

INFORMATION FOR EXHIBITORS – TSB 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

¹ Reasonable being within one week of the Event

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.

GENERAL INFORMATION

Accessibility

Venues Wellington is proud to have received a Gold Accessibility Rating at the TSB Arena and Shed 6. A taxi rank is located on the ring road at the side of the TSB Arena. Taxi companies can also be contacted on the following numbers:

Wellington Combined Taxis – 04 384 4444

Green Cabs – 0800 464 7336

Capital Taxis – 04 384 5678

Kiwi Cabs – 04 389 9999

Bus stops are located close to all venues. The nearest stops to the TSB Arena and Shed 6 are located on Lambton Quay.

Assistive Equipment rentals can be obtained from Mary Potter Hospice, 48-52 Mein Street, Newtown or Mobility Centre, 103 Copeland Street, Epuni, Lower Hutt.

Trained Language Interpreters can be arranged through Interpreting New Zealand, 0508 468 377, <https://interpret.org.nz> and NZSL interpreters can be booked through iSign, 0800 934 683, bookings@isign.co.nz

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 contact your Event Organiser.

Banners or signage must be hung by our tech company. Please request this by contacting your Event Organiser.

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 contact your Event Organiser.

Sampling

Any exhibitor wishing to distribute or giveaway any food or beverage samples must seek prior approval. Please contact your Events Organiser and they will help arrange this approval with Venues Wellington. 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 Safety as a Service guide can be obtained from your Event Organiser. At the end of this guide is our Event Hazard Identification Checklist. Please use this checklist to identify any elements of your exhibition that may pose a hazard/risk, and email to your Event Organiser.

Internet Access

Complimentary WiFi is available within the venue: “VenuesWellington_Free” accessed by a 'click to agree' pop-up window in your browser. Wired internet is available for purchase. Please request this through your Event Organiser.

Parking

At TSB Arena and Shed 6 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 Event Hazard Identification 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 your Event Organiser and they will get in touch with the Event Manager on your behalf.

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.

EVENT HAZARD IDENTIFICATION CHECKLIST

Client Details			
Company name:		Key contact:	
Phone number:		Email:	
Event name:		Event date:	

Under the Health and Safety At Work Act 2015, all Persons Conducting a Business or Undertaking (PCBUs) have a responsibility to manage risks associated with their work. To manage risks, we first need to identify the hazards that pose those risks.

Please use this checklist to identify ALL elements of your event that may pose a hazard/risk. See the attached document for information on limitations and important considerations.

HAZARD (POTENTIAL)	Check ✓
Alcohol <i>(tick all that apply)</i> Sampling <input type="checkbox"/> Consumption (on-site) <input type="checkbox"/> Consumption (off-site) <input type="checkbox"/>	<input type="checkbox"/>
Animals	<input type="checkbox"/>
Audience participation	<input type="checkbox"/>
Cables (keeping walkways clear)	<input type="checkbox"/>
Children	<input type="checkbox"/>
Compressed air (e.g. confetti cannons, t-shirt launchers)	<input type="checkbox"/>
Custom builds/Temporary structures (e.g. scaffolding)	<input type="checkbox"/>
Dignitary personal security (i.e. Diplomatic Protection Squad, bodyguards)	<input type="checkbox"/>
Drones	<input type="checkbox"/>
Electrical safety	<input type="checkbox"/>
Fairground rides	<input type="checkbox"/>
Food <i>(tick all that apply)</i> Preparation <input type="checkbox"/> Service <input type="checkbox"/> Samples <input type="checkbox"/> Stalls <input type="checkbox"/> Trucks <input type="checkbox"/>	<input type="checkbox"/>
Gas (appliances)/live cooking	<input type="checkbox"/>
Hanging banners/signage	<input type="checkbox"/>
Hazardous goods on site	<input type="checkbox"/>
Haze/Smoke effects, dry ice	<input type="checkbox"/>
Heavy machinery/equipment	<input type="checkbox"/>
Helium balloons	<input type="checkbox"/>
Land-borne inflatables (e.g. bouncy castles)	<input type="checkbox"/>

