

VENUES
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EXHIBITOR GUIDE
CHRISTCHURCH TOWN HALL



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1. WELCOME TO CHRISTCHURCH TOWN HALL

1.1 Heritage Building

The Christchurch Town Hall is a registered heritage building with international recognition. Therefore, there are additional requirements on all users to protect the building from wear and tear. Any damage caused by exhibitors to any surface, furnishing or equipment inside the building is not permitted, with the cost of remediation falling on the contracted hirer.

We ask that all people using the building take extra care when moving through and setting up or packing out inside the building.

2. LOCATION

Christchurch Town Hall
86-88 Kilmore Street
Central City
Christchurch

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3. FREIGHT DELIVERY AND COLLECTION

You have two options to make deliveries to Christchurch Town Hall

3.1 OPTION A – Freight Forwarder Required

A freight forwarder must be used if you are planning to do any of the following:

- Get freight sent to the venue in advance of the pack in day /times
- Leave freight at the venue for collection after the event
- Get freight items delivered (i.e., larger than can be carried in your hands) or anything requiring a forklift or pallet jack

Due to the Christchurch Town Hall requiring special handling, any such items not arranged through a freight forwarder will not be accepted.

If you are needing to arrange a freight forwarder, we recommend Method Logistics who are our preferred supplier as they provide an efficient and seamless solution for exhibitors.

They offer one point of contact, who coordinates all deliveries and ensures your freight arrives on time, prior to pack in. They are familiar with our special handling requirements to deliver your freight inside the venue safely and will take away any pallets or packaging to be stored until after the event. For collection after the event, they will return your pallets/crates/packaging prior to pack out time and can assist with any re-packing requirements.

As well as delivery to and from the venue, Method Logistics can arrange shipping to and from Christchurch from anywhere in New Zealand or around the world. Please get in touch with their friendly team to arrange.

Method Logistics

Contact – Nathan Tibbotts

Mobile: +64 21 047 7712

nathan@methodglobal.co.nz

www.methodglobal.co.nz

Please note – the freight forwarder will charge for their services; this will be payable directly to the freight forwarder.

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3.2 OPTION B – Freight delivered to the venue during pack in or pack out

We do allow exhibitors to bring their own items to the venue provided that:

- Freight items must be able to be carried in your hands
- All freight must be taken offsite by the exhibitor at the end of the event
- Freight will only be allowed during the dedicated pack in or pack out windows. Delivery or drop off of freight outside these times will not be permitted
- The freight cannot contain any dangerous goods

3.3 General notice about freight

Any freight sent to or collected from Christchurch Town Hall is the responsibility of the sender.

Venues Ōtautahi accepts no liability for any items delivered to or sent from our venues.

Venues Ōtautahi reserves the right to turn away any freight that does not meet the conditions required under this exhibitor's guide, the venue hire agreement and / or the venues conditions of entry.

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4. PACK IN/OUT INFORMATION

4.1 Access Times

Please familiarise yourself with the agreed access times that have been allocated to your event. Your exhibition organiser will provide you with the designated pack in / pack out times. Entry to the venue outside of these times is prohibited.

Entry to the venue will only be permitted to persons who have completed a Venues Ōtautahi site induction as per [Clause 6.2.](#)

4.2 Loading Dock

Pack in / out is through the Exhibition Door next to the Main Entrance to the Christchurch Town Hall on 88 Kilmore Street.

Please be aware that it is not possible to park at this location, cars must be kept running and moved immediately to a suitable nearby carparking location.

Waiting is not permitted so any vehicles must be immediately loading or unloading or will be asked to be moved.

Enforcement will apply to this area; please ensure you follow the directions of any venue staff.

4.3 Storage Onsite

There are no storage facilities onsite at Christchurch Town Hall. Exhibitors are advised to make provisions for the removal to other premises of all materials not required for their stand for the period of the event.

4.4 Forklift

Forklifts cannot be used inside the Christchurch Town Hall.

4.5 Parking

There is no parking provided at the venue. Exhibitors are expected to arrange for their own parking using nearby parking lots or on street parking.

