

INFORMATION FOR EXHIBITORS – TSB BANK ARENA

DELIVERY OF GOODS

The exhibition materials delivery label can be found at the end of this document. Please ensure this label is attached to all exhibition materials you send to the venue.

There is limited space available at the venue for storing packaging materials. It is suggested that you use a freight forwarding company to assist with arrangements for both delivery and off-site storage.

Customs clearance is required for any goods entering New Zealand and is the responsibility of the sender.

Deliveries of exhibition materials will be accepted no earlier than two days prior to the event or with approval from Venues Wellington. Please advise if you will have an excessive amount of deliveries arriving for your event. Please provide us with a list of deliveries.

INTERNATIONAL DELIVERIES

Please note that failure to allow sufficient time for your goods to arrive in Wellington, clear customs and to be transported to the venue may result in delays.

Due to the lack of storage space, any exhibitor's freight arriving before the agreed pack-in date/time may be declined or re-directed to a handling agent at the sender's expense.

Incoming freight must be clearly labelled, using the delivery label at the end of this document.

UNLOADING

Your freight will be delivered to your stand in the Exhibition area in the TSB Arena (as long as it has the correct delivery label attached and the stand number recorded).

Access is via loading dockway at the South end of the building or via main front entrance at the North end of the building, Jervois Quay. The South end dockway height is 1300mm.

Temporary parking for drop off/pick up is available in the dockway (maximum of 10 minutes).

Venues Wellington has a limited number of courtesy trolleys available for use. It is recommended that you have your own trolleys to avoid delay.

STORAGE

There will be limited on-site storage facilities for packing materials and boxes. It is recommended that exhibitors consider their storage needs (of packing crates and freight forwarding materials) for the duration of the exhibition. Exhibitors may not leave boxes and packing material in the exhibition display area during the event. Any materials left in aisles after pack in will be considered rubbish and will be removed by venue staff. Freight forwarding companies can arrange off-site storage at a cost per m³.

PACK OUT

PLEASE NOTE THAT ALL LARGE ITEMS & PALLETS MUST BE REMOVED BY THE END OF THE EXHIBITOR PACK OUT PERIOD, AS THERE IS NO ON-SITE STORAGE AFTER THE EVENT and we may have another event packing in from midnight.

You must arrange for the removal of all equipment, rubbish and decorations after the exhibition closes.

If you have smaller packages that you are leaving behind to be collected by a courier or other person, please note these must be collected no later than the next business day. You will need to ensure you have taped and securely closed all items and addressed them clearly with the following details:

- Where and to whom they are going (receiving address and contact)
- Total items being sent
- Courier company or person who is collecting them
- Name and phone number of the sender

Please leave small packages at the TSB reception or where instructed and advise the Venue Manager that they are ready for pick up.

Any items not pre-identified will be deemed abandoned and the venue will remove as rubbish. Should you require any assistance, please ask the Venue Manager.

Please note: Items are left at your own risk and if not collected within a reasonable¹ time frame run the risk of being destroyed.

SECURITY AND INSURANCE

Exhibitors are responsible for the security of their own stand and valuables during the exhibition. Exhibitors are responsible for taking out all necessary insurance cover to ensure that goods on display are adequately insured for theft and damage prior to, during and whilst in transit to and from the exhibition. Your insurers should be advised to extend your cover to include public liability insurance for the event. Neither the organisers, nor Venues Wellington, nor any of their staff, employees, agents or other representatives, shall be held accountable for, or be liable for, any damage, loss, harm or injury to the person or any property of the exhibition. Individual exhibitors will be liable for any damage or loss that they may cause to the venue, stand structure and/or goods or property of Venues Wellington or any other exhibitor, individual or company. It is advisable to remove valuable items when you are not staffing your exhibit. The venue will be locked down overnight, but overnight venue security is not provided unless otherwise arranged.

