

# Exhibitor Services Kit

Claudlands Conference & Exhibition Centre  
Hamilton, New Zealand



CLAUDELANDS



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  - 3.2 Deliveries Template
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  - 3.6 Hanging Order Form
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# Welcome to Claudelands

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Welcome to Claudelands Conference & Exhibition Centre.

Claudelands is a unique one-site, multi-zoned events facility incorporating a 6000-capacity entertainment arena, four-star conference centre and over 10,000 square meters of combined indoor and outdoor exhibition space. Claudelands is located close to the CBD in Hamilton, New Zealand.

## 1.1 Your Exhibitors Services Kit

This Exhibitor Services Kit contains information to assist exhibitors at Claudelands.

Please take the time to read this information as it directly affects to the way you operate within Claudelands.

The Services Kit has been divided into three sections:

### Section 1 Service Information

Information that exhibitors need to be aware of including:

- ✦ Exhibitor parking, access and deliveries information
- ✦ Exhibitor stand services, furniture and equipment hire
- ✦ Important venue rules and regulations
- ✦ Catering information

### Section 2 Safety

Information you need to know to ensure the safety of event patrons, exhibitors, contractors and staff.

### Section 3 Checklists and Order Forms

Pre, during and post exhibition checklists and order forms.

More information is available for delegates and exhibitors at [www.claudelands.co.nz](http://www.claudelands.co.nz)

We hope that your exhibition at Claudelands is successful and we look forward to seeing you.



Claudelands Conference and Exhibition Centre

## General Contact Information

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### 1.2 Key Contact for your Exhibition

The person organising the exhibition, referred to in this document as the '**Exhibition Organiser**', is the key contact for all exhibitors.

Your Exhibition Organiser will liaise with a **Claudlands Event Manager** to coordinate the logistics of the event.

There may be times when you will need to contact Claudelands directly, the contact details are below.