More information on available parking near to the venue including costs and time limits can be found here: <https://www.ccc.govt.nz/transport/parking/carpark/#17/-43.52753/172.63517>

4.6 First Aid

The Christchurch Town Hall has an appointed first aid room. A basic first aid kit is in this room and at other locations around the venue. There is also a defibrillator located outside the first aid room. Should you require first aid assistance please contact the Manager on duty.

A limited number of wheelchairs are available on site for emergency situations.

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4.7 Multiple Event Spaces

The Christchurch Town Hall has multiple event spaces available for hire and there will be regular concurrent events occurring. Please be aware that pack in / out activities must not disrupt other events and pack in / out procedures may be modified at short or no notice to minimise any disruption.

5. EXHIBITS REQUIRING PRE-APPROVAL

5.1 Required Approval

Approval is required for exhibits which include:

- Animals (excluding service animals)
- Pyrotechnics or special effects
- Covered structures, i.e., gazebos, constructed stands, etc
- Helium balloons
- Smoke/fog
- Food and beverage tastings / samples / give-aways or sales
- Motor vehicles/Mobile plants
- Overhead Rigging
- Potentially offensive items available on display or available for sale
- Containers being delivered to the venue

Please submit a proposal in writing to your Venues Ōtautahi Event Manager outlining the purpose of the display and how it will be used, no later than three weeks (21 Days) prior to the event to allow time for approval to be issued.

More specific details regarding required approvals are outlined below.

5.1.1 Animals

No animals or pets are permitted within our venue(s) except as part of an approved exhibit, activity or performance legitimately requiring the use of animals.

Assistance and mobility animals are permitted.

5.1.2 Gas Cannisters, Naked Flame and Smoke Generating Devices

All of these and similar items are strictly prohibited from the Christchurch Town Hall as they are likely to activate the venue's smoke alarm system and / or affect the venue's insurance coverage. If any of these devices are found onsite, they will be removed immediately.

Naked flames include but are not limited to:

- Cooking equipment
- Barbeques

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- Heaters
- Candles
- Oil Burners

Please note that smoke isolation is only possible in the Auditorium and James Hay Theatre. Smoke isolation requires pre-approval.

5.1.3 Motor Vehicle/Mobile Plant Display

Please refer to [section 6.9](#) for further information.

5.1.4 LPG Gas Cylinders

LPG and other flammable gas bottles on stands are not permitted at the Christchurch Town Hall.

5.1.5 Food & Beverage

No exhibitor or person shall distribute, sell, or give away any item of food or drink to event attendees without the prior written approval from your Venues Ōtautahi Event Manager. Please review all clauses in section 8 for the full policy.

5.1.6 Overhead Rigging

Any stand requiring overhead rigging must be pre-approved in writing by your Venues Ōtautahi Event Manager subject to the conditions as noted on [section 6.1](#). For information on overhead banner rigging, please see [section 7.2](#).

5.1.7 Potentially Offensive Items on Display or Available For Sale

This is relating to any stand which is looking to display, give away or sell an item or items that could be considered offensive. Such items can include but are not limited to:

- Offensive signs or banners,
- Gang patches
- Dangerous goods
- Weapons or anything that appears to look like a weapon
- Flares
- Fireworks
- Illegal or questionable substances

Any such items must be pre-approved by your Venues Ōtautahi Event Manager. Venues Ōtautahi retains full rights to restrict any item or items from being displayed, sold or given away, if in Venues Ōtautahi's sole opinion these items could be considered illegal, dangerous or offensive, whether initially pre-approved or not.

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5.1.8 Food and Beverage Sales and Sampling

Please refer to [section 8.4](#) for further information.

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5.1.9 Containers

Containers are not permitted at Christchurch Town Hall.

5.2 Marketing Opportunities at the venue

All marketing opportunities must be pre-arranged with the exhibition organiser. This includes:

- Signage other than within your stand footprint
- Branded vehicles parked outside of designated exhibitor parking areas
- Product giveaways
- Flyers

Venues Ōtautahi does not allow brochures or marketing material to be placed under guests' windscreens in the car park or surrounding streets in any circumstances.

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6. HEALTH AND SAFETY AT VENUES ŌTAUTAHĪ

We all have a legal responsibility to provide a safe environment for those working at your event.