¹ Reasonable being within one week of the Event

GENERAL INFORMATION

Aisles

The aisles between stands are legally required to be a certain width to maintain proper access to emergency exits, therefore it is imperative that exhibitors keep within their contracted space and do not encroach into the aisles or block doorways.

Audio Visual

Our preferred supplier, NW Group (NWG), offers a full production and technical service including an extensive range of audio, lighting, staging, projection and rigging equipment. If you have additional audio-visual requirements that aren't supplied by the stand design company, please request this on the Event Services Order Form (see end of document) and email the completed form to Venues Wellington at InfoVenues@wellingtonnz.com include Expo: AV in the subject line to ensure a timely response.

Banners or signage must be hung by our tech company. Please request this on the Event Services Order Form and email the completed form to InfoVenues@wellingtonnz.com include Expo: Banners in the subject line to ensure a timely response.

Electricity

The electricity supply is 230 volts, 50 hertz. Equipment designed for different voltages will require a transformer. If you have specific electricity needs please contact your stand design company. Power sockets accept a three flat pin plug or similar adapters. All electrical devices brought into the venues must be certified as being compliant with Electrical Standard NZS 3760-2001. The Venue Manager on site may undertake spot audits of this. On site tagging and testing can be arranged prior.

Ceiling and Door Heights

12m clearance to the ceiling truss line.

The entrance way to the exhibition area from the loading dock is 4m wide x 5.35m high.

Loading Bay Ramp is 4.5m x 14.9m.

Truck dockway is 7m x 14.9m.

Floor Covering

The flooring in the exhibition area is dark grey carpet tiles.

Floor Loading

The floor loading for the TSB Arena is 500kg/m².

Catering

Venues Wellington has exclusive rights for the sale of food and beverage within the venue. Our approved caterers can assist with any requirements for stand hospitality during the exhibition. To

arrange this, please fill in the Event Services Order Form and email the completed form and details of catering request to Venues Wellington at InfoVenues@wellingtonnz.com include Expo: Catering in the subject line to ensure a timely response.

Sampling

Any exhibitor wishing to distribute or giveaway any food or beverage samples must seek prior approval from Venues Wellington by emailing InfoVenues@wellingtonnz.com (please specify the event name and date). The following guidelines must be adhered to when serving samples of food and beverage not purchased through our caterer:

- Samples must be related to the day to day business of the company on display
- Portions are to be of normal tasting size only; Solid food should be no larger than bitesize 50 grams, and only served in individual portions
- Non-alcoholic beverages no larger than 100 mls
- Alcoholic samples are to be no larger than 50 mls; and
- Licensing considerations are to be discussed before sampling of alcoholic beverages is approved – a special licence may be required and needs to be applied with Wellington City Council at least 21 working days before the event. We suggest all the information is supplied and licence applied for at least 30 working days before the event, to ensure the special licence is received in time
- Compliance form to be completed and approved by Venues Wellington and current food control plan documentation to be provided as required
- Restrictions on what cooking equipment can be brought on site applies, please consult with us to avoid any issues
- All electrical equipment must be certified as being compliant with Electrical Standard NZS 3760-2001, and power will not be provided for any equipment without a current tag

Emergency Evacuation & Fire Safety

A fully compliant, registered and approved evacuation plan is maintained onsite at the venue. Venues Wellington staff will manage any emergency evacuation. Please ensure that doorways are kept clear of any objects which may hinder egress. All display materials or equipment used on your stand must comply with fire and safety legislation. All display build floorplans must be approved prior to going on sale (if not drawn by a Venues Wellington representative).

Health & Safety

It is the responsibility of all exhibitors to comply with the venue health and safety guidelines. A copy of the Venues Wellington Health & Safety Policy Document can be obtained from the hirer or send an email to InfoVenues@wellingtonnz.com to request a copy, include Exhibitor: Health and Safety in the subject line for a timely response.