### 1.3 Claudelands Contact Details

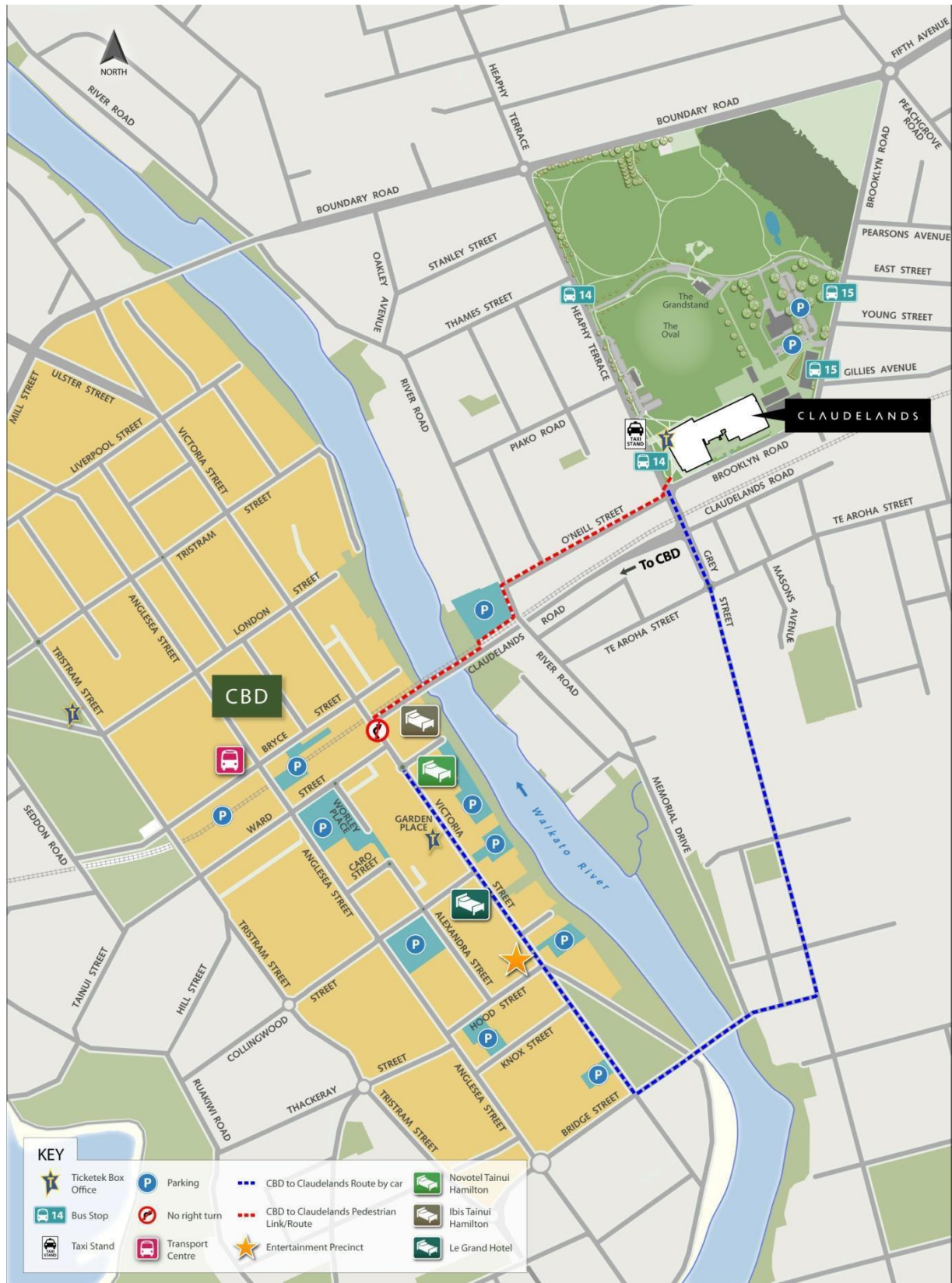
#### General Enquiries

Address:	Gate 6 Brooklyn Road Hamilton 3240 New Zealand
Phone:	+64 7 929 3000
Fax:	+64 7 958 5896
Email:	<a href="mailto:info@claudelands.co.nz">info@claudelands.co.nz</a>
Web:	<a href="http://www.claudelands.co.nz">www.claudelands.co.nz</a>



## 1.4 Location Map

Claudlands is set on 34 hectares of parkland, close to the CBD, on the eastern side of the Waikato River.



Download a PDF copy of this map at [www.claudlands.co.nz/events/about/visiting-claudlands](http://www.claudlands.co.nz/events/about/visiting-claudlands)



# Environmental Commitment

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Claudlands is committed to environmental sustainability.

This is reflected in the design of the venue as well as daily operational practices of all staff and contractors.

## 1.5 Sustainable Design

Claudlands was designed to meet an equivalent 4.5 Green Star Rating.

Some of the sustainable design features include:

- ✦ Installation of high efficiency air conditioning systems
- ✦ Energy efficient lighting and lighting control systems
- ✦ Installation of the latest LED street and pedestrian lighting
- ✦ The use of rainwater for toilet flushing

## 1.6 How can you help?

There is a range of things that exhibitors can do to help us minimise waste, energy and water consumption while exhibiting at Claudlands.

- ✦ Limit the amount of packaging you bring on site to only recyclables (paper, card, plastic)
- ✦ Take away any non-recyclable items with you
- ✦ Ensure you turn off your stand lights at the end of each day
- ✦ Switch off and unplug any electronic equipment not required overnight
- ✦ Place any cardboard in the recycle bins provided
- ✦ Encourage sustainable transportation options for delegates and event goers



Exhibition Hall A Interior

## Section 1

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# Service Information

Accessing Claudelands  
Deliveries and Storage  
Services and Equipment  
Food and Beverage  
Guidelines for Exhibiting at Claudelands  
Venue Plans

**Note:**

The service information contained within this document was correct at the date of publishing. Claudelands may alter the content within this document from time to time. By coming on site to Claudelands, you agree that you have read and understand the content contained within this document.

## Accessing Claudelands

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### 1.7 Exhibitor Parking

Claudelands has on-site parking for exhibitors and patrons. Car parking for exhibitors is free of charge before and during the event. Access to and the location of car parks may vary depending on the event.

Check with your Exhibition Organiser for parking information specific to your event.

### 1.8 Pack-in Access

Access for pack-in and exhibition build days is normally via Gate 4 or Gate 6, Brooklyn Road. Check with your Exhibition Organiser for pack-in parking information specific to your event. Please note access via Gate 6 is for approved access only and is attended by security.

Refer to the [Outdoor Exhibition Plan](#) for loading door heights and widths.

### 1.9 Public Parking and Access on Event Days

Public access and on-site parking will vary depending on the event.

Parking details for public events, including location and any parking charges applicable will be on the event listing at [www.claudelands.co.nz/events/about/visiting-claudelands/](http://www.claudelands.co.nz/events/about/visiting-claudelands/)

Check with your Exhibition Organiser to find out parking information for private events.

### 1.10 Accessible Parking Spaces

Accessible parking spaces are available on site. More information is available at [www.claudelands.co.nz/events/about/visiting-claudelands/](http://www.claudelands.co.nz/events/about/visiting-claudelands/)