In accordance with relevant legislation, New Zealand standards and codes of practice, we've developed stringent safety procedures and policies that must be followed by all persons inside our venues. This includes event organisers, event participants, exhibitors, and contractors.

Health & Safety signage will be placed at the front of all work sites to remind visitors of our safety message, and we appreciate your adherence to instruction from Venues Ōtautahi staff at all times.

6.1 Reporting Accidents and Near Misses

Any accidents or near misses must be reported immediately to Venues Ōtautahi Staff onsite.

If there are no Venues Ōtautahi staff in the immediate vicinity to the incident or near miss, Venues Ōtautahi staff can be reached on (03) 339 3599.

Should you require emergency attention, please call 111 first and then notify the on-duty Venues Ōtautahi manager.

6.2 Health & Safety Inductions

All visitors' onsite during a build or exhibitor pack in and/or pack out will be required to sign in and receive a short health & safety induction before being allowed access to the venue. This includes Contractors, Exhibitors, Suppliers and Exhibition Staff.

Once completed a wristband or other form of identification will be issued to each person who has received the induction, and this will allow them to proceed to set up or take down their stand. Any person without a wristband will be prevented from accessing the site until they have completed the induction.

6.3 Pack in and Pack Out Requirements

In terms of Health & Safety, pack in or pack out times are deemed high risk and the area is classed as a construction site. Therefore, we have very strict requirements during these times, as outlined below.

6.3.1 High Visibility Requirements

During pack in or pack out times, all people onsite must be wearing high visibility clothing (at minimum a High Visibility vest). This includes all exhibitors, exhibition staff, contractors, suppliers and Venues Ōtautahi employees. Failure to wear such gear will result in removal from the venue.

Each person is required to supply their own High Visibility vest, some events may have the option to purchase them onsite for \$5.00. Please contact your Venues Ōtautahi Event Manager to see if this service will be available for your event.

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6.3.2 Footwear Requirements

Closed toe shoes must always be worn during an exhibition pack in or out.

6.3.3 Pack In / Pack Out Timings

Exhibitors will only be allowed access to the venue during the specified exhibitor pack in / pack out times. The exhibition build must be complete before any access for exhibitors will be permitted. During the exhibition pack down exhibitors must have cleared the site before the shell scheme build can be packed down.

Venues Ōtautahi will restrict access to the venue if we feel that it is unsafe for exhibitors or other members of the public to access, even if it is during specified exhibitor pack in times.

6.3.4 Children Onsite

No Children under the age of 16 are permitted to be onsite during a pack in or pack out period.

6.3.5 Consumption of Alcoholic Beverages

Consumption of alcoholic beverage is not permitted within an exhibition area during a pack in or pack out period.

6.4 Over Head Rigging

All overhead rigging within any Venues Ōtautahi venue must be installed and/or approved by a Venues Ōtautahi Venue Technician to ensure the Best Practice Guidelines for Working at Height issued by WorkSafe NZ are met and maintained. Any unapproved access to the venue catwalks is strictly prohibited. All overhead rigging work carried out will require the following.

1. All overhead rigging will require a task analysis (TA) to be provided to the Venues Ōtautahi Venue Technician outlining the “Safe Work Method” of carrying out the works that will be used. This form must be provided to your Venues Ōtautahi Event Manager no later than 14 days prior to first pack in day.
2. Upon approval of the Task Analysis (Sign off by Venues Ōtautahi) the work may be carried out providing the following requirements are adhered to:
 - a) When rigging is in progress, the Venues Ōtautahi Technician/Health and Safety Team will place warning signs at all egress points.
 - b) A 5m exclusion radius must be maintained around any work happening at heights. Any persons working within a 5-metre radius of moving rigging loads or operating scissor lifts must also wear an approved hard hat until all loads are raised to their full height.
 - c) The Venues Ōtautahi Technician will determine when the overhead rigging is complete, and the PPE rule can be relaxed.

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6.5 Fire & Safety Awareness

All our venues are protected by an integrated smoke detector and sprinkler system connected to and monitored by the Fire & Emergency New Zealand. In the interest of public safety, all fire exits, air conditioning vents, lighting and sound controls, fire appliances, fire hose reels and power distribution boards must always remain clear.

