

Open House Event - HZ Factory 2025

Frequently Asked Questions (FAQs)

Q: Travelling with Food Allergies and Dietary Restrictions?

A: Please let us know ASAP all details about any food allergies or other dietary restrictions so that we may accommodate accordingly. Food allergies, especially life-threatening ones, are rare in China and thus there is no widespread recognition of the risks involved. As such, cross-contamination is sometimes a risk. Though we will do our utmost to minimize such risks, we cannot eliminate it entirely.

We can take measures to manage such risks. Please consult your doctor regarding your travel plans.

Q: What will the weather be like?

A: The Shanghai-Hangzhou region in late-March and early-April is considered Springtime and will generally hover between 10-20° Celsius or 50-68° Fahrenheit. This largely depends on whether it will rain or not, and if the sun is out. You should dress in layers and have clothing better suited to the mild cold.

As it tends to be more humid and indoor heating is more limited than in North America, you may feel colder than you would at the same temperature range at home. Think of places like California during the winter, where because buildings are designed more for the summer heat, it feels colder in the winter. Indoor room temperatures especially can be considerably lower than in Canada and Northern US as central heating is not common.

Umbrellas will be made available.

Q: What if I have a chronic health condition that may require accommodations?

A: Please share with our team any specific details and we will work to figure out how best to accommodate. Please also speak to your doctor about any risks inherent in international travel and consult laws and regulations involved should you be travelling with prescription medication, especially painkillers.

Do NOT bring any cannabis products or derivatives as they are strictly prohibited in China and carry very harsh criminal sentences.

Q: May I bring partners/children?

A: Yes! When confirming your attendance, please also inform us if we should prepare for any additional headcount. The \$300 per person fee applies. We will book up to two rooms for two business associates from each company. Any additional rooms can be booked upon request at extra cost to the guest, and we would simply need advanced notice to accommodate.

Q: Can I arrive earlier than the start of the itinerary?

A: Yes. Shanghai is a very international city and relatively easy for international visitors to explore. The high-speed rail system in China is also very convenient for city-hopping.

Q: Do I have to depart China once this itinerary ends?

A: If your visa permits additional time, please feel free to explore more of China or visit other vendors you may have. We would be more than happy to advise or assist in bookings.

Q: Can I join later in the itinerary?

A: We will depart Shanghai together on a chartered bus to go to our factory in Hangzhou, which is a 3-4-hour drive away and 1-hour by high-speed rail. As long as you can arrive in time for this bus departure or is otherwise able to travel directly to Hangzhou, in time for the factory tour, we would be more than happy to accommodate. We can arrange to pick you up from the airport (HGH) or Hangzhou railway station.

Hangzhou International Airport (HGH) has direct service from many cities in China, as well as Japan, Hong Kong, Taiwan, South Korea.

Please let us know though if this is something you are considering so that we can plan accordingly.

Q: How much will this entire itinerary cost?

A: Assuming you do not have additional travel as part of this trip and aside from incidentals like shopping and souvenirs, your primary costs will be your flights to/from Shanghai and the visa application fee.

Q: How do I confirm my attendance?

A: We will require a commitment by Monday, December 16th. If you need more time to decide, please stay in touch with your regular ANYLOAD contact and let us know how long you may need before you are able to firmly commit. We will do our best to accommodate.

Any cancellations after a date in January (to be finalized) will be ineligible for a refund of the \$300 registration fee.

Q: What is the best way to fly to Shanghai, China?

A: There are regular direct flights to/from Shanghai-PVG airport from many cities in North America and globally. This includes Vancouver, Toronto, Seattle, Detroit, New York, San Francisco, Los Angeles, Chicago, and Dallas.

There are also many connecting flights through Tokyo, Seoul, Taipei, Hong Kong, Manila, Dubai, and Doha. These can sometimes be significantly cheaper, so an option to consider is to take a connecting flight instead of going directly to China. You may even want to do some sightseeing in these countries before or after our itinerary.

Q: Food safety?

A: All meals during our itinerary will be at very reputable establishments where we are confident in their food safety standards. Shanghai and Hangzhou have very high standards for food safety due to intensive competition between restaurants.

As is the case anywhere in the world, extra caution is advised when consuming shellfish, raw meat and fish, internal organs, raw fruits and vegetables. If you are ever unsure if something is safe or risky to consume, please don't hesitate to check with our hosting team.

Q: What if I am not used to Chinese food?

A: We will do our best to accommodate all preferences at every meal. Hotel breakfasts in China are large buffet spreads with egg/omelet station, bread and pastries, fruit, dairy, muesli, and often more.

Aside from breakfast, we will do our best to offer a Western option for either lunch or dinner on most days. McDonalds, Burger King, KFC, and Pizza Hut are also very widespread in China, and we can do our best to accommodate should you prefer fast food instead for a certain meal.

We will also prepare snacks from Costco and Sam’s Club to be shared during the trip.