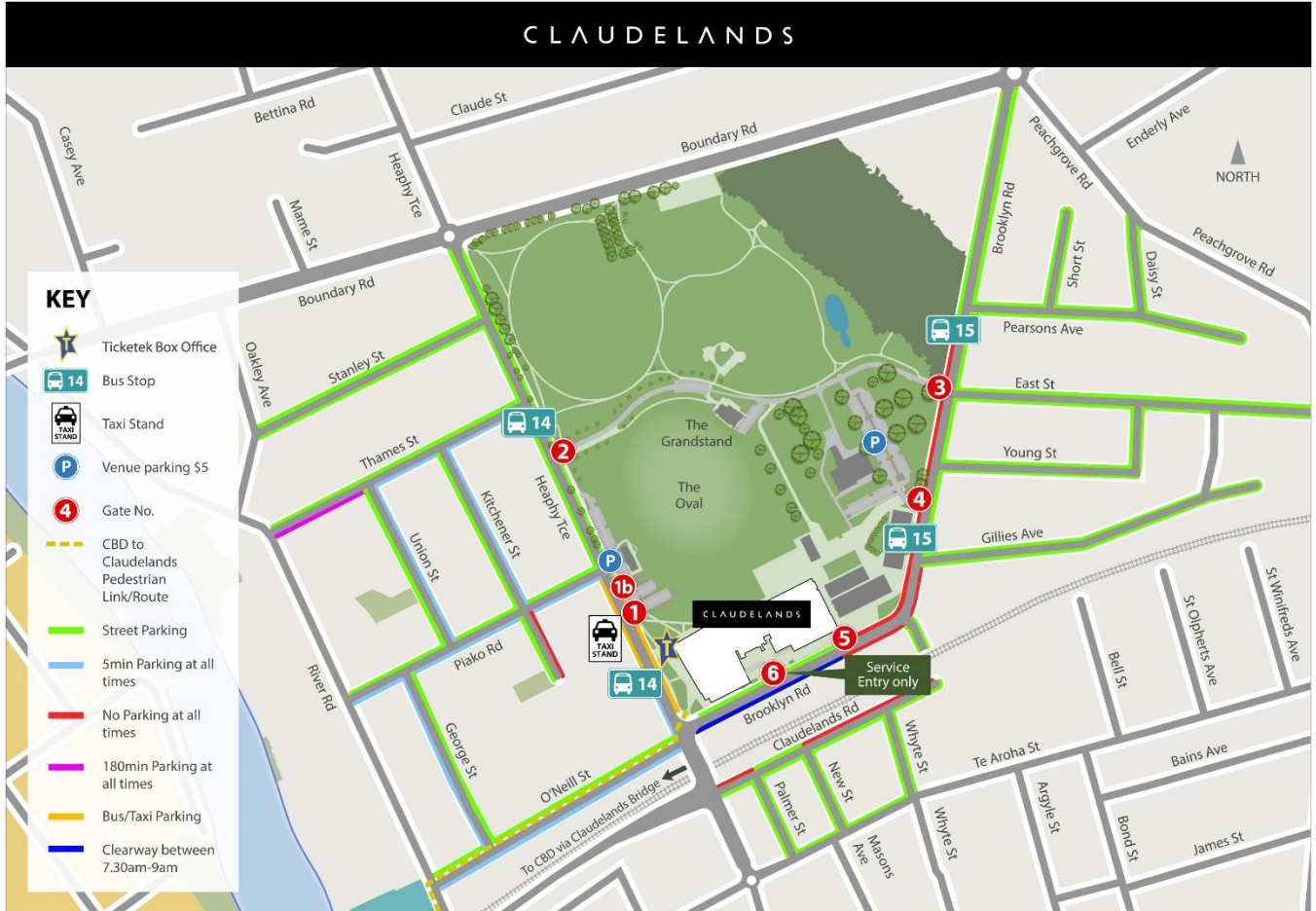
### 1.11 Accessible Restrooms and Lifts

Lifts are available in the arena foyer and at the conference concourse. Access to the venue is via the Ground Floor. Accessible toilets are located on the lower and upper arena concourse, the lower conference concourse and beside the Brooklyn Rooms on the upper level. For more information visit [www.claudelands.co.nz/events/about/visiting-claudelands/](http://www.claudelands.co.nz/events/about/visiting-claudelands/)



Exhibition Hall B

## 1.12 Claudelands Parking Plan



Download a PDF copy of this plan at [www.claudelands.co.nz/events/about/visiting-claudelands/](http://www.claudelands.co.nz/events/about/visiting-claudelands/)

## Deliveries and Storage

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### 1.13 Deliveries

If you need to deliver something to Claudelands for your exhibition, please label all packages with the following information:

- ✦ Event name
- ✦ Date of event
- ✦ Stand number and room name
- ✦ Contact for your company on site, name and phone
- ✦ Sender contact details

Refer to the [Deliveries Template](#) in Section 3 of this kit.

All deliveries are to report to Gate 6, Brooklyn Rd. Deliveries will be distributed to the correct location by Claudelands administration or security.

Claudelands will sign in all deliveries as 'received not checked' and will hand over once the organiser is on site. We take care with deliveries prior to your arrival on site, however we accept no responsibility for damage or loss.

Approval is required in advance for all large deliveries. Please notify your Exhibition Organiser prior to any large items being delivered to the venue.

 [Deliveries Template](#) (Section 3)

### 1.14 Container Deliveries

If you are delivering containers on site, they must meet MAFBNZ regulations that relate to importing containers or cargos into New Zealand.

Please discuss the timing and location for placement of any containers with your Exhibition Organiser prior to their arrival.

 [New Zealand MPI Biosecurity – Container and Cargo Regulations](#)

### 1.15 Storage

If any storage is required prior, during or after the event please notify your Exhibition Organiser who will arrange this with Claudelands as it is dependent on space availability.

Please note storage space at Claudelands is limited and charges may apply. Transfer and storage of all items is the responsibility of the organiser or exhibitor.

### 1.16 Collections

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

All items left for collection by freight or courier companies must be clearly labelled with company name, contact name and contact mobile number. Any items not pre-identified will be deemed abandoned and the venue will dispose of these accordingly and on-charge the cost.

## Services and Equipment

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### 1.17 Furniture and Equipment Hire

A range of furniture and hire equipment is available for hire from Claudelands including:

- ✦ Barriers – tensile, bike rack style, crowd control
- ✦ Bar Leaners and Stools
- ✦ Chairs
- ✦ Couches
- ✦ Lecterns
- ✦ Picket Fencing
- ✦ Plants
- ✦ Tables – coffee tables, trestle tables etc.