HAZARD (POTENTIAL)	Check ✓
Large crowds and long queues	<input type="checkbox"/>
Lasers/Strobes	<input type="checkbox"/>
Loud noise effects	<input type="checkbox"/>
Majority minors (U18) or VIPs at event	<input type="checkbox"/>
Manual handling/lifting	<input type="checkbox"/>
Open flame (e.g. fire/candles)	<input type="checkbox"/>
Outdoor crowds/queues	<input type="checkbox"/>
Physical activities (i.e. running, ball games, throwing)	<input type="checkbox"/>
Political activity (potential)	<input type="checkbox"/>
Power tools	<input type="checkbox"/>
Pyrotechnics	<input type="checkbox"/>
Rigging	<input type="checkbox"/>
Stage-building	<input type="checkbox"/>
Standing patrons/guests	<input type="checkbox"/>
Theatrical performers (i.e. fire eaters, aerialists)	<input type="checkbox"/>
Theatrical props	<input type="checkbox"/>
Uncontrolled entry	<input type="checkbox"/>
Vehicles/Traffic	<input type="checkbox"/>
Water	<input type="checkbox"/>
Working at height (including ladders)	<input type="checkbox"/>
Comments	

LIMITATIONS/CONSIDERATIONS

HAZARD (POTENTIAL)	IMPORTANT LIMITATIONS/CONSIDERATIONS
Alcohol – on-site consumption (excluding samples)	<p>Only approved caterers can serve alcoholic beverages for on-site consumption (excluding samples).</p> <p>Only preferred caterers can sell alcoholic beverages for on-site consumption.</p>
Alcohol – off-site consumption and sampling	<p>An Alcohol Licence is required (a special alcohol licence must be applied for at least 20 before the event). Special licence conditions must be complied with at all times.</p> <p>Stalls offering off-licence sales may need to apply for a separate licence to operate, depending on special licence conditions.</p> <p>For more information, go to the WCC website – alcohol licencing.</p>
Animals	<p>Pre-approval from VW and a management plan is required. Weight limit of 2 tonnes. An Animal Welfare plan and Waste Disposal plan is required.</p>
Audience participation	<p>Consider the crowded demographic, and the type and level of participation.</p>
Cables – keeping walkways clear	<p>Consider slips, trips and falls.</p> <p>For more information, go to the WorkSafe NZ website – Slips, trips and falls.</p>
Children	<p>Refer to VW’s Lost children/Vulnerable People SOP</p>
Compressed air	<p>Compressed air systems can cause serious and permanent damage. Pre-approval from VW and a Safe Work Method Statement (SWMS) (or similar H&S assessment) is required.</p> <p>Compressed air includes, but is not limited to, confetti cannons, t-shirt launchers.</p>
Custom builds/Temporary structures (e.g. scaffolding)	<p>Custom-designed stands must not be higher than 2.3 metres without prior approval. A SWMS (or similar H&S document) is required.</p> <p>For more information, to go the WorkSafe NZ website - Scaffolding.</p>
Dignitary personal security (i.e. Diplomatic Protection Squad, bodyguards)	<p>Consider security, protestors and high-profile guests.</p>
Drones	<p>VW’s standard policy is that drones are not allowed in our venues, as we are not satisfied they can be used safely around people.</p> <p>If you have a plan for using drones, and believe it can be done safely, please discuss with your Event Manager.</p>
Electrical safety	<p>All electrical equipment (including band equipment) bought into VW’s venues must conform to AS/NZS 3760:2010: In-service safety inspection and testing of electrical equipment (or an international equivalent).</p> <p>The electricity supply is 230 volts, 50 hertz. Equipment designed for</p>

