Te Pae
The Christchurch Convention Centre

Te Pae Christchurch Convention Centre
EXHIBITION GUIDE

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1. WELCOME TO TE PAE CHRISTCHURCH CONVENTION CENTRE

Kia ora,

Thank you for choosing Te Pae Christchurch Convention Centre as the venue for your event.

These guidelines have been developed to assist exhibition companies and exhibitors with planning for events at Te Pae Christchurch.

If you are having trouble finding the information you're looking for in these guidelines, please refer to our Venue Guide or feel free to get in touch with us.

We look forward to collaborating with you to create and deliver your successful event.

Ngā mihi,

Te Pae Christchurch Convention Centre Team

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2. ABOUT TE PAE CHRISTCHURCH CONVENTION CENTRE

Opening in 2021, Te Pae Christchurch will be a gathering place for the 21st century, an international standard venue that showcases the very best of New Zealand.

Carefully designed and purpose-built to respond to a full range of event requirements, our world-class venue comprises an array of modern, flexible spaces: 24 meeting rooms, 1,400 seat auditorium, 200 booth exhibition hall, dedicated dining rooms, VIP spaces and organiser offices.

Every space within Te Pae Christchurch has been designed with the needs of organisers, guests and service providers in mind. From intimate conferences for a few hundred, to grand large-scale conventions or trade exhibitions with thousands of attendees – we can also host concurrent events simultaneously.

Located in the thriving centre of the South Island's largest city – just 20 minutes from the Christchurch International Airport, with its connections to major centres throughout Australia, Asia Pacific and the Americas – Te Pae Christchurch has been ideally positioned to allow guests and delegates to enjoy a unique and authentic experience of the city, and the wider region.

Following the completion of a number of key urban regeneration projects, New Zealand's most walkable city is now home to brand-new business, shopping, arts and entertainment precincts, putting Te Pae Christchurch within easy reach of more than 2,000 hotel rooms, and some of the city's best restaurants, bars, galleries and markets.

The city's contemporary food scene is supported by a network of chefs, artisan bakers, butchers and wine-makers who draw on the rich produce of the Canterbury region as inspiration for a wide variety of local and international cuisines.

For pre- and post-conference travel and events, the spectacular South Island offers an incredible array of activities from diverse cultural and environmental experiences and tours, to food and wine tasting, and adrenaline-fueled adventures, a visit to the Canterbury region is a truly memorable part of any event.

Te Pae Christchurch is proudly manged by ASM Global, one of the world's leading venue management groups.

Contact details

Name:	Te Pae Christchurch Convention Centre – Events Services
Postal address:	PO Box 899, Christchurch 8140, New Zealand
Street address:	188 Oxford Terrace
Telephone:	+64 (0)3 266 1400
Website:	http://www.tepae.co.nz
Email:	EventServices@tepae.co.nz

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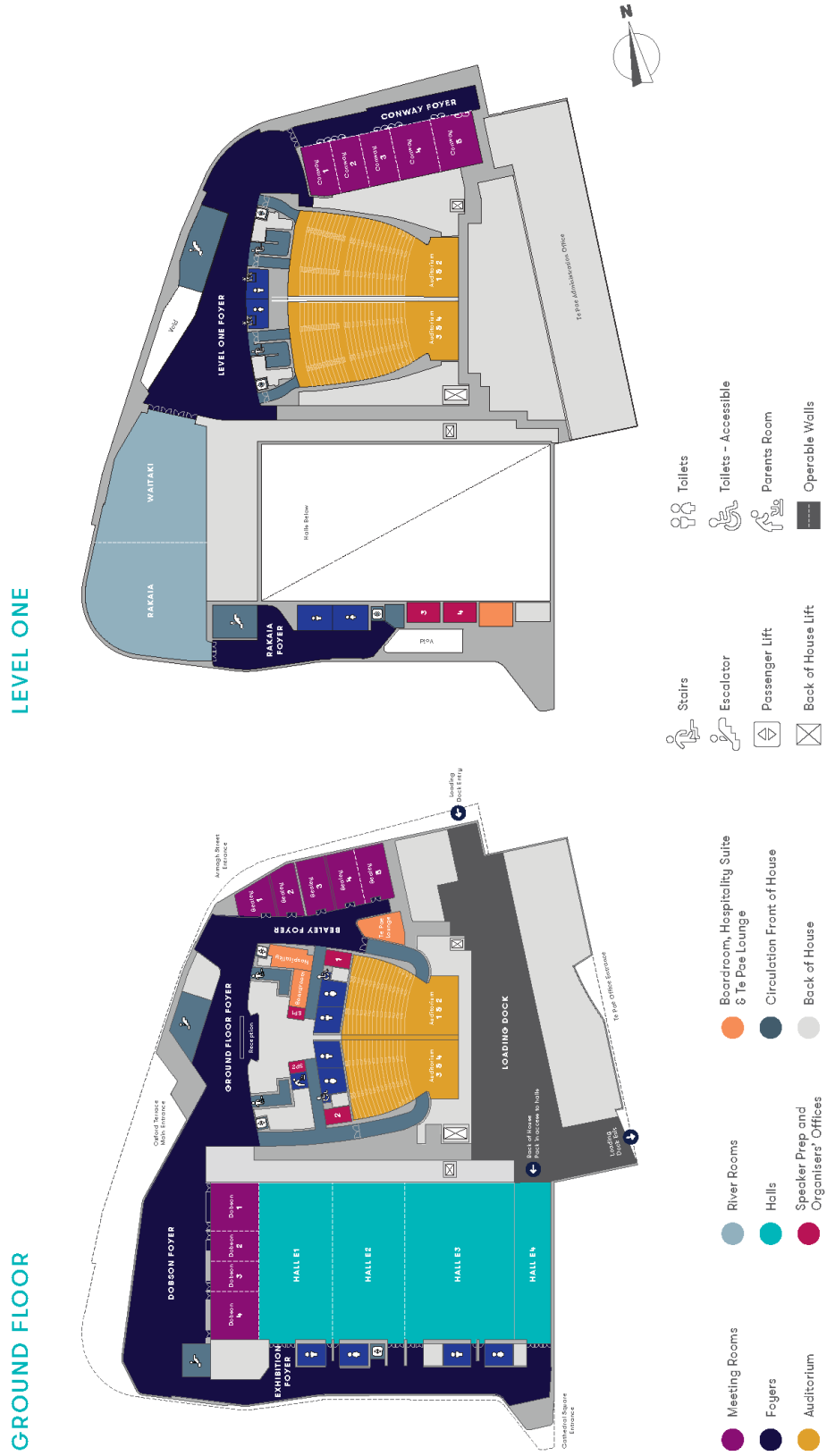
3. ACCESS

The centre is located on the corner of Armagh Street and Oxford Terrace, and also opens onto Cathedral Square in the heart of Christchurch. The centre features multiple access points, which can be reached by foot, car, taxi or electric scooter.

Drop off and pick up points for exhibitors and guests are available on Oxford Terrace, Armagh Street and Colombo Street.

3.1. Access Map

3.2. Venue Map


LEVEL ONE
GROUND FLOOR
CONWAY FOYER
LEVEL ONE FOYER
WAITAKI
RAKAIA
RAKAIA FOYER
BEALEY FOYER
GROUND FLOOR FOYER
LOADING DOCK
DOBSON FOYER
EXHIBITION FOYER
HALL E1
HALL E2
HALL E3
HALL E4
Stairs
Escalator
Passenger Lift
Back of House Lift
Toilets
Toilets - Accessible
Parents Room
Operable Walls
Meeting Rooms
Foyers
Auditorium
River Rooms
Halls
Speaker Prep and Organisers' Offices
Boardroom, Hospitality Suite & Te Pae Lounge
Circulation Front of House
Back of House

3.3. Loading Dock

Te Pae Christchurch has a one-way loading dock area with entry located on Armagh Street and exit on Colombo Street.

Please note the Armagh Street bridge is subject to the following weight restrictions: Gross weight 85% Class 1; weight restriction on any one axle: 5350kg.

Speed limit in the central city precinct is 30kmh.

The speed limit in the centre's loading dock is 5km.

Both entry and exit gates measure 6.5m wide x 4.8m high.

3.3.1. Loading Dock Access

The security team supervises entry to the loading dock. Access is only allowed to vehicles arriving at their scheduled time as per the event loading/traffic management plan.

3.3.2. Loading Dock Management

To assist with traffic management planning, bump in and bump out delivery schedules to and from the centre's loading dock must be programmed with your Event Coordinator.

3.3.3. Loading Dock Safety Officer

The centre provides a safety officer for every event to facilitate the smooth flow of exhibitor vehicles and minimise delays during bump in and bump out.

3.3.4. Loading Dock Traffic and Parking

The loading docks are strictly NO PARKING zones.

Access to the loading dock is from Armagh Street only. Movement of vehicles on the loading dock is strictly one way. Vehicles may remain on the loading dock for 20 minutes only, unless prior arrangement has been made with your Event Coordinator.

Abandoned vehicles or those exceeding the allotted unload time may be towed from site if they are hindering access to the loading area. Associated removal costs may apply.

3.3.5. Loading Plan

Access to loading docks for contractors and exhibitors is carefully scheduled to ensure that congestion on entry to the loading dock is minimised.

The venue requests strict adherence to this schedule to ensure an effective loading plan can be delivered. It may not be possible to accept any unscheduled arrivals. Please be aware these may be turned away at the gate control.

Please advise the centre of any third-party supplier you may have contracted needing access to the loading dock.

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3.3.6. Storage of Items During Events

Storage onsite is limited. The centre requires all requests for the storage of packing materials and crates be arranged via the Event Coordinator.

Empty pallets may be stored on a dedicated pallet rack. No other bulky items can be stored onsite. Packing crates and wrapping are to be removed from the centre once loading of equipment has been completed. Storage is not permitted in the centre's loading dock. Removal can be organised by the centre – additional charges would apply.

Further storage can be obtained via the centre's third-party storage provider. Please contact your Event Coordinator for further details or refer to section 3.5 Deliveries.

3.4. Carparking

Te Pae Christchurch Convention Centre does not have an onsite car parking facility.

There are multiple drop off and pick up zones outside the centre and off-street parking sites operated by either the Christchurch City Council or private operators in close proximity to the centre.