Furniture and hire equipment is subject to availability. Orders can be made using the form below. Please note all orders must be received no later than 10 business days prior to the event and are confirmed upon receipt of payment.

 [Furniture and Equipment Hire Form](#) (Section 3)

### 1.18 Audio Visual

Claudelands works closely with Vidcom NZ Ltd to provide the latest audio visual equipment for exhibitors. Contact the Vidcom consultant to order the following equipment:

- ✦ Projectors and screens
- ✦ Tailored sound systems
- ✦ Presentation aids
- ✦ Video systems
- ✦ Lap tops
- ✦ Lecterns
- ✦ Speciality lighting

 Vidcom NZ Ltd, Audio Visual Consultant +64 27 575 6627, [charliewilson@vidcom.com](mailto:charliewilson@vidcom.com)  
 [www.vidcom.com](http://www.vidcom.com)

### 1.19 Lighting

Your Exhibition Organiser will arrange the contractor for general stand lighting. For any specialty lighting please refer to the Audio Visual section above.

### 1.20 Internet Access

Pre-paid wireless internet access is available throughout the venue and includes 24 hour access and unlimited data, per computer per day. Hardwire internet is also available on site and is quoted upon specification.

Internet access can be ordered using the form below. An access code will be supplied upon confirmation and payment of the order.

 [Internet Order Form](#) (Section 3)

### 1.21 EFTPOS

Exhibitors will need to organise EFTPOS as required. Claudelands recommends a wireless connection. Waikato EFTPOS Specialists are recommended for this service.

 Waikato EFTPOS Specialists +64 800 42 66 99



## 1.22 Forklift

Claudeland's has a forklift and licensed operators on site and available for use, subject to availability.

Forklifts can also be brought on site with consent. All forklift operators are required to produce their driver's licence displaying class F, together with a Forklift Operator Certificate. This is a requirement of the Labour Department to operate a forklift on a road and at any workplace. Forklifts must be operated at all times in a safe manner and in accordance with current industry standards.

If your stand requires the use of a forklift for unloading delivery trucks etc., please book your requirements through your Exhibition Organiser.

## 1.23 Trolleys

There are flat deck trolleys at the venue which are free to use for pack-in (subject to availability). Please note that if there is a large show packing in there may be a wait for these, and you are encouraged to bring your own if you have them. If you are bringing your own trolley, please ensure that the tires are pneumatic as hard wheels may damage the carpet or flooring.

## 1.24 Security

Your Exhibition Organiser will be responsible for contracting any additional security required for the event.

The venue is locked and alarmed every night once all exhibitors have left the building. The venue is monitored 24/7 by our security contractor at night, who will respond to any disturbance.

Please be aware Claudeland's takes no responsibility for any lost or stolen items and we encourage exhibitors to leave any personal items of value at home.

## 1.25 Cleaning

Cleaning services can be arranged via Claudeland's for your exhibition stand if required. Refer to point 1.36 for more information on cleaning.

## 1.26 Heating and Air-Conditioning

The Arena, Conference Centre, Hall A and Hall B are air conditioned.

## 1.27 Photocopy, Fax and Printing

Photocopy, fax and printing facilities are available for minimal use in our reception. Please arrange via your Exhibition Organiser. Charges will apply.

## 1.28 Lost and Found

Any lost or found items should be reported to Claudeland's reception at the Administration Office. Claudeland's reception will hold lost items for one month. Claimed items will need to be signed for by the owner upon collection.



For lost and found information please phone +64 7 939 3000

## Food and Beverage

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### 1.29 Exclusive Caterer and Exhibitor Catering

Claudlands is pleased to have Montana Food and Events, as its exclusive catering partner. Montana is based on site and provides all catering services for the venue.



Exhibitors may be permitted to bring non-commercial food on site for their consumption only, at the venue's discretion.

Alternatively, food and beverages can be purchased from the onsite cafés or concessions (if open for the event) or exhibitors can order catering for their stand in advance.

 [www.montanafoodandevents.co.nz](http://www.montanafoodandevents.co.nz)

### 1.30 Exhibition Hall Cafés

If the exhibition is public and is utilising the exhibition hall spaces, the exhibition hall café(s) may be open for the duration of the exhibition. The café(s) will only be open during an exhibition if it has been pre-arranged with Exhibition Organiser and Claudlands.

### 1.31 Arena Food and Beverage Concessions

Claudlands arena has a number of food and beverage concessions including Verge and Double Shot Coffee Bar. If the exhibition is public and is utilising the Arena spaces, some or all of the food and beverage concessions may be open during the Exhibition.

### 1.32 Food and Beverage Sampling

Rules apply to food and beverage samples. Samples of food and beverages can be distributed to event attendees, if approved in advance.

The following rules must be adhered to:

- ✦ Sample beverages must be no more than 30ml
- ✦ Solid food should be no larger than bite size (50 grams)
- ✦ Notification of sampling must be made in writing and have approval from Claudlands
- ✦ All samples of food must comply with the Food Safety Law. Contact the Hamilton City Council Environmental Health Unit for more information.