HAZARD (POTENTIAL)	IMPORTANT LIMITATIONS/CONSIDERATIONS
	<p>different voltages will require a transformer. Safety testing records must be produced on request.</p> <p>For more information, go to the WorkSafe NZ website – Electrical safety.</p>
Fairground rides	<p>Pre-approval from VW is required. All amusement devices must be certified by a registered engineer, and registered with WorkSafe NZ by the device owner. Rides must display a current registration number. Protective fences or barriers must be used (where necessary).</p> <p>For more information, go to the WorkSafe NZ website – Amusement devices.</p>
Food preparation	<p>All food must be prepared at a registered food premises (e.g. restaurant or food shop), or a VW kitchen. Food preparation in a domestic kitchen (e.g. your own home) is not allowed.</p>
Food service	<p>Only approved caterers are allowed to provide catering for any function within VW venues.</p>
Food samples	<p>Pre-approval is required from VW to distribute/give away food or beverage samples.</p>
Food stalls	<p>Stall holders must provide approved food control documents, and complete a WCC Food Stalls Application Form.</p> <p>Please note Live cooking and Electrical safety considerations.</p>
Food trucks	<p>Pre-approval required from VW for truck operation and location. Truck operator must provide an approved food control plan/mobile vendor certificate, an electrical safety certificate for the truck, and complete a VW Food Trucks Application Form.</p> <p>Please note Electrical safety requirement considerations.</p>
Gas appliance/Live cooking	<p>Pre-approval is required from VW for cooking equipment, gas cooking, location of equipment in relation to public/guests, and floor protection. Limits and conditions will apply.</p>
Hanging banners/signage	<p>Approval from VW is required. Banners or signage must be hung by VW's technical supplier, and must not be attached to the venues' walls.</p>
Hazardous goods on site	<p>Pre-approval from VW is required. Goods must be stored safely, and signage may be required.</p> <p>For more information, go to the WorkSafe NZ website – Hazardous substances.</p>
Haze/Smoke effects, dry ice	<p>Pre-approval and a SWMS (or similar H&S safety assessment) is required.</p>
Heavy machinery/equipment	<p>Floor loading capacity: MFC – Renouf Foyer 250kg/m²</p>

HAZARD (POTENTIAL)	IMPORTANT LIMITATIONS/CONSIDERATIONS
	MFC – Fletcher Challenge Foyer 500kg/m ² TSB Bank Arena – 500kg/m ² Shed 6 – 500kg/m ²
Helium balloons	Pre-approval from VW is required to use helium balloons.
Land-borne inflatables (e.g. bouncy castles)	Pre-approval from VW, and a SWMS (or similar H&S assessment) is required. All amusement devices must be certified by a registered engineer, and registered with WorkSafe NZ by the device owner. For more information , go to the WorkSafe NZ website – Amusement devices.
Large crowds and long queues	Consider slips, trips and falls, dangerous behaviour (e.g. pushing), aggressive patrons. Crowd control barriers may be required.
Lasers/Strobes	Lasers must be used as per AS/NZS2211 : Laser safety. A SWMS (or similar H&S assessment) is required. Signage must be displayed if strobe lighting is used.
Loud noise effects	Consider noise levels.
Majority minors (U18) or VIPs at event	Consider undesirable behaviour, pre-loading (intoxication).
Manual handling/lifting	For more information , go to the WorkSafe NZ website – Manual handling, Lifting.
Open flame (e.g. fire/candles)	Pre-approval from VW required for any kind of open flame. A SWMS (or similar H&S assessment) is required for all open flame use, including candles.
Outdoor crowds/queues	Consider the environment/exposure to weather (sunburn, rain, dehydration), availability of toilet facilities, medical risks.
Physical activities (e.g. running, ball games, throwing)	Consider the equipment being used, and safety zones.
Political activity (potential)	Consider security, protestors and high profile guests.
Power tools	Use of power tools must be advised prior to event. See Electrical Safety requirements.
Pyrotechnics	Pyrotechnics can be used, but VW requires advanced notification and written confirmation. Pyrotechnics must be controlled and executed by an approved handler. Pre-approval from the NZFS is required. Note: NZFS approval process takes a minimum of 30 days.
Rigging	All overhead rigging in the venue must be installed or approved by VW's Technical Supplier.
Stage-building	Pre-approval from VW is required if clients wish to provide their own staging. A SWMS (or similar H&S assessment) is required.
Standing patrons/guests	Consider the audience and their ability to stand for long periods.

HAZARD (POTENTIAL)	IMPORTANT LIMITATIONS/CONSIDERATIONS
Theatrical performers (e.g. fire eaters, aerialists)	See Working at height and Open flame considerations. A SWMS (or similar H&S assessment) is required.
Theatrical props (e.g. guns, knives, swords)	Pre-approval from VW is required. Client must specify what hazardous props will be used. A SWMS (or similar H&S assessment) is required.
Uncontrolled entry	Consider security, barriers.
Vehicles/Traffic	Pre-approval from VW and a Traffic Management Plan is required. Venue specific weight loadings: MFC – 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 VW required. You must consider floor coverings, water access/availability, weight and disposal of water.
Working at height	A SWMS (or similar H&S assessment) is required. For more information , go to the WorkSafe NZ website – Working at height, Elevated work platforms.

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

Delivery instructions: If dockway is unattended please 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