Internet Access and Phone Line

Complimentary WiFi is available within the venue: “Venues Wellington WiFi” accessed by a 'click to agree' pop-up window in your browser. Wired internet is available for purchase. Please request this on the Event Services Order Form and email the completed form to InfoVenues@wellingtonnz.com at least 7 days prior to the event, include Expo: Internet in the subject line for a timely response.

Parking

At Shed 6/TSB Bank Arena, public and exhibitor parking facilities are available 24hrs, 7 days per week at Wilson Parking located beneath the venue. For current costs, please see the [Wilson Parking website](#).

Regulations

For a list of items that are not permitted into the venue without prior written consent from Venues Wellington please refer to attached Exhibitor Checklist.

Some examples are vehicles, helium balloons, naked flames, smoke machines, fireworks, drones, gas appliances & animals.

Stand design

If your stand is custom designed it must be no higher than 2.3 metres without prior approval.

Venue Contacts

The onsite contact during the pack in, event days and pack out will be the Venue Manager. The Venue Manager office is based on the ground floor, and can be contacted via radio by any of the venue staff you see around the venue.

If you have any questions regarding the venue prior to the event, please contact Venues Wellington at InfoVenues@wellingtonnz.com and they will put you in touch with the Event Manager for the event.

Waste Management & Cleaning

We are committed to reducing our impact on the environment and have procedures in place to recycle as much waste as possible. The exhibition area floor will be cleaned prior to the initial exhibition opening and venue staff will remove packaging / rubbish. Please help us by sorting your waste into the correct bin: Cardboard & Paper, Plastics & Cans, Glass, Food Waste, and General Waste.

Cleaning does not include individual exhibition stands. Any additional cleaning required will be at the expense of the exhibitor. Please request this on the Event Services Order Form and email the completed form to Venues Wellington at InfoVenues@wellingtonnz.com

Venues Wellington is a trading organisation of
the **Wellington Regional Economic Development Agency Limited (WREDA)**.

TICK	Are you / your exhibitors planning on bringing:	Important limitations / considerations
	Alcohol - on site consumption (excluding samples)	<p>Only approved caterers can serve alcoholic beverages for any function when alcoholic beverages are consumed on site (excluding samples).</p> <p>Only preferred caterers can sell alcoholic beverages for on site consumption.</p>
	Alcohol sampling & off site consumption	<p>Alcohol Licence (Special licence needs to be applied at least 21 working days in advance).</p> <p>All special conditions on the licence as directed by the council licencing department to be followed at all times.</p> <p>Stalls offering off licence sales may be required by the council to apply for a separate licence to operate - depending on special licence conditions.</p>
	Animals	<p>Pre-approval from Venues Wellington is required.</p> <p>Weight limit of 2 tonnes, Animal welfare plan and Waste disposal plan required.</p>
	Compressed Air	<p>Pre-approval from Venues Wellington and management plan required.</p> <p>This includes but is not limited to, confetti cannons, t-shirt launchers. Compressed air systems have the potential to cause serious and permanent damage.</p>
	Custom builds not built by main exhibition building company	<p>Custom designed stands must be no higher than 2.3 metres without prior approval, and H&S documentation is required.</p>
	Drones	<p>Our standard policy is that drones are not permitted in, or around VW venues. With a great variety of standards in technology, we are not satisfied that they can be used safely around people.</p> <p>If you have a plan for drones and you believe it can be done safely please contact your Event Manager to discuss.</p>
	Hazardous chemicals, Dry Ice and Smoke effects - including but not limited to	<p>Pre-approval from Venues Wellington is required if you are bringing any hazardous chemicals into the venue.</p>