All exhibitors providing samples of alcohol must apply to Hamilton City Council Liquor Licensing to gain approval one month prior to the event.

 Liquor Licensing +64 7 838 6699  
 Hamilton City Council Environmental Health Unit +64 838 6633  
 [www.hamilton.govt.nz/our-services/permits-and-alcohol-licensing](http://www.hamilton.govt.nz/our-services/permits-and-alcohol-licensing)

# Guidelines for Exhibiting at Claudelands

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## 1.33 Care of the Venue

Please take care of the venue during your time at Claudelands.

Here are some guidelines to prevent damage to the venue:

- ✦ Protect all walls and floors at all times, including during the pack-in, installation and removal of displays, exhibits and equipment
- ✦ Do not drive nails tacks, screws or pins into walls, furnishings, floor or ceilings (use white tack, or talk to your Exhibition Organiser about alternative options)
- ✦ Do not write, decorate, attach posters or disfigure any walls or surfaces or furniture
- ✦ Do not attach tape or Velcro dots to any walls (use white tack)

As an exhibitor you accept liability for any damage you have caused to the venue.

## 1.34 Electrical Appliances

For the safety of event patrons 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.

Equipment for **personal use**, such as your laptop or phone charger is recommended to be tagged and tested.

Claudelands reserve 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.

Please also note only licensed contractors approved by Claudelands may access power, water or other services provided. Only the provided power outlets are available to be used. No connections are to be made into electrical mains. All power boxes should be fitted with an RCD for protection of the power supply.

## 1.35 Cleaning and Waste Management

Claudelands will ensure that the common areas of the venue are clean and tidy for the duration of the event. Exhibitors are responsible for keeping their exhibition stand or space clean and tidy.

If you would like to arrange stand cleaning, please request this from the venue via the Exhibition

Organiser. Things to consider:

- ✦ Exhibitors are responsible for the removal of any packaging/rubbish during pack-in and pack out
- ✦ Please let us know of any specific waste requirements e.g. grease, oil and paint. This will help us ensure the correct disposal methods are followed.
- ✦ Any residue on the floor from tape, paint or other stains will be removed by the venue and on-charged.
- ✦ Additional cleaning charges may be incurred for items such as glitter, paint, sand, straw, confetti etc.
- ✦ Cardboard can be recycled by Claudelands, please leave this beside your stand for collection.

## 1.36 Rigging and Banner Hanging

All rigging, including banner hanging is to be done by the Claudelands Team. To arrange Banner Hanging or if you have special rigging requirements, please submit a hanging order form for approval, at least ten business days prior to the event.

 [Hanging Order Form](#) (Section3)

## 1.37 Insurance and Liability

It is essential that exhibitors organise appropriate insurance cover.

If exhibitors are found to have caused loss or damage to the venue or any other third party, the exhibitors will be liable for this, at their own cost.

Whilst every care will be taken by the venue and our staff, Claudelands is not liable for any loss or damage to any exhibit or exhibiting company's property in or around the venue, except where that loss is caused by Claudelands negligence. Claudelands is released from accountability or liability for any damage or loss of goods sent to Claudelands before or remain after the exhibition, nor whilst in transit to or from the exhibition or during the exhibition.

## 1.38 Heavy Loads

If you anticipate heavy loads will be involved in your site, you need to discuss this with your Exhibition Organiser and Claudelands will need to be notified.

Written approval from Claudelands is required to bring in any heavy or vibrating equipment which might cause damage to the floor or any part of the venue.

## 1.39 Temporary Structures

If your exhibition requires a temporary structure to be constructed, it may require a building consent and certification. Examples of temporary structures that may require consent include grandstands, tents, marquees, platforms, scaffolding etc. Check with the Hamilton City Council Building Department who will advise if a consent is required or not. Costs to obtain building consent and certification are the exhibitors responsibility.



Hamilton City Council Building Unit +64 7 838 6677



[www.hamilton.co.nz/our-services/building-consents-and-information](http://www.hamilton.co.nz/our-services/building-consents-and-information)

## 1.40 Noise Limits

Claudelands is located in a residential area and there are strict resource consent conditions relating to noise. The venue has been designed with acoustic features to limit the noise to neighbouring properties. Please discuss your noise requirements with the Venue Manager. Details of the Resource Consent limits are available upon request.

## 1.41 Smoking Restrictions

Smoking is strictly not permitted anywhere inside the venue. Designated outdoor smoking areas will vary depending on the event.

## 1.42 Animals on Site

Claudelands has facilities to accommodate animals for event purposes including stables. Animals are permitted on site for event purposes with prior approval however a few rules do apply.

If animals are staying overnight, they must be attended to at all times. The Exhibition Organiser is responsible for designating a person to oversee animals on site.

The designated person must:

- ✦ Be available by mobile phone in case of emergency
- ✦ Be aware of the Health & Safety procedures to follow
- ✦ Contact Claudelands management in the case of any emergency during the night

Any other persons staying over-night must be aware of who the designated animal safety person is and how to contact them in an emergency. Claudelands accepts no responsibility for care of the animals while on site.



[Animal Welfare Act 1999](#)

## 1.43 Motor Vehicle Display


Motor vehicles can be displayed within Claudelands. If you are displaying motor vehicles as part of your stand display, please take note of the strict safety requirements that apply.