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It's illegal to:

- Block or congest emergency exits, fire hose reels or fire call points
- Block the access route to an emergency exit
- Block aisles within the exhibition – these must always remain clear
- Obscure or cover emergency exit signs
- Use fabric and display materials which are not fireproof

6.5.1 Emergency Evacuation Procedures

Each venue has a compliant evacuation scheme to enable the successful evacuation of staff and visitors in the case of a fire or other emergency. Signage displaying the emergency procedures are located throughout each venue with maps to assist in directing you to your closest exit. It is good practice to observe where the nearest emergency exit is in relation to your stand when arriving onsite. See [Appendix A](#) for emergency egress map of Christchurch Town Hall.

In the event of an emergency remember to stay calm and make your way to the nearest exit. Venues Ōtautahi staff will assist in the evacuation of the venue should this become necessary, please follow the instructions of venue staff at all times.

6.6 Smoke Alarm System Activation

If any exhibitor or person acting under an exhibitor's control (such as a contractor or supplier) causes an activation of the venues' smoke alarm and subsequent evacuation, the exhibition organiser will be responsible for any costs incurred to Venues Ōtautahi including, but not limited to, call out fees from Fire & Emergency NZ.

6.7 Lighting

High powered lights such as flood or spotlights must not be placed within 500mm of flammable material. All portable light fittings must have a Certificate of Approval from New Zealand Electrical Safety Regulators.

6.8 Use of electrical equipment

Every piece of electrical equipment that is brought onsite must be tested and tagged in accordance with New Zealand Electrical Laws.

It is the responsibility of each exhibitor to ensure they are compliant with this requirement. Compliance checks will be undertaken onsite and any non-complaint devices will not be permitted to be connected.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

6.9 Motor Vehicles/Mobile Plants

Motor vehicles and mobile plants are not permitted at Christchurch Town Hall.

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6.10 Smoke and/or Fog Machines

Smoke or fog machines are prohibited as these could cause an activation of the venue's smoke alarm system and interfere with other exhibitors.

6.11 Building Consents

Contractors and Exhibitors intending to erect external marquees and other structures exceeding 100m² within or adjacent to the complex are required to obtain the necessary Building Consent from the Christchurch City Council.

Venues Ōtautahi must be satisfied that all consent conditions, Health & Safety considerations and additional insurance coverage have been dealt with satisfactorily before the pack in of the event commences.

6.12 Attachments and Adhesives

Many adhesives are damaging to venue surfaces. Any display items must be contained within your stand footprint and cannot be attached to the venue walls, floor or structure.

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7. WHAT VENUES ŌTAUTAHĪ CAN OFFER YOU

Venues Ōtautahi have a variety of services which we can provide to you at your stand. These are listed below.

All of these services must be booked at least two weeks (14 Days) in advance of the event with your Venues Ōtautahi Event Manager.

7.1 Internet and Networking

Our venues have full-speed fibre connections installed. This ensures the maximum internet connection speeds possible through our various networking options. All networks operate on fully managed switches to maintain a high quality of service and security.

If you wish to connect your own routing or switching hardware to any of our networks, please get in touch with us to discuss this in advance of your event. By default, any device attempting to broadcast its own DHCP will be locked out by our security protocols, to prevent addressing conflicts for other users.

7.1.1 Free Wifi – CHCH TOWNHALL FREE INTERNET

If requested by the exhibition organiser, we can enable this network to give any visitor to the Christchurch Town Hall access to the internet. No password is required. Before you can connect you are required to accept the Terms & Conditions, and after a period of inactivity you may need to reconnect.

This option is typically suitable for general internet browsing on tablets and smartphones. If you require more bandwidth for larger downloads, video streaming, or have devices on your stand that require a continuous connection, a premium option is recommended.

**Subject to network availability. An acceptable use policy applies.*

7.1.2 Premium Internet Options*

- Premium Internet – Cabled: An ethernet cable will be run to your location. Connection to multiple devices may incur extra charges for labour and hardware.
- Premium Internet – Wireless: Access key (password) provided on your arrival at the venue.
- Specialised Services: tailored to fit your event. Please get in touch with us to discuss your requirements.