Please refer to the Venue Guide for more information.

3.5. Deliveries

Please get in touch to make arrangements for your deliveries and storage.

Storage space is limited and must be arranged with the Event Services department.

Please contact: EventServices@tepae.co.nz .

For additional deliveries or larger events requiring large storage space, Te Pae Christchurch's accredited logistics company Agility can assist with your requirements.

To provide a quality service, we draw your attention to the following important information:

- To ensure adequate resources are available, we do kindly ask that you submit requirements in advance by contacting your dedicated Event Coordinator regarding all expected deliveries, shipments, contractors and vendors who require access to the venue.
- It is critical to book bump in and bump out times in advance directly with centre management via your Event Coordinator or the Event Services Assistant. Please do not assume that access is available at all times.
- To ensure courier deliveries are directed to the correct final location, please refer to the centre's Delivery Label, which can be found in the online toolkit. Please ensure that all items are accurately labelled, including piece count (e.g. 1 of 3, 2 of 3, 3 of 3). The centre cannot take responsibility for incorrectly labelled goods.
- The centre will accept and sign for deliveries, however, upon receipt, Te Pae Christchurch will not be responsible for checking the status or condition of goods delivered and will not be responsible for any payment to delivery companies.
- Storage space is extremely limited, and any requests must be made minimum 24 hours in advance to be considered
- For multiple deliveries or events of scale requiring a greater storage space, we highly recommend the services of Te Pae Christchurch's accredited logistics provider - Agility Fairs & Events. Details below.

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PLEASE NOTE:

Many event's bump in times are on very tight parameters and deliveries may not be accepted at the venue earlier (due to limited storage space). Furthermore, at times, freight must be removed from the venue the same night as show close – no exceptions. For these reasons, Te Pae Christchurch strongly recommends using Agility as their service is door-to-stand and they work weekends and outside normal business hours.

Specialising in exhibition and event freight forwarding – both domestic and international – Agility can ensure that your product, display and merchandise are in the right place, at the right time.

Providing a complete transport, materials handling and storage service, Agility monitors freight from origin through to exhibition booth, ensuring goods are handled in a professional manner and all formalities/deadlines are met.

Agility Fairs & Events offers the following services:

- ✓ All local, interstate and international transport services including delivery onto each exhibitor's stand at the venue
- ✓ Storage of early consignments, packing materials during the exhibition and storage after the exhibition
- ✓ For international exhibitors, a comprehensive international freight forwarding service tailored to each particular exhibitor's requirements
- ✓ A team of experts to arrange a full door-to-booth service, inclusive of freight, customs and all handling.

Agility is a trusted provider and has been engaged by Te Pae Christchurch to assist you. Prior to your event, Agility will make contact to discuss and determine your individual freight and logistics requirements. In the meantime, for all inquiries please contact:

Mr. Andy Macgregor

South Island Regional Manager

T: +64 3 357 2870

M: +64 27 498 0164

amacgregor@agility.com

It is your responsibility to ensure that material is accurately labelled. If it is not marked correctly, then we cannot take responsibility.

The centre will accept deliveries; however, it will not be responsible for checking the status of goods once delivered.

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4. BOAT DISPLAYS

To ensure a safe environment for all, it is important to comply with the following:

- Install covers or protectors for trailer tow bar couplings
- Install head strike protection on bow rollers and anchors
- Position boats entirely within the hired space
- Carefully position propellers, with protective barriers, plants and the like where appropriate
- Ensure trailers are fully supported and stable with brakes on or wheels chocked
- Protect concrete and carpeted areas
- Where applicable, all removable fuel tanks must be removed
- Boats with fitted tanks carry an empty tank of fuel (the fuel tank/s of petrol/diesel must not exceed one quarter of the tank, not including fuel that may be present in the fuel line and engine) when left in the centre; fuel tanks are locked and sealed with a fuel cap to prevent removal by third parties
- All LPG bottles are removed
- Boats fuelled by ethanol, methanol or nitro methane must have a completely empty (purged) fuel tank
- Raised platforms, guard rails, handrails and steps to access boat displays must be as per the requirements set out in the Scaffolding standards AS/NZS 1576.1:2010. Stair edges must be highlighted to allow clear visibility.

5. CARPET

Care must be taken in carpeted areas to avoid causing any damage.

The carpet in the Exhibition Hall areas can be removed if requested, however an additional charge to remove and then re-install the carpets will apply. Each carpet tile measures 1m x 1m.

Charges will be applied in case of any damage, extra cleaning or replacement of carpet.

6. CEILING HEIGHTS

Ceiling height throughout the Exhibition Halls is 10.1m. Please note, when using the Dobson Rooms as an extended exhibition space, the ceiling height in these areas is 5m and differs from the main Exhibition Halls.

Room	Ceiling height
Expo Hall 1, 2, 3 and 4	10.1m
Dobson Room 1, 2, 3 and 4	5m
Bealey Room 1	5m
Bealey Room 2	4.5m
Bealey Room 3	4.5m
Bealey Room 4	5.5m
Bealey Room 5	5.5m
Conway Room 1, 2, 3, 4 and 5	5.3m
The River Rooms Waitaki and Rakaia	5.9m
Ancillary spaces	2.7m

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7. CONTRACTORS

7.1. Induction

The centre is a leader in promoting workplace health and safety. All organisers, contractors, sub-contractors, exhibitors and associated staff need to complete a centre induction prior to when the event bump in commences. This induction includes familiarisation of the centre's emergency procedures.

7.2. Insurance

The hirer must hold all insurances required within their Hiring Agreement. Contractors engaged by Te Pae Christchurch are also required to hold appropriate and adequate insurance.

Neither the centre or any staff, employees, agents or other representatives of the centre shall be held accountable or liable for any damage, loss, harm or injury to the exhibitor, employees, agents or other representatives of the exhibitor, or for goods sent to the venue before or remaining after the exhibition, or whilst in transit to, from or during the exhibition.

Exhibitors should consult their own insurance companies and/or broker for proper coverage of their exhibits, products, and display areas. Any such insurance should cover the total duration of the event, including bump in and bump out.

7.3. Performance Evaluation

Te Pae Christchurch has a Contractor Performance Evaluation (CPE) process for the centre. This CPE process aims to ensure that contractors maintain the appropriate standards while working at the centre.

Te Pae Christchurch's CPE criteria include:

- Quality system compliance
- WHS and environmental compliance
- Incidents (including dangerous occurrences) and near misses
- Feedback from exhibitors, clients or the centre's staff
- Conduct and presentation.

8. DOORS

Space	Measurements (Width x Height)	Notes
Auditorium	2.92m x 2.34m	FOH access Ground Floor
Auditorium	2.22m x 2.34m	BOH access Ground Floor
Auditorium	3.2m x 3m	Loading dock to stage
Expo Hall 1	2.98m x 2.98	Swing door to BOH
Expo Hall 1	1.8m x 2.39m	FOH doors
Expo Hall 2	1.8m x 2.39m	BOH / FOH
Expo Hall 3	1.8m x 2.39m	BOH / FOH
Expo Hall 4	4.95m x 4.76m	From loading dock
Expo Hall 4	1.8m x 2.39m	FOH

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Dobson Room 1, 2, 3 and 4	1.8m x 2.39m	
Bealey Room 1, 2, 3, 4 and 5	2.2m x 2.6m	
Conway 1, 2, 3, 4 and 5	1.8m x 2.34m	Conway Foyer into Conway Rooms
Conway Foyer	2.2m x 2.34m	Level One Foyer to Conway Foyer
Waitaki Room	2.4m x 2.34m	Room to FOH
Rakaia Room	2.22m x 2.34m	Room to FOH
Waitaki Room	2.4m x 2.34m	Room to BOH stairs

9. ELECTRICAL CONNECTIONS

An electrical licence is required before any wiring or fitting work can be undertaken throughout the centre, regardless of the cost of the work and whether the work is residential, commercial or industrial.

Electrical wiring means the actual physical work of installing, repairing, altering, removing or adding to an electrical installation, or the supervision of that work. Under no circumstance can work that is subject to requiring a work permit, progress without the permit being issued by the centre. Please complete an Electrical Work Permit Form which can be found in the online toolkit.

The centre carries out all power connections to the venue's main distribution system. No live work is permissible.

Access to floor pits for the installation of sub-mains cables, piped services and data and telecommunication services is limited to the centre's staff, or the client's authorised exhibition contractor with the permission of the centre. All pits and pit lids must be returned to their original orientation at the completion of the event. Please refer to section 39. Service Pits for pits locations.

Power quotations can be arranged through your Event Coordinator.

Any equipment brought onsite to the centre that will connect to an electrical outlet MUST have current electrical tagging. Should any equipment require to be tagged, the Te Pae Christchurch team can provide local contacts of companies offering testing and tagging services.

For the safety of exhibitors and event guests and for protection of the venue, all electrical appliances and leads for commercial or public use must be tested and tagged with a current test tag. Equipment for personal use, such as your laptop or phone charger is recommended to be tagged and tested.

Te Pae Christchurch reserves the right to check commercial or personal equipment and remove any unsafe leads or equipment. Exhibitors will be liable for any costs or damages to the venue that arise due to the use of electrical devices that have not been tagged or tested.

10. ENVIRONMENTAL OBLIGATIONS

Te Pae Christchurch is committed to minimising adverse environmental impacts. Please pay careful attention to activities that may cause harm to the environment, or cause pollution of the venue or its surroundings, including light, noise, waste and water aspects.

Te Pae Christchurch provides a mobile tank recyclable system for the cleaning of paintbrushes and materials for the use of contractors. To utilise this facility please contact your Event Coordinator.

The venue has no provision for the disposal of other toxic or hazardous liquid substances such as solvents, oils etc. Any toxic substances must be removed from site. Please contact your Event Coordinator for further information.

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The Exhibition Halls are equipped with LED lighting to maximise efficiency and reduce environmental impact. All lighting provided by external suppliers must be LED.

The centre has waste and recycling bins placed across all areas in the effort of maximising recycling and correct rubbish disposal. For more information on waste management, please refer to section 14.9. Waste Management

10.1. Sustainability

Te Pae Christchurch respects our natural environment and recognises the need to reduce any harmful effects on it. We work on the principles of reduce, reuse and recycle. Our registered suppliers also work to the same ethical standards, and we collaboratively ensure our use of scarce resources and emissions are kept to their lowest possible levels.