For Chinese meals, we are more than happy to explain each dish and will take care to order items that we find international guests are more accustomed to. Forks and knives are also available at every meal should you have any difficulty with chopsticks.

Q: China visa

A: A Chinese visa is required for Canadian and US passports. We will issue instructions separately on how to obtain one. Processing time is generally quite quick (1-2 business days w/ expedited processing, ~5-10 business days w/ standard processing).

Please make sure you have a valid passport expiring 6 months after your departure from China, as is often required in other countries you are entering.

If you have an effective Chinese visa on an expired passport, simply bring along the old passport with you when you rather than reapplying.

The following countries can enter China visa-free for 15 days: Australia, France, Germany, Spain, Austria, Hungary, Norway, Finland, Switzerland, Portugal, Greece, New Zealand, Japan, South Korea.

Q: How to access cell service in China?

A: Roaming is the most convenient and expensive. E-SIMs is a cheaper option should your phone support this functionality, with Airalo and NOMAD being the best services (simply download their app and go through the purchase and setup instructions),

though these only offer internet connectivity and no call/text service. If you need to be connected to clients/family via phone/text, please consider roaming or purchase a travel package with your carrier.

SIM cards are also available for purchase after you arrive in China, though you will need to bring your passport and can only purchase them at the airport or through China Mobile or China Telecom official stores.

Q: What VPN should I use?

A: If you are roaming on your US/Canada cell phone or using an eSIM (Airalo or NOMAD), a VPN is not necessary as your web traffic is processed through your home country.

We recommend LetsVPN (<https://letsvpn.world/?hl=en>) and Astrill VPN (<https://www.astrill.com/>) and based on past experience, LetsVPN is better for mobile connections while Astrill VPN is good for computers.

Do NOT use popular VPN services like Nord VPN or Express VPN. They are not geared towards tunnelling through China’s firewall, so you may be purchasing services that do not work.

Blocked sites in China include Facebook, Google, YouTube, Gmail, Instagram, Twitter, LinkedIn, Telegram, Netflix, and WhatsApp. You will need a working VPN to access these sites.

Outlook, Teams, and other email and professional systems are generally available. Sometimes, you may need to reconnect or switch up VPN servers to maintain a reliable connection.

Q: Do I need to take any precautions for my personal safety?

A: China is generally quite safe, especially for foreign guests. Pickpocketing, theft, burglary, and other crimes that tourists are vulnerable to are extremely rare in China and generally occur in rural and impoverished areas. Shanghai and Hangzhou are the wealthiest cities in one of the wealthiest regions in China. Taxis and rideshares will not overcharge due to very strict scrutiny. Though there are many metal detectors and x-ray machines in public locations like airports, train stations, subway stations, and

major tourist attractions, these are generally very lax and serve more as job creation and “security theatre” than preventative safety measure.

Q: How do I pay money in China?

A: We are taking care of your hotel, meals, and transportation. However, you may still want to know how to pay for souvenirs, snacks, etc.

Alipay, a mobile payment app, is very widespread. Please download it from your mobile app store and go through the setup procedure, including linking it to your Visa or MasterCard credit card. Once set up, it will charge transactions to your credit card after you confirm the amount that the vendor is charging and enter a set security pin. Payments can be made either by scanning a vendor’s QR code or by allowing the vendor to scan your QR code. Alipay is used everywhere, from supermarket self-checkouts to subway tickets to street food vendors and very secure. We can teach you how to use it after you arrive.

We recommend having ~¥1000 RMB in cash for emergencies, though you may not come to need it. Not every vendor is guaranteed to accept cash despite it being mandated by law, though most will accept it in a pinch. They may also not be able to find the exact change for the bills you give.

Most tourist-oriented businesses, including restaurants, souvenir stores, hotels, and larger shops in shopping malls will accept credit card. However, it can sometimes be a time-consuming process with clerks unfamiliar with processing foreign cards. Visa and MasterCard are quite widely accepted, with high-end stores accepting AmEx.

Q: How much do I tip for restaurants/services?

A: Tipping is not expected in any circumstances in China. If you do feel obliged to give, please feel free to do so, such as for tour guides and restaurants. Most will accept although many may be surprised as it is not common nor standard practice.

Q: Squat Toilets?

A: Squatting or “French”-style toilets are very common in China and across Asia as it is considered by locals to be more hygienic. However, it may be quite difficult to use for those that are not accustomed. Seated toilets are available in most places on our

itinerary, although it may sometimes be more difficult/time-consuming to find. Handicapped toilet stalls, higher end malls/restaurants, your hotel room, and our factory will have it available.

It may still be prudent to familiarize with using squatting toilets.

Q: How do I communicate with locals?

A: Most people in China do not speak English. We will provide a translation table so that you can point to Chinese characters corresponding to popular phrases or addresses. Having a translation app would be very helpful. Our team will always be available should you need help in communicating.

Q: Should I purchase travel insurance?

A: This is your decision. It may be helpful to have some peace-of-mind against the possibility of cancellations, delays, lost baggage, or medical emergencies inherent in all international travel.