**Subject to network availability. An acceptable use policy applies.*

Should you require any of the above options, please fill out a [Venues Ōtautahi Technical Solutions Pre-Order Form](#).

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7.2 Banner Hanging

Our Technical team can hang your banners, pennants, and overhead signage, with prices starting from \$125 + GST for a small, simple, vertical banner. Final costs are dependent on the location of your stand, and the design of the banner.

Please fill out the *Banner Hanging Service* section on the [Venues Ōtautahi Technical Solutions Pre-Order Form](#), including the following details:

- Your stand number
- Banner specifications – dimensions, total weight, number of attachment points
- A photo or design drawing of the banner – this is especially useful to us in determining the amount of work required, and therefore the costs involved

Note that anything hung from the fabric of our buildings must be installed by our technicians, or by one of our approved contractors.

7.3 Venues Ōtautahi Technical Solutions

Venues Ōtautahi can provide a range of technical solutions for your exhibition stand. If we have not mentioned your particular requirements above, do not hesitate to get in touch with your Venues Ōtautahi Event Manager and we will endeavour to provide a solution.

7.4 Power, Electrical Devices and Cables

All electrical requirements should be handled by your exhibition organiser and their chosen contractor.

While in our venue, any electrical equipment that you wish to plug in must be tested and tagged, and within the test period appropriate to the item. Please be aware that manufacturer's certification is not an acceptable substitute for a current test tag. Brand new equipment must also be tagged before use.

Venues Ōtautahi reserves the right to remove from the venue any electrical equipment which is deemed to be non-compliant.

7.5 Stand Cleaning

The regular venue cleaning covers the public areas only and does not include cleaning of your stand. We can provide a stand cleaning service if you require it, please contact your Venues Ōtautahi Event Manager directly to discuss further.

Stand cleaning is a daily rate of \$6.00 + GST per square metre. This includes vacuuming and dusting all available surfaces on your stand.

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It is each exhibitor's responsibility to ensure that their stands are kept in a tidy manner during the event and that all rubbish is disposed of post event. Venues Ōtautahi reserves the right to on-charge an exhibitor for any excessive cleaning or waste removal costs incurred.

Should exhibitors be using liquids or gels on their stand, it remains the responsibility of the exhibitor to clean the area back to existing standard should any liquid be spilt.

7.6 Photocopying/printing

Limited photocopying is available onsite. Charges apply for this service; please contact the on-duty Venues Ōtautahi manager to arrange.

7.7 Lost & Found

Any lost or found items should be handed in to a Venues Ōtautahi staff member as soon as possible. All reported items are recorded and held. The maximum time items are held for is three months. Claimed items will need to be signed for by the owner upon collection. If you think you may have lost something at our venue, please call (03) 339 3599.

7.8 Privacy

Venues Ōtautahi respect your privacy and are committed to protecting the personal information you share with us in compliance with the Information Privacy Act 2000.

We will only collect this information when you place an order with the Venues Ōtautahi Event Manager. Without this information we are restricted in our ability to service your requirements. In order to facilitate a safe exhibition pack in/out and to be able to receive freight, Venues Ōtautahi needs to obtain an exhibitor list from the Exhibition Organiser. The Minimum details we need to obtain are – Stand Number, Company Name, Contact Name, Contact Phone Number.

If you have any concerns and/or you wish to access your personal information, please contact your Venues Ōtautahi Event Manager.

7.9 Photography, Film & Media

Venues Ōtautahi reserves the right to photograph or film any events held on the premises and use the images for its own historical records and for marketing and promotional purposes.

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8. VENUES ŌTAUTAHĪ CATERING SOLUTIONS

8.1 Food and Beverage Policy

Venues Ōtautahi has exclusive rights for the sale and distribution of all Food and Beverage within Christchurch Town Hall. No exhibitor or person shall distribute, sell, or give away any item of food or drink to visitors inside our venue without the prior written approval from your Venues Ōtautahi Event Manager.

8.2 Stand Catering

Venues Ōtautahi can offer a range of catering selections for your stand. Your Venues Ōtautahi Event Manager can assist you with any stand catering requirements. Please contact them for a copy of current menus and to discuss available options.