Our key sustainable features include:

- LED lighting throughout the centre
- Smart projectors
- Occupancy sensors to manage power usage
- Digital signage available across the entire centre
- Digital hosting of event information/programmes
- Fully redundant ICT and backup power system
- eWater system
- Food dehydrator system
- Alignment with the United Nations Sustainable Development Goals.

How can you help? There are a range of actions our clients and exhibitors can undertake to help us minimise waste, energy, and water consumption while exhibiting at the centre:

- Limit the amount of packaging you bring onsite to only recyclables
- Take away any non-recyclable materials with you
- Encourage sustainable products
- Encourage transportation options for delegates and event goers.

11. EVENT COMPLETION

Please follow bump out instructions and timings. Exhibitors are asked not to dismantle their stands before the stipulated time. All stands must be completely removed by the stipulated time.

High visibility clothing and closed toe shoes must be worn at all times while packing up your stand.

If you have materials needing shipment, please make sure you leave these in the designated area, properly packed and labelled for couriers to pick them up. Items with incorrect labels or packing will be disposed of accordingly and any costs may be on-charged. It is your responsibility to ensure that materials are accurately labelled. If an item is not marked correctly, the centre cannot take responsibility. It is the exhibitor's/organiser's responsibility to arrange for collection of their own equipment.

Any item left behind without instruction or un-labelled will be deemed abandoned and disposed of accordingly.

Any items left behind must be collected within 24 hours of the end of the hire period. The centre takes no responsibility for goods left on the premises after this time.

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Children under the age of 15 are not permitted onsite at any time during bump out.

12. EXHIBITOR ACCOUNTS

The centre requests full pre-payment of all accounts before services are provided.

Invoices can be settled through bank transfer or credit card.

Visa and Mastercard are accepted by Te Pae Christchurch. For credit card payments, a fee will be applied at the amount charged by the relevant external credit card merchant.

13. EXHIBITOR BADGES

Exhibitor badges are to be worn at all times during bump in, bump out, and event days.

For security reasons, exhibitors not wearing their badges may be asked to provide information on their participation at the event through the organiser/exhibitor company.

All exhibitors, delegates and event organisers must wear accreditation supplied by the event organiser at all times when entering the centre.

Event organisers must supply the centre with a copy of all accreditation types.

Accreditation is at the discretion of the event organiser.

13.1. Performers

Event organisers must advise their Event Coordinator of all performers entering and performing at Te Pae Christchurch.

13.2. Non-compliance

Failure by any party to comply with the access controls of Te Pae Christchurch may result in persons being stopped from undertaking any work or expulsion from the centre.

14. EXHIBITOR SERVICES

Exhibitors can order a range of services, catering or stand enhancing items in advance of their event.

Exhibitor orders include:

- Audio-visual equipment
- Banner hanging and rigging
- Cleaning services
- Forklift hire
- Internet services

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- Security services
- Stand catering
- Venue furniture for use in stands
- Waste removal

Application forms or permits are required for:

- Amusement Rides and Devices
- Animals
- Canvassing, Solicitation and Distribution
- Cooking
- Custom Stand Plans
- Drones
- Firearms and Weapons
- Food and Beverage Sampling and Sales
- Lasers
- Medical Activities
- Naked Flames
- Other Activities
- Pyrotechnics
- Remote Controlled Plant
- Vehicle Display
- Electrical Work (permit)
- Hazardous Substances (permit)
- Hot Work (permit)
- Working at Heights (permit)

Application forms and permits can be accessed via the toolkit page on the centre's website.

Exhibitor Services forms can be requested from EventServices@tepae.co.nz or +64 3 266 1400. Payment for any service order is required in advance.

Please note Te Pae Christchurch is a cashless venue. Cash is not accepted as a form of payment.

To assist with any last-minute orders, general enquiries and printing services, the Event Services team may provide an exhibitor support desk in or around the Exhibition Halls during bump in and bump out and during the event operational phase if required.

14.1. Additional Orders

Additional goods or services required whilst an event is operational may require prior centre approval and any applicable payment before delivery. For assistance, please consult with our Exhibitor Services representative on +64 3 266 1400.

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14.2. Audio-Visual

The centre has an experienced and professional audio-visual services department who provide a range of exclusive production services and support services, depending on your requirements.

Rigging services are exclusively managed by the centre's audio-visual department.

All audio-visual, staging and rigging requirements must be provided no less than 14 days before the start of your hiring period.

14.2.1. Exhibition and Convention Centre Audio-Visual

All audio-visual, staging and rigging services, including banner hanging are provided by the centre's audio-visual team and requirements can be discussed with your Event Coordinator.

If additional equipment is required and Te Pae Christchurch is not able to provide the same or similar requirements, please discuss this with your Event Coordinator or the Event Services team. Any contractors providing additional services must have prior centre approval before installation.

Should you be approved to use externally sourced audio-visual equipment, it is subject to electrical testing and tagging regulations. If equipment is found to be non-compliant, the equipment must be removed from the venue at the client's expense.

14.2.2. Exhibitor Audio-Visual

The centre can also quote and deliver a variety of mobile equipment to exhibitors and event organisers. Registered providers can be contracted directly by the organiser or client. Please ask our Event Services team for a list of venue registered suppliers.

In some cases, the centre or its clients will be in need of sourcing equipment from external suppliers. When this happens, please refer to the list of suppliers provided, which will include contacts of suppliers that are familiar with the venue and have already been inducted to the centre's various procedures.

14.2.3. Rigging

All rigging, including banner points within the Exhibition Halls and Foyers, is exclusively managed, coordinated and installed by the centre.

Registered external suppliers may be involved in the rigging process only with prior approval by the centre's management.

Exhibition banners or signage must be a minimum of 1m within a stand's boundaries. It is not permitted to hang banners or signage that backs onto another exhibitor's stand without the express written permission of that exhibitor prior to the event.

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14.3. Boom Lift and Scissor Lift

Te Pae Christchurch is the exclusive provider of heavy mechanical lifting equipment in the centre. Use of this equipment is restricted to the exhibition organiser's official general contractor and their agents. No other company will be permitted to bring mechanical lifting equipment to the centre.

Drivers must be licenced, wear safety devices if needed, and drive safely. The maximum speed limit in the centre is 5km/h.

Each lift shall have a licenced driver and a trained/competent spotter wearing high visibility clothing to prevent anyone walking within 5m of the equipment without Personal Protective Equipment.

The centre has onsite the following lifts that may be available for use (please note, these are to be operated by authorised personnel only):

Machine type	Working height	Location
Dingli S1012E (x2) – Scissor lift	10.5m	Ground Floor
Nifty Lift HR12L (x1) – Boom lift	12.1m	Ground Floor
Dingli S06-E (x1) – Scissor lift	7.8m	Level 2
EP JX1 (x1) – Electric Order Picker	6.1m	Level 2

For information on forklifts, pallet trucks and pallet jacks, please refer to section 14.8. Forklifts.

14.4. Cleaning

At commencement of tenancy, the centre will provide a clean space.

During the course of an event, venue staff will clean and maintain the contracted spaces and common areas (such as aisles, foyers, toilets, centre food and beverage kiosks, offices and lounges) as part of the daily room rental charges.

For exhibitions, exhibitors are responsible for keeping their exhibition stand or space clean and tidy.

A range of pre- and post-event cleaning services are available for an additional cost in the following instances:

- Excess Waste Removal – it is the policy of Te Pae Christchurch to uphold best practice in managing waste and recyclables; dedicated excess waste and recycling receptacles will be provided for certain events; charges will apply; please speak with your Event Coordinator regarding your requirements.
- Detailed Stand cleaning – detail cleaning can be provided to exhibitors upon request; exhibitors requiring this service will be charged directly.
- Special clean – additional charges apply when items such as glitter bombs, paint, sand, straw, confetti, popcorn are used.
- Document Destruction – a document destruction bin can be provided with destruction certificate available upon request; charges apply
- Additional waste streams and bin sizes available on request including cages and skips.

For a quotation on cleaning services, please see your Event Coordinator. For exhibitors, please request and return the Cleaning and Security Services Order Form to EventServices@tepae.co.nz or on +64 3 266 1400.

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14.5. Draping

Black draping is available at the venue. The centre can provide drapes for the full perimeter of the Exhibition Halls combined, and for each individual Exhibition Hall. Additional drapes on push up systems are available for the centre's meeting rooms and banqueting spaces.

For further information about pricing and availability please contact your Event Coordinator.

14.6. Electrical Consumption

Power consumption, standard house lighting and single-phase access to electrical points in the centre are included in the room hire.

Charges apply for electricity consumed during live entertainment events hosted throughout the centre and will be metered accordingly.

14.7. Food and Beverage

Food and beverage service that is world class in all aspects is the focus for Te Pae Christchurch Convention Centre. From on-stand catering solutions, backstage and crew catering, to hosting high profile VIP gatherings, the centre recognises the importance of outstanding cuisine and service in defining the exhibitor and attendee experience.

Menus are created to showcase the local Canterbury region and seasonal produce.

Te Pae Christchurch has the sole catering rights to all food and beverage products. No exhibitor or organiser shall bring into the licensed area, distribute or give away any item of food or beverage to visitors at the centre without the prior completion of the relevant Cooking or Food and Beverage Sampling and Sales Application Forms, and the written approval of Te Pae Christchurch.

14.7.1. Alcohol

As the liquor licence holder, Te Pae Christchurch Convention Centre retains the exclusive right for the sale, supply and service of all alcoholic beverages in the centre, in compliance with the Sale and Supply of Alcohol Act 2012. Anyone wishing to sell alcohol must apply for a separate off-site liquor licence which allows them to sell alcohol, not to be consumed on the premises. Please allow at least 20 working days before the date of the event to apply for this licence.

If the sale of take-away alcohol is a feature of a consumer event, exhibitors must complete the Food and Beverage Sampling and Sales Application Form and receive approval given by the centre's General Manager. Each exhibitor will also need to apply to Christchurch City Council for a separate off-licence to allow them to sell their product at the event for take home consumption.

Please consult with the centre prior to signing the Hiring Agreement around any alcohol service requirements

14.7.2. Cooking on Stand/Booth

The centre requires permission from the General Manager for cooking food on a stand or booth. Permission needs to be obtained prior to signing the Hiring Agreement. A Cooking Application Form will need to be completed as part of the process.