The following safety procedures apply to vehicles:

- ✦ No fueling in the centre
- ✦ Ignition keys removed
- ✦ Portable fire extinguishers must be provided and located near all vehicles
- ✦ Vehicles within the venue must be driven at walking pace, with a spotter walking in front
- ✦ Fuel tanks must have sufficient fuel, to enable the vehicle to be moved in case of emergency
- ✦ Fuel cap must be sealed or secured to prevent unauthorised removal
- ✦ Once on display, vehicles must not be started without prior permission in writing from Claudelands
- ✦ All show cars and presentation cars must have oil drip trays in place
- ✦ Absolutely no detailing or silicon usage in the venue unless proper drop sheets are used
- ✦ If a motor vehicle presents a safety risk, it must be removed from the building immediately

## 1.44 Amusement Rides

If you are planning on having powered amusement rides as part of your exhibition, you must obtain approval from the Hamilton City Council Building Unit and Department of Labour, through an application process. All rides will also be checked for safety and compliance once on site.

 Hamilton City Council Building Unit +64 7 838 6677

## 1.45 Helium Balloons

Exhibitors planning to use helium balloons indoors are required to obtain consent from Claudelands. Please advise your Exhibition Organiser if you are intending to have helium balloons as part of your stand display as the balloons may compromise the indoor fire safety systems.

Any alarm activations related to helium balloons will be on charged by the venue.

## 1.46 Pyrotechnics, Smoke Machines and Confetti Cannons

Prior approval is required from Claudelands for exhibition stands that have pyrotechnics, smoke machines or confetti cannons. Please notify your Exhibition Organiser, prior to the event, if you plan to have smoke machines or confetti cannons as part of your stand display.

## 1.47 Exhibition Safety Inspection

On the opening day of your event, a final safety inspection will be carried out by a Claudelands safety warden 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 we find anything we deem to be unsafe, it will be removed and it will be the responsibility of the exhibitor to source an appropriate replacement.

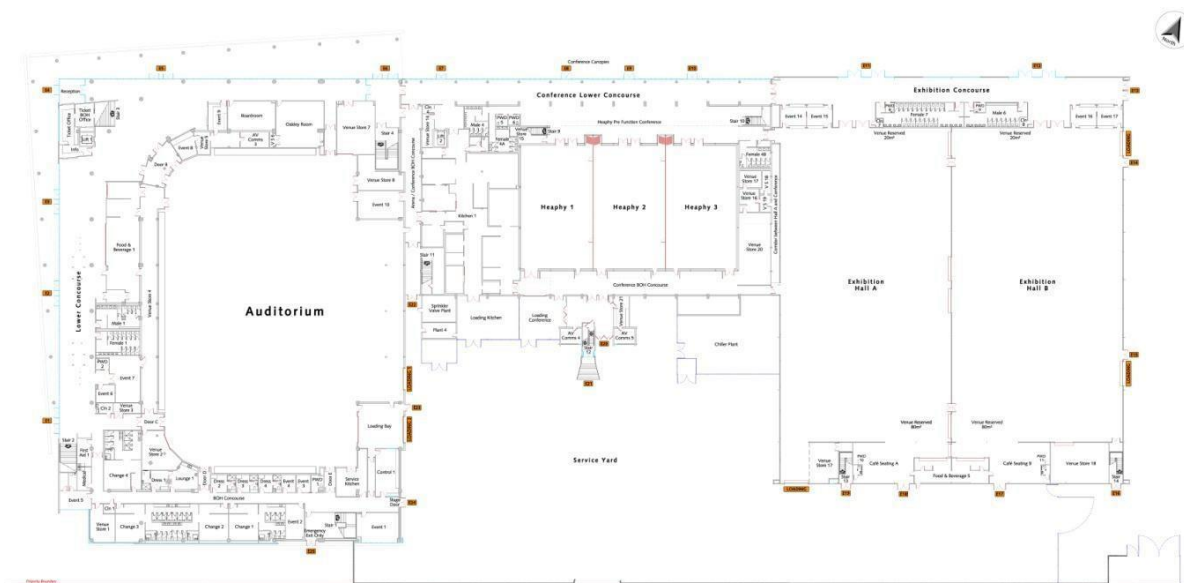
## Venue Plans

A number of venue plans are available as A3 size downloads at [www.claudelands.co.nz/spaces/about/hiring-a-space/](http://www.claudelands.co.nz/spaces/about/hiring-a-space/) including:

- ✦ Site Plans
- ✦ Floor Plans
- ✦ Dimensions Plans

Services Plans are available upon request. Check with your Exhibition Organiser for plans specific to your event.