8.3 Host Responsibility

You may be aware that NZ's licensing laws mean that if you are deemed to be '*intoxicated*' on our premises, or as you arrive, we are required to ask you to leave.

The law also states that if we have intoxicated guests in our venue, our liquor licence is likely to be removed.

The rules go on to define '*Intoxicated*' and criteria includes impaired coordination, behaviour, speech and affected appearance.

The rules are as follows:

- If a guest arrives intoxicated, they will not be admitted
- If a guest becomes intoxicated, they will be removed from the venue and not be allowed back in
- If a guest brings alcohol into our car park they will be asked to leave or dispose of it immediately
- If a guest brings contraband into the venue, they will be removed and not allowed back in
- The only acceptable forms of ID are HANZ18+ Card, NZ Driver's Licence, Kiwi Access Card, or International Passports

8.4 Food and Beverage Sales, Give-Aways and / or Sampling

Venues Ōtautahi has exclusive rights to the sale and distribution of all food and drink within the venue including in surrounding areas to the venue. No exhibitor or person shall distribute, sell, or give away any item of food or drink to visitors or guests without the prior written approval from your Venues Ōtautahi Event Manager.

Where approval is given, any food and beverage items made available for sale can only be sold on the basis it is made available for off-site consumption only. On-site consumption other than where provision is made for the sampling of food and beverage products as per clauses 8.4.2 and 8.4.3 below, is prohibited.

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8.4.1 Food & Beverage Safety and Handling Requirements

Beverage products are considered by the Christchurch City Council to be foodstuffs in the context of food handling and safety, including the issue of temporary food premises licences.

Food safety and handling requirements are the responsibility of the exhibitor and Venues Ōtautahi accepts no responsibility for this. The Christchurch City Council will have full guidelines and be able to assist with any questions.

8.4.2 Food & Beverage Sampling

Product sampling is permitted (with pre-approval from Venues Ōtautahi) as a means of demonstrating any product, plant or equipment forming part of the exhibition. Allowances for the supply of bowls of lollies or chocolates can be made but if you are unsure, please discuss with the Venues Ōtautahi Event Manager to eliminate any issues during the event.

Samples to be given away free of cost to the visitor must be:

- Items which exhibitors sell wholesale in the normal course of their business
- Items that are produced by equipment used in the normal course of the business

Portions are to be of tasting size only:

- Non-alcoholic beverage samples to be no larger than 100mls
- Liquor samples to be no larger than 50mls and clause 8.4.3 must be adhered to
- Food samples should be no larger than 50gms

Exceptions to these sample quantities will require prior further written approval from Venues Ōtautahi.

[The Exhibitors Food & Beverage Dispensation Form is located here.](#)

8.4.3 Alcohol Beverages – Sampling And Sale

A liquor license must be obtained by any exhibitor that wishes to sell or sample any Alcoholic Beverages. Licence applications must be lodged directly with the Christchurch City Council at least 25 days before the event. The temporary license must be sighted by your Venues Ōtautahi Event Manager prior to the event proceeding.

No Alcoholic beverages can be sold, sampled, or given away without the appropriate liquor license being granted. The Venues Ōtautahi venue's liquor license does not cover any exhibitor activity. The special liquor licence and Duty Managers licence needs to be displayed at the point of sale. Alcoholic Liquor Advisory Council (ALAC) signage must be displayed also.

Exhibitors are not allowed to bring in beverages for consumption on site. This includes after work/exhibitor drinks either on site anywhere within the venue, or in the carpark.

Any exhibitor in breach of this clause or in breach of any of the terms of their liquor licence will not be permitted to trade inside the venue.

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Any queries relating to the process of applying for an alcohol license can be directed towards Shiraan Hadfield, Technical Officer Alcohol Licensing on 03 941 5470 or shiraan.hadfield@ccc.govt.nz

9. CONTACT DETAILS

Your Venues Ōtautahi Event Manager can assist you with any of the above services that the venue can provide as outlined in this exhibitor guide. They can also assist with any questions you have any the venue itself.

All other enquiries should be directed to the exhibition organiser who will be your primary point of contact for any non-venue related questions.