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14.7.3. Dietary Requirements

The centre works closely with clients in customising menus to meet ethnic, cultural and religious requirements, and to accommodate medical conditions or food sensitivities. The centre also aims to accommodate menu requirements dictated by modern lifestyle choices, however, in view of the wide array of choices included in this macro group, please note extra charges may apply for lifestyle dietary requirements.

Please submit full details of dietary requirements at least 10 business days before the event. After this period, please note availability and choice of ingredients may be limited.

14.7.4. Food Safety

The centre has established strict procedures for food safety to maintain the highest standards possible.

When food preparation and food sampling occur, appropriate food handling and hygiene standards are to be applied. Details of the ingredients in food samples are to be made available, including the presence of any allergens. The relevant Cooking or Food and Beverage Sampling and Sales Application Forms must be completed with the written approval of Te Pae Christchurch for this to occur at exhibition stands. Please discuss event specific requirements with your Event Coordinator.

14.7.5. Retail Catering

There are two public retail kiosks available in the Exhibition Halls, managed by the centre's culinary team. Menus available at the kiosks can be designed to complement your event. Mobile kiosks are also available for setup in other areas of the centre.

14.7.6. Sale and Sampling of Externally Supplied Food and Beverage

Exhibitors may request to provide samples for a type of food that promotes their business and increase their networking capacity. In these cases, the venue would permit food sampling based on the size and quantity of the item(s). Any exhibitor wishing to showcase food related to their core business under the current sampling sizes may do so at no cost.

Items to be sampled must be directly related to the exhibitor's core business and served as bite-size pieces or in maximum 50gm portions. Beverages are limited to 100ml or less for non-alcoholic, 50ml or less for wine and beer, 20ml or less for liquor spirits. Any food item for sale or sample must adhere to the Food Act 2014 and may be subject to inspection by the centre's Food Safety team.

Details of the ingredients in food and beverage products are to be clearly displayed, including the presence of any allergens.

For more information on limits and requirements please refer to the Food and Beverage Sampling and Sales Application Form.

Any exhibitor wishing to showcase a style of food above the sampling size limits, or that directly conflicts with the centre's food and beverage offerings will be subject to an external supply charge. This fee is levied in order to protect revenue streams that would typically be catered for by the venue. All food must be packaged and stored in the correct manner prior to and during the exhibition. No food sold is to be consumed on Te Pae Christchurch premises. The centre's Executive Chef and/or their team will inspect all food and storage solutions before sale.

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14.7.7. Stand Catering

The centre provides a wide variety of food and beverage services, from refreshment breaks to on-stand catering. All catering must be organised through the centre.

Exhibitors must ensure that all equipment required for stand entertainment is held within their allocated stand space. Equipment for catering functions must, where possible, fit within the stand space. If this is not feasible, items must be positioned at the edge of the stand space and not create a flow or safety issue. Crowds resulting from such activities must not block the aisles at any time. Any such requests to expand outside of the allocated stand space must be approved by the exhibition organiser and advised to the centre in writing.

To arrange food and beverage hospitality services, please request and return the Stand Catering Food and Beverage order forms. These can be obtained from EventServices@tepae.co.nz or +64 3 266 1400. Payment for any service provided is required in advance. External providers are not permitted in the centre.

14.8. Forklifts

The use of forklift trucks and heavy mechanical lifting equipment is restricted to the exhibition organiser's official general contractor and their agents. No other company will be permitted to bring a forklift or mechanical lifting equipment to the centre.

Only the centre's approved licenced and experienced forklift drivers may operate forklifts at the venue. Extra care is required when operating forklifts and pallet jacks on carpeted areas of the centre.

Approved forklift drivers include the appointed main event contractor, the appointed freight forwarder for an exhibition and the centre's staff. Additional third-party use is subject to approval.

Forklift drivers must be licenced, wear seatbelts at all times and drive safely. The maximum speed limit in the centre for forklifts is 5km/h.

Each forklift shall have a trained/competent spotter, wearing Personal Protective Equipment (PPE), to guide and escort the forklift in the Exhibition Halls and loading dock areas at all times.

If a forklift, pallet truck or pallet jack is required, the hire of one can be requested by contacting

EventServices@tepae.co.nz or +64 3 266 1400 and completing an AV Furniture, Forklift Hire and Rigging Order Form.

14.9. Waste Management

Te Pae Christchurch Convention Centre is committed to best practices in resource recovery and recycling. The centre will provide facilities to enable segregation of waste materials generated during event bump in, operational and bump out (such as mixed recyclables, cardboard and paper, food organics, glass, plastic wrap and untreated timber). Please assist the centre by using the waste facilities provided.

The cost of the appropriate disposal of any hazardous waste including any toxic or bio-hazardous materials – during event bump in, operation, and bump out – is the client's responsibility.

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Please do not leave any rubbish behind. Packaging materials need to be correctly disposed of through recycling bins. If your packaging is not recyclable, you will need to take it away with you. If this is not possible, extra charges will apply.

Please note that discarding toxic chemicals or waste through the venue's drainage system or in the centre's general waste, is strictly prohibited and will incur significant remedial charges. Hazardous waste must be removed safely and securely and must not remain on the premises after bump out.

If you require waste removal services, please request and return a Cleaning and Security Services Order Form to EventServices@tepae.co.nz or +64 3 266 1400.

For further information regarding waste management, please consult your Event Coordinator.

15. FLOOR FIXING

Floor bolts or other methods of fixing to the carpet of the venue are strictly prohibited.

16. FLOOR LOADING

When moving and positioning heavy items within the venue, it is important to consider the floor loading of the area and the path available to that area.

Area	Point Live Loads (kN)	UDL Live Loads (kPa)
Exhibition Centre	31 kN	15 kPa
Dobson Rooms	31 kN	15 kPa
Ground Floor Foyers	18 kN	5 kPa
Bealey Rooms	18 kN	5 kPa
Level 2 Foyer	13 kN	5 kPa
Conway Rooms	13 kN	5 kPa
River Rooms	13 kN	5 kPa
Auditorium Stage	13 kN	7.5 kPa
Auditorium Upper Tiered Fixed Seating	2.7 kN	4 kPa

Factors to be considered by any person wanting to install heavy items in any area of the centre include:

- Weight of the item (including any point-loading dispersal weight allowances)
- Dimensions of the item
- How it will be transported within the centre
- Weight of any handling device (e.g. forklift)
- Availability of Hall 4 for access through the biggest door from the loading dock.

All heavy equipment must be approved by Te Pae Christchurch before it is loaded into the centre.

If unsure about floor loading capacity for the intended use, make sure to consult the centre in advance of the event or activity.

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17. FLOOR MARKINGS

To protect floor surfaces, please only use the centre recommended tape on any floor surface. This tape is available for sale from our AV team. “Duct” tape or packaging tape is not acceptable. Additional costs will be incurred in the event of any damage to floors, remediation of damage, or if additional cleaning is required to remove floor markings.

18. FLOORPLAN

Please make sure you submit a detailed Exhibition floorplan to your venue Event Coordinator prior to the event starting. Floorplans are reviewed and approved by the centre’s Health, Safety and Security Manager. If changes to the floor plans are required at any time after a plan has been approved by the venue, this must be communicated through the centre’s Event Coordinator. Approval for this change may be withheld until the centre has reviewed any change and determined safety to proceed.

19. HEALTH, SAFETY AND SECURITY GUIDELINES

To ensure a safe environment for all, the centre’s permission is required to carry out any potentially dangerous activities such as operating machinery at the centre.

Please provide full details of any potentially dangerous activities, including a risk assessment of these activities to your Event Coordinator. These activities must comply with all safety and emergency regulations.

The management of risk, whilst a statutory requirement is an integral component of continuous improvement and effective workplace management practices. To ensure all hazards are identified and the risks are removed or reduced to an acceptable level, risk assessment needs to be a priority.

The centre operates within the requirements of the New Zealand’s Health and Safety Act and Regulations:

Health and Safety at Work Act 2015

A duty imposed on a person by or under this Act requires the person to eliminate risk to health and safety, so far as is reasonably practicable; and if it is not reasonably practicable to eliminate risks to health and safety, to minimise and mitigate those risks so far as is reasonably practicable.

Health and Safety at Work (General Risk and Workplace Management) Regulations 2016

A PCBU must, to minimise risks to health and safety, implement control measures in accordance with this regulation.

The PCBU must minimise risks to health and safety, so far as is reasonably practicable, by taking one or more of the following actions:

a) Substituting (wholly or partly) the hazard giving rise to the risk with a lesser risk
b) Isolating the hazard giving rise to the risk
c) Implementing engineering controls
d) Minimise the remaining risk
e) Implementing administrative controls.

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Personal Protective Equipment (PPE) is clothing and equipment worn as protection against workplace hazards and includes eye protection, hearing protection, safety boots, safety helmets, long sleeved clothes, and harnesses to name a few.

Where PPE is required for a specific task, all workers must correctly use and maintain their PPE in accordance with manufacturer's instructions, New Zealand Health and Safety at Work (General Risk and Workplace Management) Regulations 2016, applicable Codes of Practice or New Zealand Standards.

High visibility clothing and enclosed shoes – preferably safety boots, especially when operating machinery – are to be worn during the bump in, exhibition build, and bump out of events. No high heels or open-toed shoes are permissible in working areas during these times.

High visibility items must comply with New Zealand Standards AS/NZS 1906:2010 and AS/NZS 4602:2011 for day and night high visibility safety garments and can be purchased from the centre.

19.1. Children Onsite

The safety of all guests at the venue is the centre's primary concern. During bump in and bump out periods, children under the age of 15 years are not permitted within the venue or the loading docks. At all other times children under the age of 15 years must be supervised by an adult age 18+ in all areas within the venue. Please report presence of children during at bump in and bump out to the centre's Control Room.

19.2. Code of Conduct

Contractors must adhere to the following standards of conduct at all times while at the centre:

- Comply with all applicable legal requirements
- Comply with Te Pae Christchurch Health, Safety and Wellness Policy and Protocols
- Adhere to all directions from Te Pae Christchurch staff
- Behave in a courteous and respectful manner
- Avoid offensive language
- Do not behave in a harassing or intimidating manner
- The venue is a no-smoking zone.