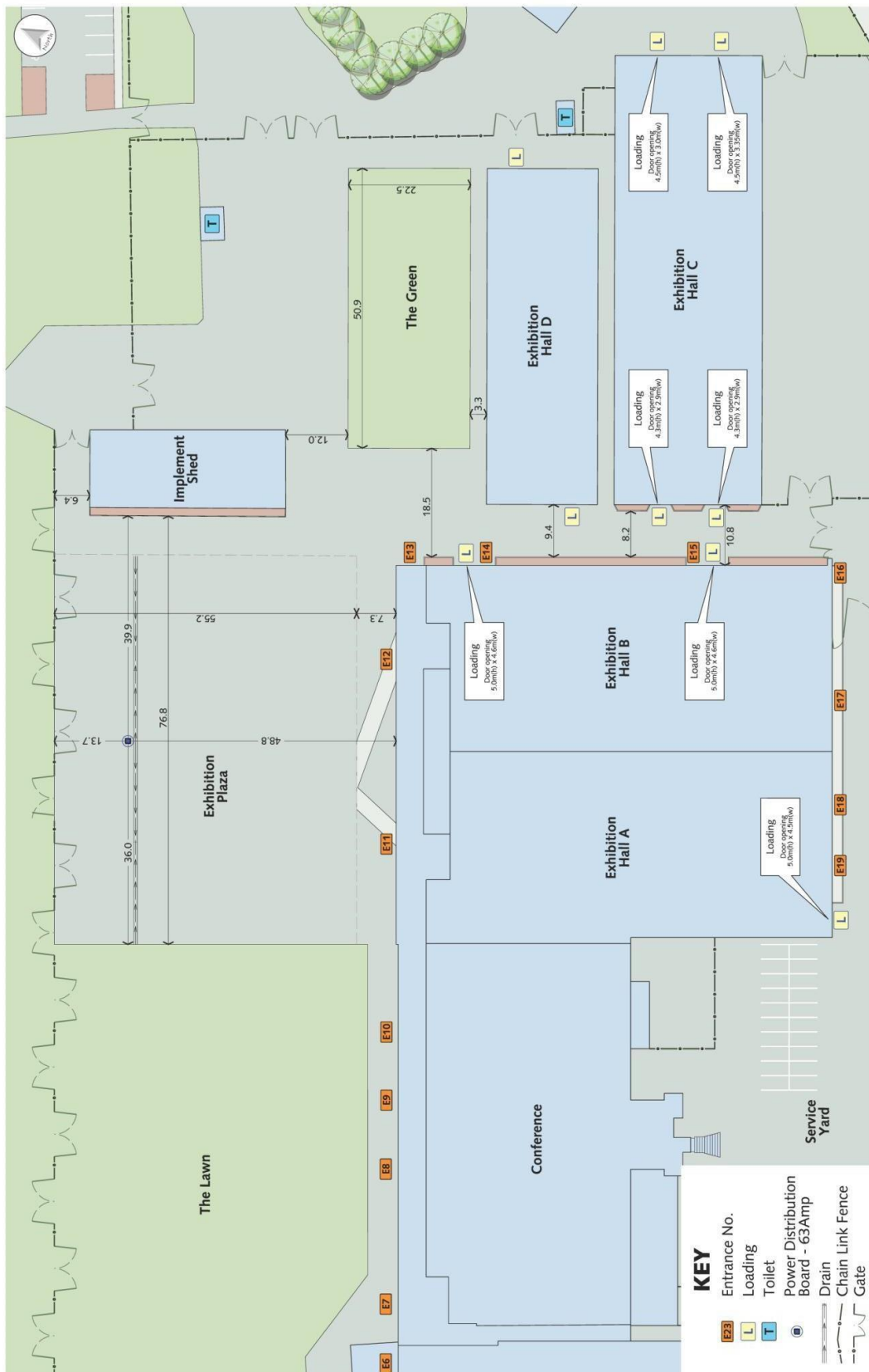
### 1.48 Claudelands Ground Floor Plan



 Download plans at [www.claudelands.co.nz](http://www.claudelands.co.nz)



## 1.49 Outdoor Exhibition Plan



Download plans at [www.claudelands.co.nz](http://www.claudelands.co.nz)

## Near-by Facilities

### 1.50 Accommodation

There are a number of hotels and motels very close to the Claudelands for your convenience.

 Hamilton I-Site +64 7 839 3580  
 [www.visithamilton.co.nz](http://www.visithamilton.co.nz)