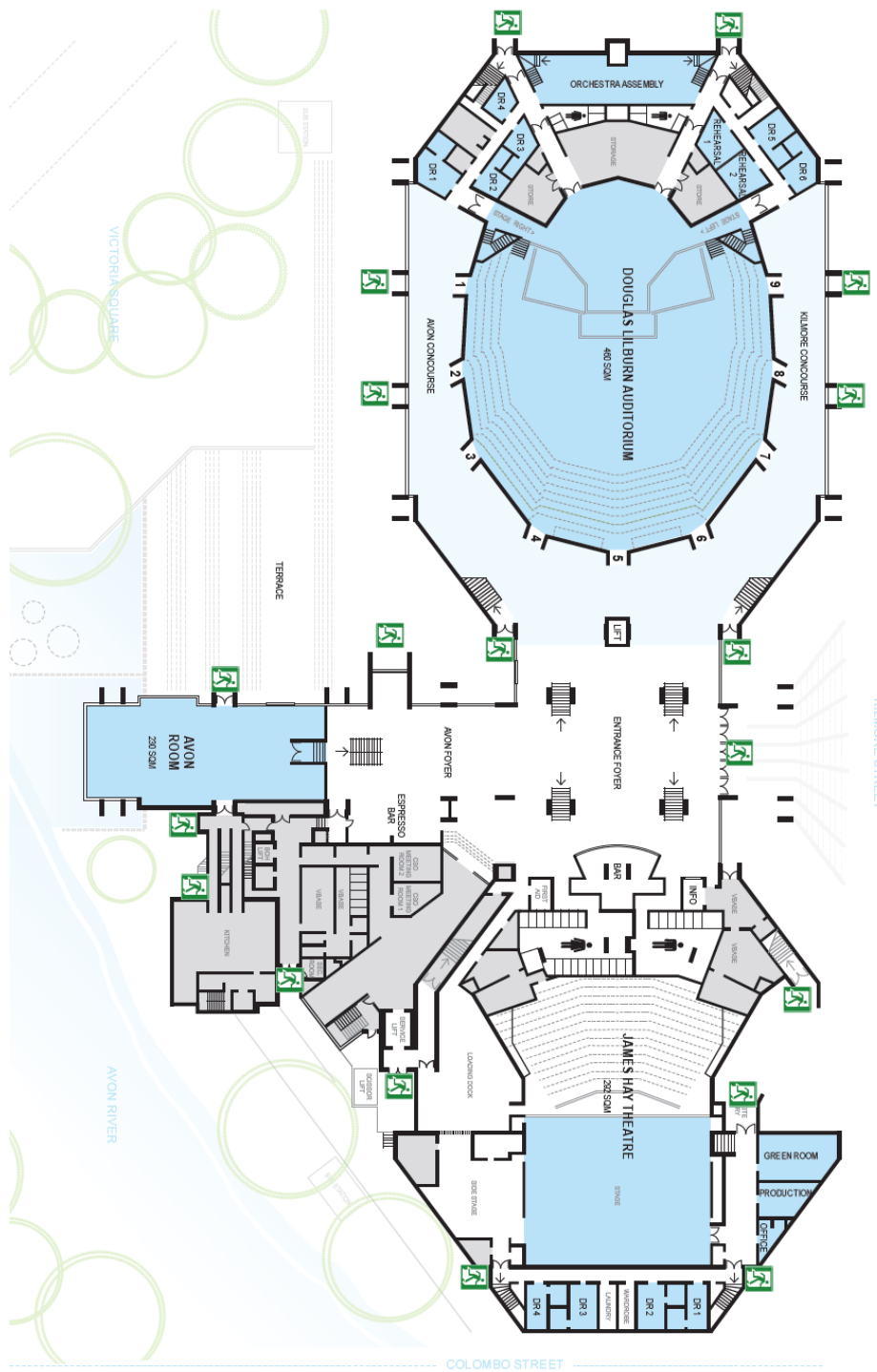
9.1 Venues Ōtautahi Event Manager

Event Name	Association of Building Compliance (ABC) Conference
Name	Rachel Astle
Phone	+64 27 272 6305
Email	rachel.astle@venuesotautahi.co.nz

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10.APPENDIXES

10.1 Appendix A: Emergency Egress Map



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10.2 Appendix B: Exhibitors Food & Beverage Dispensation Form

Name of Expo:

Dates of Expo:

Exhibitor Company Name	Product Requesting to be Served	Product Relevance to Expo	Samples?	How is the product packaged? <i>i.e for offsite consumption only</i>

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10.3 Appendix C: Technical Solutions Pre Order Form

At Venues Ōtautahi we provide a range of technical services which can assist you in showcasing your products at your stand.