An incident report is compiled by Te Pae Christchurch Health, Safety and Security Manager when notified by the Floor Coordinator that contractors have failed to follow the centre's code of conduct. Please note the centre retains the right to revoke access to recidivist offenders.

19.3. Defibrillator

There are two defibrillators onsite, one is kept in the first aid room, and one located at the Te Pae Christchurch Guest Services Desk on the Ground Floor.

19.4. Dress Standards and Job Appropriate Clothing

Contractors are expected to meet the centre's dress and presentation standards.

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Information about the contractor dress code is provided prior the venue induction.

High visibility items must comply with New Zealand Standards for day and night high visibility safety garments AS/NZS 4602:1999. Vests should be worn over clothing.

Offensive slogans or images on clothing are not permissible.

19.5. Drugs and Alcohol

Possession, distribution and/or use of any illegal drugs or alcohol by contractors, workers, or staff undertaking work within the centre is strictly prohibited and will be dealt with promptly in accordance with the appropriate New Zealand legislation.

PCBUs working at the centre must ensure that their staff or workers are not under the influence of drugs or alcohol at any time.

Some prescribed or over-the-counter medications may cause drowsiness and affect the ability to work safely. Advice on any side effects should be sought from the prescribing doctor or pharmacist prior to undertaking any task at the centre.

Those considered to be under the influence of drugs, alcohol or other substances that, in the opinion of Te Pae Christchurch constitute a danger to themselves or others will be required to leave the venue.

19.6. Electrical Equipment – Testing and Tagging

Prior to use, all electrical equipment must be tested and tagged in accordance with the New Zealand Electricity Safety Regulations, AS/NZS 3760:2010.

For events where no electrical contractor has been appointed, the centre may disapprove of the untagged equipment or conduct the inspection on the client's behalf. Charges will apply if the centre is required to undertake this task.

For the safety of exhibitors and event guests, and for protection of the venue, all electrical appliances and leads for a commercial or public use must be tested and tagged with a current test tag.

Personal mobile phone or laptop chargers are exempt provided they are disconnected from the electricity supply at the end of each day.

Te Pae Christchurch reserves the right to check commercial or personal equipment and remove any unsafe leads or equipment. Exhibitors will be liable for any costs or damages to the venue that arise due to the use of electrical devices that have not been tagged or tested.

Avoiding the following is critical to safety:

- Use of damaged electrical leads or untagged/out of date, tools or equipment
- Use of electrical leads, tools and equipment in damp or wet conditions unless they are specially designed for use in those conditions
- Placement of electrical leads where they may be damaged (e.g. on vehicle access ways, over sharp edges etc.)
- Overloading electrical circuits
- Use of modified tools or equipment
- Use of double adaptors.

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International power plugs, power boards, extension cords, gaffer tape, USB flash drives and cables can be purchased at the Guest Services desk.

19.7. Emergency and Evacuation Procedures

Te Pae Christchurch Convention Centre has an Emergency Response Plan in the event of medical, weather, fire, smoke and other emergencies. It is updated regularly, and drills are conducted regularly. A trained Emergency Response Team will lead the implementation of all emergency and evacuation procedures.

Emergency and evacuation procedures will be thoroughly described during compulsory induction upon arrival at the centre.

19.8. Emergency Exits

Please refer to Attachment A for the location of emergency exits in the Exhibition Halls and Dobson Rooms.

19.9. Exhibition Aisle Space

For the safety of all, exhibition aisles are to be maintained at a minimum width of 3m. Exhibitors are asked to please keep within their allocated square-meterage area and to not obstruct aisle space or hinder access to emergency exits, fire hoses, fire extinguisher cabinets, building control access doors or panels.

Encroachment into public aisles from a stand or booth is not permitted.

Objects restricting access to aisles will be removed at the exhibition organiser's expense, without liability for loss or damage to the centre.

19.10. Fire and Safety Regulations

All clients are issued with the centre Health and Safety Guide as part of the event pre-planning. A mandatory emergency response briefing is held prior to every event.

Fire extinguishers, manual fire pull stations, fire hose connections and automated external defibrillators (AED's) should not be obstructed at any time. Similarly, stairs, escape paths and emergency exits should remain clear.

19.11. First Aid

There are six portable first aid kits distributed throughout the centre. The position of the closest kit to your area of operation will be highlighted during your centre induction.

There is also a medical equipment cabinet in the dedicated first aid room. The first aid room is located on the Ground Floor, near the Bealey Rooms.

There are two defibrillators onsite, one is kept in the first aid room, and one at the Guest Services Desk in the Ground Floor Foyer.

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The centre has a number of personnel that are trained as first responders in fire, safety and first aid emergencies including the use of onsite defibrillators. In the event of a medical emergency, the centre's Control Room will implement procedures and contact external agencies as required.

Dedicated event paramedics can be arranged as required. Please refer to your Event Coordinator for more information.

The centre's Health, Safety and Security Manager or Health and Safety Coordinator are required to complete a Te Pae Christchurch incident report for each person treated. This includes those treated by the dedicated event paramedics.

The first-aid provider is required to notify the centre's Health, Safety and Security Manager as soon as possible if any person requires or receives medical treatment.

19.12. Footwear

Please ensure that footwear is fully enclosed, clean, worn with socks if suitable and in good repair. For specific tasks the Te Pae Christchurch Health, Safety and Wellness Protocol requires safety footwear to be steel capped. High heels, open-toed shoes or flip flops are not permitted to be worn during bump in or bump out of any event.

19.13. Hazards and High-Risk Activities

To ensure a safe environment for all, the centre's permission is required to carry out any potentially dangerous activities such as operating machinery at the centre.

Please provide full details of any potentially dangerous activities, including a risk assessment of these activities to your Event Coordinator. These activities must comply with all safety and emergency regulations.

The management of risk, whilst a statutory requirement is an integral component of continuous improvement and effective workplace management practices. To ensure all hazards are identified and the risks are removed or reduced to an acceptable level, risk assessment needs to be a priority.

The centre operates within the requirements of the New Zealand's Health and Safety Act and Regulations:

Health and Safety at Work Act 2015

A duty imposed on a person by or under this Act requires the person to eliminate risk to health and safety, so far as is reasonably practicable; and if it is not reasonably practicable to eliminate risks to health and safety, to minimise and mitigate those risks so far as is reasonably practicable.

Health and Safety at Work (General Risk and Workplace Management) Regulations 2016

A PCBU must, to minimise risks to health and safety, implement control measures in accordance with this regulation.

The PCBU must minimise risks to health and safety, so far as is reasonably practicable, by taking one or more of the following actions

a) Substituting (wholly or partly) the hazard giving rise to the risk with a lesser risk
b) Isolating the hazard giving rise to the risk
c) Implementing engineering controls

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d) Minimise the remaining risk
e) Implementing administrative controls.

19.14. Incidents

All incidents and near misses must immediately be reported to your Event Coordinator or the Te Pae Christchurch staff member closest to you.

19.15. Induction

The centre is a leader in promoting workplace health and safety. All organisers, contractors, sub-contractors, exhibitors and associated staff need to complete a centre induction prior to the event bump in commences. This induction includes familiarisation of the centre's emergency procedures.

19.16. Occupancy

The overall venue (inclusive of all spaces within), has a total set occupancy of 6,000 people based on the building's Fire Engineering Report and the capacity of the HVAC (heating, ventilation and air conditioning) system to manage fresh air, heating, and cooling. To ensure safe evacuation of the building there are also several concurrent restrictions that limit capacity on spaces.

The centre's capacity charts provide an indication of the maximum achievable capacity with minimal furniture and 'normal' weather conditions (-1˚C to 29˚C). These are a guide only to capacities in each space, and actual capacity will depend on the final setup requirements per space, as well as the occupancy of other spaces. Other than the total building occupancy, the Capacity Table numbers are 'guest' numbers (including exhibitors). Centre staff are considered over and above the maximum capacity allocations. Capacity charts are available in the centre's online toolkit.

Maximum capacity in spaces with operable walls is only achievable if all operable walls within the space are completely stored away so safe evacuation times can be achieved. If any walls are partly installed, then each space needs to be considered separately in regard to its maximum capacity.

19.17. Personal Protective Equipment

Personal Protective Equipment (PPE) is clothing and equipment worn as protection against workplace hazards and includes eye protection, hearing protection, safety boots, safety helmets, long sleeved clothes, and harnesses to name a few.

Where PPE is required for a specific task, all workers must correctly use and maintain their PPE in accordance with manufacturer's instructions, New Zealand Health and Safety at Work (General Risk and Workplace Management) Regulations 2016, applicable Codes of Practice or New Zealand Standards.

High visibility clothing and enclosed shoes – preferably safety boots, especially when operating machinery – are to be worn during the bump in, exhibition build, and bump out of events. No high heels or open-toed shoes are permissible in working areas during these times.

High visibility items must comply with New Zealand Standards AS/NZS 1906:2010 and AS/NZS 4602:2011 for day and night high visibility safety garments.

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High visibility vests are compulsory at all times while on the loading dock or within the Exhibition Halls during bump in and out. High visibility safety vests are available from hardware stores throughout the country. We suggest you bring your own vest; however, the centre will have some available for purchase onsite.

No open-toed shoes, sandals, or flip flops are allowed during bump in or bump out.

19.18. Risk Assessment

All events are subject to a risk assessment to ensure adequate control measures are implemented to protect life, property, and the environment, and to mitigate security and business continuity risks. Te Pae Christchurch reviews and authorises risk assessments and safe work method statements (SWMS), and monitors the control measures during the event.

19.19. Safety Inspection

On the opening day of your event a final safety inspection will be carried out by Te Pae Christchurch's Health, Safety and Security Manager to make sure that all safety regulations are being observed.

An additional electrical inspection will be carried out prior to opening to public, and the event will not be opened until it is deemed safe for public attendance. Should the centre find anything deemed to be unsafe, this will be removed, and it will be the responsibility of the exhibitor to source appropriate replacements.

19.20. Smoking Policy

Te Pae Christchurch Convention Centre is a non-smoking venue. Smoking is permitted at clearly signed designated areas outside the centre.

