 countries and regions (Read [MORE](#))

HKTDC Hong Kong International Lighting Fair (Autumn Edition), 27-30 October, HKCEC

-more than 2,700 exhibitors from 35 countries and regions are taking part (Read [MORE](#))

Travel Tips

Q7: I still haven't booked my hotel, what do you recommend?

We provide a number of budget hotels for Cosmoprof Asia attendees, please contact our appointed travel agent Hong Kong Wing On Travel Service Ltd to reserve your hotel rooms. Many of the listed hotels are at almost full capacity. Act fast!

Check out the [budget hotel list](#)

Billy Tsoi

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Q8: Any other travel tips I need to be aware of before travelling to Hong Kong?

It is advisable for you as business traveler to Hong Kong to pay close attention to flight information, to avoid large public gatherings, to inform yourself about local traffic situation as temporary road closures and disruptions on public transport may occur. Here are some useful apps to download before your trip to Hong Kong.



HKeMobility APP



HKG My flight



MTR APP

Appendix A: Useful Telephone Numbers and Websites



Category	Organization	Website	Telephone +852
Emergency	Police/Fire/Ambulance		999
	HK Police	https://www.police.gov.hk/ppp_en/	2527 7177
	HK Immigration Department	https://www.immd.gov.hk/eng/	2824 6111
Medical : 24-hour medical service	North Lantau Hospital (Lantau)		3467 7000
	Queen Mary Hospital (Hong Kong Island)		2255 3111
	Queen Elizabeth Hospital (Kowloon)		2958 8888
Transportation	Hong Kong International Airport	https://www.hongkongairport.com/	2181 8888
	Flight schedule	https://www.hongkongairport.com/en/flights/departures/passenger.page	
	HK Airport Express	http://www.mtr.com.hk/en/customer/services/timetable_index.html	2881 8888
	HK Metro	http://www.mtr.com.hk/en/customer/main/contact_us.html	2881 8888
	HK High Speed Rail	https://www.highspeed.mtr.com.hk/en/main/index.html	2120 0888
	Airport Bus schedule	https://www.hongkongairport.com/en/transport/to-from-airport/public-buses.page	
	LWB (Airport Bus)	http://www.lwb.hk/en/	2261 2791

Traffic condition	To and from airport	https://www.hongkongairport.com/en/transport/hong-kong-traffic-conditions.page	
	Traffic conditions on all main roads or view live webcast	http://traffic.td.gov.hk/SwitchCenter.do	
	Road Closure	https://www.td.gov.hk/en/traffic_notices/index_type_6.html	
Tourism Exhibition venue	HK Tourism Board	www.discoverhongkong.com	2508 1234
	AsiaWorld-Expo (AWE)	https://www.asiaworld-expo.com	3606 8888 3606 8000
	Hong Kong Convention & Exhibition Centre (HKCEC)	www.hkcec.com	2582 8888
Miscellaneous	Telephone directory enquiries		1081
	HK Observatory (for weather info)	www.hko.gov.hk	187 8200
	Customs and Excise Department 24-Hour Hotline	www.customs.gov.hk	2815 7711
Important Notice <ul style="list-style-type: none"> Hong Kong International Airport is implementing access control measures at the terminal buildings, visitors are advised to arrive at the airport three hours before their departure time for the relevant checks. 			

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