	Electrical Safety Requirements	All electrical equipment (including all Band equipment) bought into our venues is required to conform to AS/NZS 3760:2010 in service safety inspection and testing of electrical equipment or an international equivalent. The electricity supply is 230 volts, 50 hertz. Equipment designed for different voltages will require a transformer. Records of safety testing must be produced on request.
	Equipment requiring Rigging	All overhead rigging in the venue must be installed or approved by Venues Wellington Technical Supplier.
	Fair Rides	Pre-approval from Venues Wellington is required. All Amusement rides must have a certificate of registration issued by the department of labour and a current registration number must be displayed on the device. Where necessary protective fences or barriers must be used.
	Food	All food is to be prepared at registered food premises, such as restaurants and other food shops, or a VW kitchen. Preparation of food in a domestic kitchen (such as your own home) is not permitted.
	Food Samples	Any exhibitor wishing to distribute or giveaway any food or beverage samples must seek prior approval from Venues Wellington. Please note Food Stalls considerations.
	Food Trucks	Pre-approval from Venues Wellington required for truck operation and location. Approved food control plan/ mobile vendor certificate from truck operator, gas and electrical safety certificate for the truck, Venues Wellington food trucks application form. Please note Electrical safety requirement considerations.
	Food Stalls	Approved food control plan documents from stall holders, Venues Wellington food stall holder application form completed. Please note Live cooking and Electrical safety requirement considerations.
	Food Service	Only approved caterers are allowed to provide catering for any function within the event.
	Hanging Banners	Banners or signage may not be hung without prior approval from the Venue and must be hung by the Wellington Venues Technical Supplier. No signage or banners are to be attached to Venues walls.

	Heavy equipment	Floor Loading Capacity: Michael Fowler Centre - Renouf Foyer - 250kg/m ² Michael Fowler Centre - Fletcher Challenge Foyer - 500kg/m ² TSB Bank Arena - 500kg/m ² Shed 6 - 500kg/m ²
	Helium Balloons	Pre-approval from Venues Wellington is required for exhibitors planning to use helium balloons as part of their exhibit.
	Land-borne Inflatables e.g. bouncy castles	Pre-approval from Venues Wellington and current H&S documentation is required.
	Lasers/Strobes	Laser must be used in accordance with AS/NZS 2211, Safety of Laser Products. Please include as much information as possible in your risk assessment when planning to use lasers. If using strobe lighting signage must be displayed.
	Live Cooking	Cooking equipment used, gas cooking, location of equipment in relation to public/guests, floor protection, require Venues Wellington Approval and limits/conditions will apply. Please note Food Stall considerations.
	Open Flame	Pre-approval from Venues Wellington is required for any form of open flame. All open flames are to be included within your risk assessment, including candles.
	Power Tools	Use of power tools must be advised prior to usage. See electrical safety requirements.
	Pyrotechnics	Use of pyrotechnics is possible but only by advance notification and written confirmation. Only a qualified handler may operate pyrotechnics. Pre-approval through NZ Fire Service is required. NB: NZFS approval process takes a minimum of 30 days.
	Vehicles	Pre-approval from Venues Wellington is required. Venue specific weight loadings: Michael Fowler Centre - Fletcher Challenge Foyer - 500kg/m ² TSB Bank Arena - 500kg/m ² Shed 6 - 500kg/m ²
	Water e.g. Spa Pools	Pre-approval from Venues Wellington required. Floor covering, water access/availability, weight and disposal of water to be considered.
	Working at Height, including ladders	Best practise Guidelines for Working at Height in New Zealand 2012.

**DELIVER TO: Dockway
 TSB Bank Arena
 Queens Wharf
 Jervois Quay
 WELLINGTON 6011
 NEW ZEALAND**

Delivery instructions: If reception is unattended please take deliveries to the loading dock and call the number posted

EVENT NAME	
EVENT DATE(S)	
STAND/BOOTH #	
COMPANY NAME	
CONTACT NAME	
MOBILE #	
CONSIGNMENT NOTE #	
ITEM # (e.g. 1 of 2)	

DELIVERIES WILL NOT BE ACCEPTED MORE THAN 2 DAYS PRIOR TO EVENT