Order with us in 3 simple steps:

1. Have a look through this form, and choose the service(s) you wish to order.
2. Get in touch with your Venues Ōtautahi Event Manager to order the service(s) you require, or with any questions you may have. Your Event Manager will confirm the cost and issue you with an invoice. Where a quote is required, your Event Manager will liaise with the Venues Ōtautahi Technical team, and get back to you with a no obligation quote.
3. Once the invoice has been issued you will be directed to pay online via our online credit card payment facility. Once full payment has been received, your order is deemed confirmed by Venues Ōtautahi.

THE SERVICES WE OFFER

INTERNET & NETWORKING	
CHCH TOWNHALL FREE INTERNET / NO PASSWORD REQUIRED If your event organiser has requested it, our Venues Ōtautahi Guest Free WiFi network will be enabled. Suitable for general browsing and accessing emails. Not suitable where continuous connections are required, or for high-bandwidth activities.	
Premium Internet – Cabled A cabled internet connection through our venue's full-speed fibre network. An ethernet cable will be run to your location. Connection to multiple devices may incur additional charges for labour and hardware.	\$155+GST each
Premium Internet – Wireless Access key provided on your arrival at the venue. This network is suitable where continuous connections are required, or for high-bandwidth activities.	\$155+GST
<i>Please note, Venues Ōtautahi does not replace your usual IT support structure. We provide an open internet connection that will be tested at the termination in your location. Beyond that, we cannot take responsibility, but we will always do our utmost to assist with any challenges that may occur. See the Exhibitor Guide for detailed information, or contact your Event Manager.</i>	

BANNER HANGING	
Banners can be hung nearly anywhere in our venues. Note that they must remain within the footprint of your stand, unless previously arranged with your event organiser. Final costs depend on your stand location, and the design of the banner. The more information you can give us, the more accurate our quote for this service will be – photos or design drawings of the banner are especially useful. Please contact your Venues Ōtautahi Event Manager for a quote tailored to your requirements.	From \$125+GST per banner

EVENT MANAGER CONTACT DETAILS

Event Name	Association of Building Compliance (ABC) Conference
Name	Rachel Astle
Phone	+64 27 272 6305
Email	rachel.astle@venuesotautahi.co.nz

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ORDER FORM

Please fill out the order form below with the service(s) you would like to order. For Banner Hanging, please include a description of the banner(s) with as much detail as possible (Top pocket? Grommets? Pole included? Height? Width? Weight?).

Service(s)	Qty	Price (Excl GST)
TOTAL COST EXCL GST		
GST AT 15%		
TOTAL INCL GST		

YOUR DETAILS (PLEASE COMPLETE ALL FIELDS)

Name		Phone	
Company			
Postal Address			
Email Address		Stand Number	
On site Contact	Name		Mobile No.

TERMS AND CONDITIONS

Confirmation: by placing this order with Venues Ōtautahi the requested services are deemed confirmed and you, the hirer, agree to make payment for these items, including any extra items consumed or ordered during the event.

Cancellation/Non Attendance: in the event of cancellation within three working days of your event occurring Venues Ōtautahi will charge, as a cancellation fee, any amounts due on this order.

Payment: If you would like to pay by credit card, please let your Event Manager know, please note this option will incur a credit card merchant fee of 2.7%

EXECUTED by the Hirer

I _____ (print name) have read the above terms and conditions. I am the authorised signing authority of the company.

Authorised Person

Title

Date

Once completed, please send this form through to your Venues Ōtautahi Event Manager (contact details on page one). They will advise if they need any further information, arrange a quote for you, and/or issue an invoice which must be paid before the event.