19.21. Working at Heights

Te Pae Christchurch Convention Centre must comply with New Zealand Health and Safety in Employment Regulations (Part 2, Section 21 and Worksafe New Zealand best practice for working at heights) for managing risks associated with a person falling from one level to another. A safe system of work must be provided where the risk of a fall cannot be eliminated.

Control measures to have in place are:

- Providing a fall prevention device, such as a secure fence, edge protection or working platform, if it is reasonably practicable to do so
- If it is not reasonably practicable to provide a fall prevention device, providing a work positioning system.

When work is being completed on a scissor lift, a spotter on the ground is required to ensure the surrounding area is kept clear within 5m distance from the scissor lift. The immediate surrounding area will require the wearing of personal protective equipment.

Under no circumstance can work that is subject to requiring a work permit, progress without the permit being issued by the centre. Please complete a Working at Heights Permit Form which can be found in the online toolkit.

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20. INFORMATION COMMUNICATION TECHNOLOGY

For all technology, communication and business services please request and return an Internet Services Order Form at EventServices@tepae.co.nz . This form must be returned no later than 14 days prior to your event.

20.1. Internet

Wireless connectivity is readily available throughout the centre. Guests have access to free public wi-fi, with a 1Mbps access limit per user, on a shared 20Mbps bandwidth. This allows for basic browsing, email and social media.

Premium service and event specific network services for exhibitors can be requested by completing the Internet Services Order Form via EventServices@tepae.co.nz. Custom solutions for a wider bandwidth can be tailored to suit the event needs by working with our event ICT services team.

The centre does not allow the use of external wireless access points other than the venues fixed wireless infrastructure and reserves the right to disable wireless transmitting devices found in the venue with the potential to cause interference to the centre's wireless infrastructure.

20.2. Information Technology

Te Pae Christchurch is the exclusive provider of information technology services in all Exhibition Halls, Auditorium, meeting spaces, service and public areas.

The ICT services team facilitates everything required to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in the centre.

21. LIFTS AND ESCALATORS

Only items that can be hand-carried are permitted in guest lifts and escalators. Goods lifts are available for transporting large freight, equipment, or trolleys.

The centre may redirect escalator flow and program the passenger lifts to accommodate event needs. Lift access can be controlled remotely by the centre's security and access cards can be programmed to suit event requirements.

The goods lift can be accessed from the loading dock of the centre and must be operated by venue staff or approved contractors.

When using the lifts, maximum loading capacities must be observed. Safeguarding of lifts and loads is required to prevent damage to lift doors, walls and the control panel.

Lift No. 1: Front of House Plenary Building North – Side of Reception	
Load	1,600 kg
Passengers (No.)	21
Inside car measurements (W x D x H)	1.65m x 2m x 2.7m
Door measurements (W x H)	1.1m x 2.1m
Lift No. 2: Front of House Plenary Building South – Side of Reception	

Load	1,600 kg
Passengers (No.)	21
Inside car measurements (W x D x H)	1.65m x 2m x 2.7m
Door measurements (W x H)	1.1m x 2.1m
Lift No. 3: Back of House Plenary building North	
Load	3,000 kg
Passengers (No.)	34
Inside car measurements (W x D x H)	1.8m x 2.6m x 3m
Door measurements (W x H)	1.8m x 2.4m
Lift No. 4: Back of House Goods / Vehicle	
Load	4,000 kg
Passengers (No.)	-
Inside car measurements (W x D x H)	2.7m x 5.5m x 2.8m
Door measurements (W x H)	2.6m x 2.4m
Lift No. 5: Back of House Plenary Building South	
Load	3,000 kg
Passengers (No.)	34
Inside car measurements (W x D x H)	1.8m x 2.6m x 3m
Door measurements (W x H)	1.8m x 2.4m
Lift No. 6: Front of House Exhibition Building South – Exhibition Foyer	
Load	3,000 kg
Passengers (No.)	34
Inside car measurements (W x D x H)	1.8m x 2.6m x 3m
Door measurements (W x H)	1.8m x 2.4m
Lift No. 7 Back of House Administration Building	
Load	1,600 kg
Passengers (No.)	21
Inside car measurements (W x D x H)	1.65m x 2m x 2.7m
Door measurements (W x H)	1.1m x 2.1m

22. LOST PROPERTY

All lost and found items, except for those deemed perishable, are catalogued and stored for 30 days. After that period, articles may be disposed of at the discretion of the centre with no further claim available to those items. If you have left something behind, please call the centre reception (+64 3 266 1400) and provide a description of the item.

23. LPG APPLICATIONS

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to their event. Each application is assessed with public safety as the prime concern. The centre reserves the right to accept or reject any application.

Please refer to the centre's Health and Safety Guide on Hazardous Substances and the Hazardous Substances Permit Form for more information.

Te Pae Christchurch Convention Centre requires all LPG cylinders to be removed from the venue overnight.

24. MACHINERY WITHIN EXHIBITS/DISPLAYS

It is important to ensure that all machinery is fitted with guarding, fencing, immobilisation locks and other safety devices as appropriate. Signage above the machine is not considered an appropriate protective method.

25. MATERIALS

Please ensure that materials used for lining, drapes, backdrops, blinds or overhead structures, signs, banners, theming, temporary structures, or similar for displays are made of fire-retardant materials as per the methods defined in AS/NZS 1530.2:1999.

Flammable materials are not permitted within the venue without first being fireproofed. The centre may require documentation confirming the fire-retardant capabilities of the materials.

The use of combustible materials such as plastics, paper, foam and thin strips of timber should be limited and generally confined for decorative purposes. Their use should be kept to a minimum and not used for general wall covering.

Overhead fabric materials used for theming, or stand covers, canopies, or used as curtains or draperies, must be permeable to water.

26. MEDICAL DISPLAYS AND DEMONSTRATIONS

Medical activities including tattooing, body piercing, cosmetic procedures and demonstrations using human cadavers, animals or specimen require the centre's permission and need to adhere to New Zealand legislation and Code of Ethics.

Please complete a Medical Activities Application Form which can be found in the online toolkit.

Special requirements related to medical equipment calibration may be discussed with your Event Coordinator.

27. MOTORISED VEHICLES

27.1. Vehicle Displays

In the interest of public safety and security, organisers or exhibitors planning to include a vehicle on their stand/in their event are requested to comply with the following:

- Place a drip tray underneath the vehicle.
- All vehicles should have an empty tank of fuel (the fuel tank/s of petrol/diesel must not exceed one quarter of the tank, not including fuel that may be present in the fuel line and engine) when left in the centre; lock/seal fuel tanks to prevent removal by third parties.
- For vehicles fuelled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Provide contact details for the person/s delivering and collecting the vehicles.
- Keys are not to be left with the vehicle. A second set is to be provided to the centre's control room in case of any emergency and requirement to shift the vehicle.
- The location of the vehicle shall not obstruct or block exits, and will be placed in an appointed location at the discretion of the centre's Event Services and the Health and Safety teams.

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- Please complete and return the Vehicle Display Application Form.
- Please ensure only a qualified licensed driver will be operating the vehicle in the centre and is escorted by a staff member.

27.2. Vehicles – Use and Operation

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies, etc) within any area of the centre requires permission from Te Pae Christchurch. Operators of vehicles are to comply with applicable safety and licensing requirements. The centre may require a Safety Management Plan relevant to the use of these vehicles.

- Please ensure compliance with applicable regulatory requirements (e.g. licences, safety equipment, number of passengers, maximum load).
- Te Pae Christchurch may require a Safety Management Plan relevant to the use of these vehicles.
- Details of moving displays requires prior approval from Te Pae Christchurch.
- Specific requirements apply to vehicles that require access to Level 1. Contact your Event Coordinator as soon as possible for requirements and instructions.
- Ensure all vehicles that are displayed on a gradient (e.g. one set of wheels on a ramp) are locked and no access granted unless removing the vehicle from the display; if the display has the vehicle totally off the floor, use chains or straps to secure the vehicle for added safety.
- If vehicle movement is required during events, a traffic management plan is required addressing safety, especially in and around visitors.
- Please ensure only a qualified licenced driver will be operating the vehicle in the centre.

28. NAKED FLAMES OR CANDLES

The centre's permission is required for the use of naked flame or candles.

Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. Naked flames must be safely positioned so that they cannot be knocked over or come into contact with any person or flammable item. Please note, extra charges apply in case of wax spillage on tablecloths and floors. All materials in close proximity to the candle or a lit item are to be fire retardant. A fire extinguisher is required on the stand or booth, or in close proximity to the flammable item. The centre may place a limit on the number of candles allowed.

Flames are to be extinguished 15 minutes prior to the stand or room being vacated at the end of the day. Stands must not be left unattended while candles are alight.

Naked flames also include indoor/outdoor fireplaces, ethanol burners, BBQs, gas heaters, fire pits etc. used as decorative homeware or entertaining.

Please complete a Naked Flames Application Form which can be found in the online toolkit.

29. NOISE

Te Pae Christchurch Convention Centre has an obligation to control noise generated at the centre. In some instances, an acoustic consultant may be required to monitor noise levels emanating from the premises during an event. Additional charges will apply if this service is required.

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Clients or exhibitors showing films, generating excessive noise or using audio-visual aids that could impact other venue users, or adjacent exhibitors may be requested to minimise noise levels to acceptable limits

Outdoor activities along Oxford Terrace are subject to a maximum noise limit. Please discuss this with your Event or Production Coordinator for more information. Outdoor dining and gatherings must be compliant with applicable noise limits.

Outdoor amplified music will need to be discussed and assessed on a case-by-case basis with your Event Coordinator.

30. PAINTING

Major painting of displays and exhibition materials is not permitted within the centre. However, “touch-up” painting of any displays and exhibition materials is permitted, provided such work is undertaken during the build-up period only, and all safety precautions and protective surface coverings are put in place.

These precautions include:

- Painting in an area which is properly ventilated
- Use of non-toxic paints
- Covering the floor with plastic overlay or drop sheets
- No painting near the centre’s walls and columns.

The use of spray paint is strictly prohibited. Painting is not permitted on the carpeted area unless proper protection has been provided and permission granted by the centre.

Disposing of any paint, thinners or other potentially hazardous substances in the drainage system is not permitted. Water-based paint is to be used wherever possible.

Additional costs will apply for any damage or remediation to centre surfaces from painting works.

31. PAYMENT PROCEDURES

Te Pae Christchurch requires full pre-payment of all estimated costs prior to the provision of any services ordered. The Hirer’s payment schedule is outlined in the Hiring Agreement, and exhibitor services are to be settled prior to the event commencing.

Invoices can be settled through bank transfer or credit card. Please note Te Pae Christchurch is a cashless venue. Cash is not accepted as form of payment.

Visa and Mastercard are accepted by Te Pae Christchurch. For credit card payments, a surcharge will be applied to the payment as dictated by the fees charged to the centre by the relevant credit card merchant.

32. PLANT* REQUIREMENTS

A risk assessment will be conducted for all plant that is brought into the centre and will undergo a required visual inspection.

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Please ensure any plant and equipment brought onsite is appropriately maintained and compliant. Te Pae Christchurch requires current certificates of inspection for certain types of equipment prior to the event. All machinery should be fitted with guarding, fencing or other controls to ensure safe operation and a safe environment for all. All electrical equipment is to be tagged and tested. Only qualified operators can operate plant and equipment. Make sure applicable licences are available.

Safety measures should be implemented and documented with any plant (e.g. equipment, machinery or tools) used for repair, construction, maintenance or cleaning. These measures should be risk assessed and be appropriate to the task.

As far as reasonably practicable, plant shall be kept secure in order to prevent interference with it or risk to health and safety from inadvertent or other access. This includes plant that is not in use.

Any worker or other person carrying out work on plant shall be given all information, as far as reasonably practicable, to enable them to eliminate or minimise risks to health and safety.

The centre shall ensure that risks associated with working on the plant are monitored by means of inspections and safe work observations.

*Plant can be, but not limited to, forklifts, scissor lifts, boom lifts, power tools, cleaning machinery, vehicles, or any other equipment, fittings or machinery.

33. POOLS, PONDS AND WATER FEATURES

Te Pae Christchurch requires details of any receptacles containing 200 litres or more of water or other liquids no later than 20 working days before the event.

Please complete an Other Activities Application Form which can be found in the online toolkit and refer to section 45. Swimming Pools and Spa Displays for more information. Approval from Te Pae Christchurch must be given before any water feature can be installed within the centre.

For regulations on pools, ponds and water, refer to Te Pae Christchurch Health and Safety Guide. Please refer to section 16. Floor Loading paragraph for weight limits on the floor.

34. POWER TOOLS

Power tools include drop saws, circular saws, routers, planes, jigsaws, angle grinders, brick and tile cutting saws. Te Pae Christchurch requires all portable electrical equipment, appliances and leads to be tested and tagged in accordance with New Zealand Standard AS/NZS 3760:2010 – In Service Safety Inspection and Testing of Electrical Equipment.

The following conditions apply when using power tools:

- Power tools may not be used on Te Pae Christchurch carpeted areas.
- When cutting or sanding wood within the venue, ensure dust extraction equipment and measures are in place.
- Protect building surfaces and carpet from dust generated by use of power tools.
- When angle grinders are used, have measures in place to control sparks and minimise the risk of fire; The Hot Work Permit needs to be obtained prior to work being conducted.
- Brick and tile cutting saws are to be used in an appropriate location in the loading dock, not inside front-of-house areas of the centre; ensure brick and tile slurry are contained and removed from the site; contractors must eliminate any risk of slurry flowing into stormwater drains.
- Additional costs will apply for any damage or remediation to centre surfaces from use of power tools.

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35. RAISED FLOOR, STEPS AND RAMPS

Stand construction and access must be constructed as per the requirements outlined in the Building Act 2004. The following is a summary of additional requirements, which must be met by designers and builders to ensure adequate access, mobility, and to reduce the likelihood of slip and trip incidents:

- All raised floor sections or ramped edges are to be free of sharp or dangerous edges and anything that poses a trip hazard.
- Edges of thin decorative flooring such as carpet, vinyl, matting, wood or the like, are to be taped down or firmly secured.
- Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle. All flooring exceeding 115mm in height is deemed to be a step; for stands with a floor height exceeding 115mm that is occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.
- Any loose materials are to be steady under foot and not present a hazard. The base layer floor must be protected, and regulations apply to the installation and removal of these materials from the venue floor. For more details, please consult your Event Coordinator.

On the opening day of your event, a final safety inspection will be carried out by the Te Pae Christchurch Safety team ensuring all safety regulations have been observed. The centre reserves the right to remove anything identified as unsafe. It will be the responsibility of the exhibitor to source appropriate replacements.

Please ask for clarification from centre staff if unsure how to proceed.

36. SAND, SOIL AND SIMILAR MATERIALS

If an event, display or exhibit has sand, soil, peat moss, bark chips, plants or similar, it is required that the floors are safeguarded against staining or other damage from these materials, including mechanical damage from handling equipment used in placement or removal. Please ensure measures are in place to prevent any moisture/water leakage from these materials.

Charges will be applied in case of any extra cleaning required, remediation or carpet replacement.

37. SCAFFOLDING

When properly installed and maintained, scaffolding is an effective control measure for persons working at heights. All scaffolding must comply with the Health and Safety at Work Act 2015 and the Health and Safety in Employment Regulations 1995.

Scaffolding under 5m can only be erected and dismantled by a “competent person” (having knowledge and skills relevant to the task).

New Zealand regulation requires any person erecting scaffolding with a highest point over 5m in height, must be a certified scaffolder. In this instance, once the scaffold is erect, the scaffolder must provide certification to the company commissioning the work, and upon request by the centre.

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Scaffolding requires an internal access ladder. It is important for each working platform to have full edge protection comprising handrail, mid-rail and toe board, or a handrail and infill panel.

Make sure mobile scaffold wheel locks are engaged before any person works from the scaffold. Prior to moving or removing the scaffold, persons working on the structure are to exit the structure until it is secured again.

38. SECURITY

Te Pae Christchurch Convention Centre takes every precaution to create a safe and secure environment for its clients, guests, personnel, and equipment.

The centre has 24-hour general building security augmented with CCTV cameras and alarm systems. CCTV cameras scan interior and exterior public areas and the centre's security personnel will respond quickly and professionally to any potential security issues or incidents.

The centre's standard security includes basic perimeter security and locking up rooms at night. If additional personnel is required for event-specific needs, additional charges will apply. Please request and return a Cleaning and Security Services Order Form to EventServices@tepae.co.nz or +64 3 266 1400.

All security personnel will be provided by Te Pae Christchurch. Staffing levels will be determined jointly by the centre and the event organiser based on an event-specific risk assessment, and the size and nature of the event.

The Te Pae Christchurch Security Plan stipulates that all security personnel employed and engaged will comply with licensing and other requirements of New Zealand laws, which includes the Privacy Act 1993, the Private Security Personnel and Private Investigators Act 2010 and the Private Security Personnel and Private Investigators (Code of Conduct—Surveillance of Individuals) Regulations 2011.

Security personnel working at the centre for events are licenced and have the applicable security qualifications and have undergone venue and security training.

The centre endeavours to maintain the venue as a safe and secure facility; however, clients, delegates, exhibitors and public attendees are also responsible for safeguarding their belongings, materials and equipment at all times. The centre is not responsible for safeguarding and/or the prevention of damage to these items. The centre is not liable for any damage to or theft of event fittings while in the centre, except to the extent that such damage or theft was caused by the centre's negligence.

39. SERVICE PITS

Floor services in the Exhibition Halls are provided via dry pits and wet pits.

Pit type	Services
Dry pit	2x 32-amp 3 phase outlet 4x 15-amp single phase outlet 4x RJ45 data
Wet pit	2x 32-amp 3 phase outlet 4x 15-amp single phase outlet 4x RJ45 data Water and drain (100mm drain, 25mm water)

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Room	Pits available
Exhibition Hall 1	7x Dry pits 3x Wet pits
Exhibition Hall 2	6x Dry pits 2x Wet pits
Exhibition Hall 3	11x Dry pits 3x Wet pits
Exhibition Hall 4	4x Dry pits 8x Wet pits
Rakaia Room	9x Dry pits
Waitaki Room	9x Dry pits

It is important to replace service pit covers immediately after connections are completed to ensure safety. Whilst pit covers are removed and work is being carried out in an open pit, appropriate hazard identification and barriers must be used.

Access to floor pits for the installation of mains supply cables, piped services, and data and telecommunication services is limited to centre staff or the client's authorised official main exhibition contractor.

Floor boxes are also available in the meeting rooms.

Floor box type	Services
Dry box	6x 15-amp single phase outlet 4x RJ45 data
Room	**Pits available**
Bealey Room 1, 2, 3, 4 and 5	2x Dry boxes per room
Conway Room 1, 2, 4 and 5	2x Dry boxes per room
Conway Room 3	3x Dry boxes
Dobson Room 1, 2, 3 and 4	2x Dry boxes per room

40. SMOKE ISOLATION

Isolation of the centre's smoke detectors needs to be arranged in advance with your Event Coordinator when operating the below activities:

- Cooking demonstration
- Pyrotechnics
- Smoke, fog or haze machines
- Any other activity that may affect the smoke detectors.

Additional fire wardens will be required to be onsite while isolation is in place, and additional charges will apply for this service.

Any fire alarm call-out fees will be charged where the alarm was triggered by the client, their staff, exhibitors or contractors, where smoke isolation services have not been organised in advance.

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41. SMOKING

In line with New Zealand legislation Te Pae Christchurch is a smoke free venue. This also applies to the use of electronic cigarettes and vaporisers. Clients, their staff, guests, and any sub-contractors may only smoke in designated areas outside the venue.

42. STAIRS AND LADDERS

All steps and stairways must comply with the requirements of NZS/AS 1657:1992. Ladders are to comply with AS/NZS 1892.5:2000 Portable ladders – Selection, safe use and care.

43. STAND OR BOOTH CONSTRUCTION

Te Pae Christchurch requires temporary structures built for exhibitions or events to comply with relevant legislation and they are to be constructed with the utmost concern for the safety of the public, employees and contractors.

Due to fire engineering restrictions, the maximum permissible stand height should meet the requirements of the New Zealand Building Code.

It is recommended that exhibition booths considering a covered ceiling, use materials that are fire retardant, and water permeable. If design or stored stands require a non-water permeable ceiling, please submit your plans for review together with the appropriate certificates (see the Custom Stand Plans Application Form for more details).

Please note that any non-water permeable ceiling requests will be considered on a case-by-case basis. As a minimum, stands with non-water permeable ceilings must be fitted with an automatic battery backup smoke detector and CO_2 or dry powder fire extinguisher. The centre reserves the right to also request automatic dry powder extinguishers, in addition to the aforementioned for any stand it deems necessary. Note all two storey stands are deemed to have a ceiling and these requirements apply.

For all enclosed areas, with or without a non-water permeable ceiling, which are intended for the storage of goods or for the installation of electrical services (i.e. distribution box etc.), a portable dry powder or CO_2 type fire extinguisher is required within the enclosed area. All fire extinguishers must have an indicator sign and remain accessible at all times.

To meet fire safety and New Zealand Building Code requirements, please pay careful attention to the following:

- A stand with a roof or ceiling is required to provide additional fire protection equipment, such as a smoke detector and portable CO_2 or dry chemical extinguisher.
- Where halogen tube lights are used, ensure the globe unit is protected with safety glass to minimise the risk of explosion and fire.
- All temporary spotlights or the like are to be a minimum of 300mm from the partitions or any combustible goods.
- Any custom-built stand with a floor area of more than 50 square metres is to be provided with at least one alternative means of egress to the walkway areas.
- Doors built into a stand need to comply with the requirements of an exit door i.e. open outwards with a push bar or lever handle and display an ‘Exit’ sign.
- Barriers incorporated into a custom-built stand are to be designed so that they yield to pressure without toppling.
- Double storey stands require an engineer’s certificate prior to construction and an engineer’s signoff once constructed to ensure compliance with certification.

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Please refer to the Custom Stand Plans Application Form which can be found in the online toolkit.

44. SUBSTANCES – LPG

Te Pae Christchurch does not have a facility for the overnight storage of LPG cylinders. Overnight storage within the exhibition space is not permitted.

Use of LPG for cooking or exhibition displays requires the centre's permission. Hazardous substances are to be clearly labelled and safeguarded. Safety Data Sheets (SDS) are required for all hazardous materials brought to the venue.

Please see the Hazardous Substances Permit Form which includes a section on LPG.

45. SWIMMING POOLS AND SPA DISPLAYS

There are minimum requirements to ensure the safety of any structure containing water to a depth greater than 300mm:

- A competent person needs to be present at all times when a pool/spa/water feature is installed to ensure that health and safety management is maintained.
- The designated person will be deemed trained and competent in first aid and resuscitation techniques; the relevant certificates need to be provided to your Event Coordinator prior to bump in.
- There are no climbing devices such as ladders and footholds attached to the water feature.
- Where possible, the installation design should limit the number of access directions to the pool/spa/water feature.
- Pool signage complies with New Zealand Standards.

Overnight power to pools and spas will not be provided. Power to pools will be shut down outside of event opening hours. Please contact your Event Coordinator if certain equipment on the stand needs constant power supply, overnight included. Additional power charges will apply to power any water features.

Approval from Te Pae Christchurch must be given before any water feature can be installed within the centre. Please complete an Other Activities Application Form which can be found in the online toolkit.

46. TIMBER

The use of timber for fencing, construction and other purposes in areas accessible to the public should not pose a danger through splinters or nails. Timber should not be treated with any product that could stain clothing or cause skin irritations.

Refrain from using any timber chemically treated with any product that may emit an odour or toxic vapour during construction or in displays. Please ensure there is no timber treated with creosote or any product containing creosote onsite, at any time.

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47. TOILETS

Multiple toilets are located throughout the centre. Please refer to 3.2 Venue Map for locations.

There are no showers available within the centre other than in the centre's Te Pae Lounge. This room is located on the Ground Floor behind the Guest Services Desk and is the only space providing shower facilities. Please ask your Event Coordinator for rental costs and availability if required.

48. TRAFFIC MANAGEMENT

Te Pae Christchurch Convention Centre provides traffic management for all events. The centre requests clients – including staff, principal contractors, sub-contractors, exhibitors and other agents – to observe all traffic management guidelines outlined in the traffic management plan for the event, including the delivery or removal of goods/equipment to or from the event, and movements throughout the event period.

49. WATER AND DRAINAGE

Te Pae Christchurch is the exclusive provider of water and drainage services within the venue. Due to restricted access to water supply in the Exhibition Halls, it is crucial that all plumbing requirements are ordered well in advance of the bump in date. The centre provides required water and drainage connection points to the nearest wet pit. It is the responsibility of the organiser/exhibitor to arrange connection from the service pit to their equipment as well as any requirement for self-contained sinks.

Plumbing services are not available in any ballroom, meeting room or pre-function space. Drains are exclusively provided for the drainage of grey water. Using drains for the disposal of grease, solids, solvents, hazardous materials, food liquids, or organic materials is not permitted.

Water use is included in the venue rental charges for standard usage – however additional charges may apply for excessive water usage, or complicated setup requirements.

50. WEAPONS AND PROPS

50.1. Cosplay Events

Real life and imitation military clothing are not permitted, with the sole exception of pre-1900s military uniform.

One general camouflage patterned clothing item is permitted, such as trousers or a top by itself however, a full camouflage outfit or imitation military uniforms is not. This extends to SWAT-style uniforms.

All imitation firearms whether they are handmade, a toy or not, will not be permitted within the centre. Items that have the appearance of a working firearm, even where they do not function as one, are classified as imitation firearms.

Gang insignia and racial/offensive tattoos are not permitted.

Costumes that overtly discriminate against specific ethnicities will not be permitted (for example, the Black and White Minstrels).

For more information please visit the NZ Police website.

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50.2. Other Events

The carrying of firearms and/or other weapons of any kind within the venue is limited to police officers on duty, unless prior written approval is obtained from Te Pae Christchurch Convention Centre management.

For more information please visit the NZ Police website.

If the event requires the display/selling/purchase of weapons, please contact your dedicated Te Pae Christchurch Event Coordinator immediately, who will liaise with our Security Team to conduct an assessment.

Please see the Firearms and Weapons Application Form.

51. WELDING AND HOT WORK

Hot work intended to be carried out at the venue requires permission from the centre.

A Hot Work Permit will need to be completed prior to the work commencing. Please submit a Safe Work Method Statement in support of the permit application.

All hot work undertaken at the centre must comply with the New Zealand Code of Practice for Safety in Welding and Cutting, NZS 4781.

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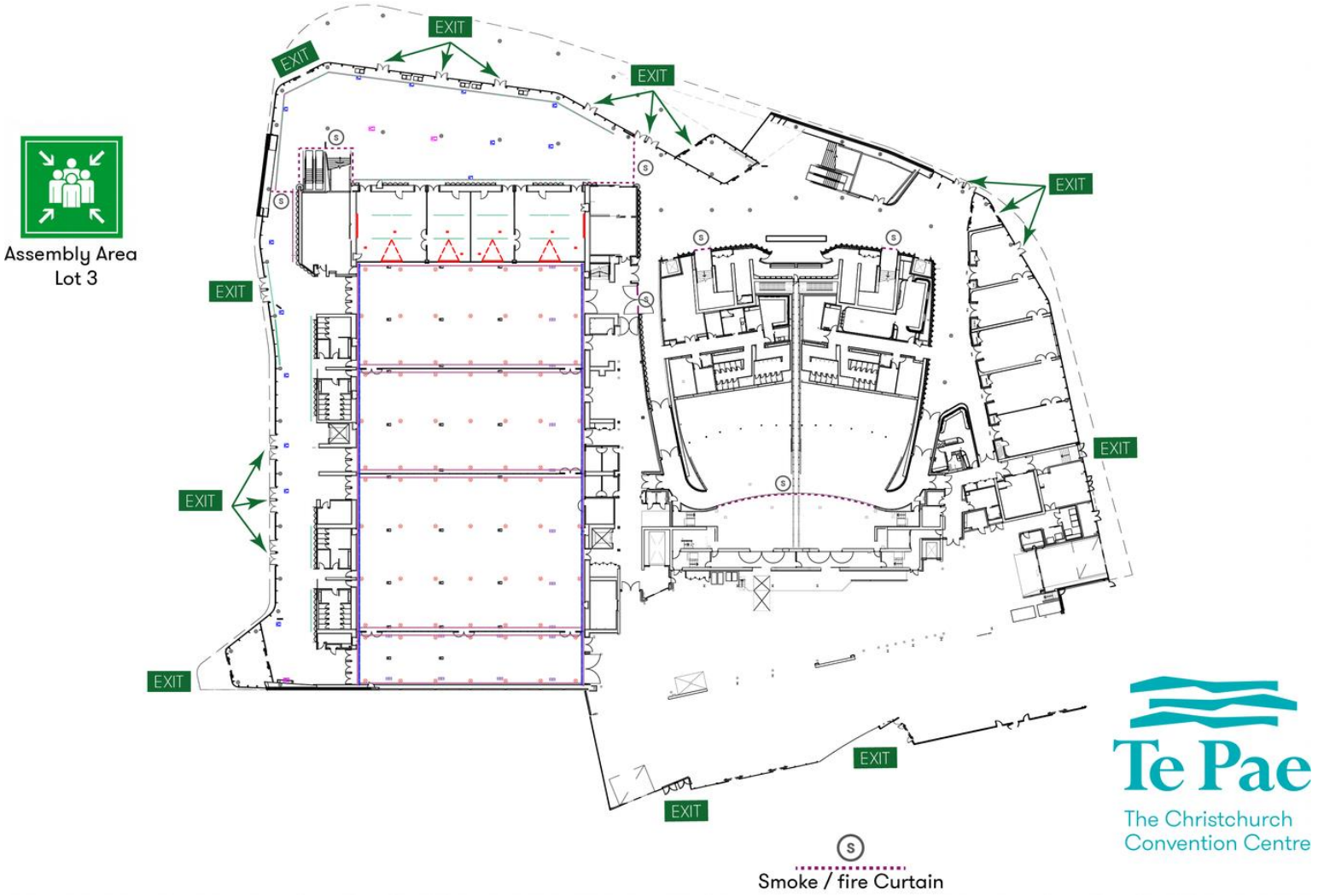
52. ATTACHMENT A: EMERGENCY EXITS

Te Pae Christchurch Convention Centre Ground Floor Emergency Exits.



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