### 1.51 Directory of Nearby Facilities

Service	Business Name	Address	Telephone
<b>ATMs</b>		Victoria Street, City Centre Grey Street, Hamilton East Z Petrol station, Five Cross Roads	
<b>Medical Centres</b>	Hamilton East Medical	16 Beale Street, Hamilton East	+64 7 839 1232
	Five Cross Roads Medical Centre	248 Peachgrove Road, Enderley, Hamilton	+64 7 855 7824
	Anglesea Medical Centre (24 hours)	Cnr Anglesea & Thackeray St Hamilton CBD	+64 7 858 0800
<b>General Health Service Providers</b>	Anglesea Physiotherapy	Gate 2, 7-9 Thackeray St Hamilton CBD	+64 7 858 0788
	Hamilton Radiology	Gate 2, 11 Thackeray Street, Hamilton CBD	+64 7 839 4909
	Relax Dental	32 Te Aroha Street, Hamilton East	+64 7 855 8199
	Amcal Hamilton East Pharmacy	14 Beale Street, Hamilton East	+64 7 838 1060
	5 Cross Roads Pharmacy	280 Peachgrove Road, Fairfield	+64 7 853 0040
	Visique Total Vision	443 Grey Street, Hamilton East	+64 7856 2611
<b>Banks</b>	ANZ	527-529 Victoria Street, Hamilton CBD	+64 800 269 296
	ASB	500 Victoria Street, Hamilton CBD	+64 7 838 5719
	BNZ	354 Victoria Street, Hamilton CBD	+64 800 275 269
	Kiwibank	1b Clyde Street, Hamilton	+64 800 501 501
	National Bank of NZ	527 Victoria Street, Hamilton CBD	+64 800 181 818
	SBS Bank	354 Victoria Street, Hamilton CBD	+64 800 727 2265
	TSB Bank	Corner Victoria Street and Claudelands Road, Hamilton CBD	+ 7 959 3700
	Westpac	426 Victoria Street, Hamilton West	+64 800 400 600
<b>Post Office</b>	Hamilton East Post Shop	1b Clyde Street, Hamilton East	+64 800 501 501
<b>Supermarket</b>	Countdown	160 Peachgrove Road, Hamilton East	+64 7 853 0003
<b>Plant Hire</b>	The Potted Garden	259 Raynes Road, R D 2, Hamilton <a href="mailto:thepottedgarden@xtra.co.nz">thepottedgarden@xtra.co.nz</a>	+64 7 838 3444
<b>Florists</b>	Amy's Flowers	24 Lincoln Street, Frankton, Hamilton <a href="http://www.amysflowers.co.nz">www.amysflowers.co.nz</a>	+64 7 849 8005

Please contact Claudelands reception if you require specific directions.

 Claudelands reception +64 7 958 5895

## Section 2

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# Safety

General Safety Procedures  
Fire Safety  
Emergency Evacuation

# General Safety Procedures

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## 2.1 Legislation and Regulations

Please ensure that you read and adhere to the safety procedures contained within this kit.

Event and venue safety is the responsibility of the Exhibition Organiser and Claudelands. Claudelands has a legal obligation to ensure the venue is a safe environment for all staff and visitors to the venue. Exhibitors and the Exhibition Organiser share the responsibility to ensure all health and safety requirements are met, and most importantly that patrons and staff are safe.

Claudelands is bound by the provisions of the following legislation and regulations and their amendments, including but not limited to:

-  [Health & Safety in Employment Act 2015](#)
-  [Building Act 2004 \(Amendment 2012\)](#)
-  [The Building Regulations 2006](#)
-  [The Building Code of New Zealand 2012](#)
-  [Fire Safety & Evacuation of Buildings Regulations 2006](#)
-  [Health and Safety at Work \(Hazardous Substance\) Regulations 2017](#)
-  [Animal Welfare Act 1999 and regulations](#)

Claudelands and event organisers within the venue are subject to inspection by the regulatory agencies associated with this legislation and are subject to prosecution for non-compliance - for example, the local authority building inspectors, the Fire Service, the Police and the Department of Labour.

Failure to comply could also void any insurance policies which may be in force in relation to Claudelands. Therefore, it is necessary to ensure that all parties involved in the erection of stands or structures, or any other activities on Claudelands property, comply with all legislative requirements.

## 2.2 Personal Protective Equipment

Claudelands requires all exhibitors and contractors to wear the following personal protective equipment during pack-in and pack out periods:

- ✦ High-visibility safety vest
- ✦ Closed-in shoes

If exhibiting in the Arena, there may be periods where hard hats are required. These will be supplied by Claudelands.

All contractors and exhibitors are expected to wear the personal protective equipment appropriate for the activity.

Claudelands reserves the right to not allow entry to the exhibition spaces to anyone not wearing appropriate personal protective equipment.

## 2.3 Reporting Accidents, Incidents or Near Misses

All accidents, incidents and near misses need to be reported to your Exhibition Organiser.

# Fire Safety

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## 2.4 Fire Awareness

All aspects of the exhibition stand design and activities should comply with the Guide for Safe Working Practices in the NZ Theatre and Entertainment Industry (NZTE).

Fire risk checklist:

- ✦ Fire equipment clear and visible
- ✦ No smoking within the buildings
- ✦ Keep egress routes clear
- ✦ Ensure flammable materials or products are in a safe place

-  [NZTE Guide for Safe Working Practices in NZ Theatre and Entertainment Industry](#)
-  [NZ Fire Service Website](#)

## 2.5 Fire Equipment

Access to fire extinguishers, hydrants, electrical cupboards, air returns and sensors must be kept clear at all times.

Fire extinguishers brought on site must be A:B:(E) dry powder type and comply with the AS/NZS 1841 Portable Fire Extinguishers Standard.

-  [AS/NZS 1841: Portable Fire Extinguishers Standard](#)

## 2.6 Flammable Risks

If your stand will use or display any of the following which may pose a fire risk, you must notify your Exhibition Organiser and provide an appropriate safety management plan to Claudelands for approval. Fire risks include:

- ✦ Pyrotechnics, smoke machines or confetti cannons
- ✦ LPG gas cylinders
- ✦ Flammable fuels
- ✦ Naked flame, including cooking equipment, barbeques, heaters, oil burners and candles
- ✦ Cooking demonstrations
- ✦ Motor vehicles on display
- ✦ Any other item listed in the Hazardous Substances and New Organism Act 1996

-  [Hazardous Substances and New Organisms Act 1996](#)

Claudelands must be formally advised of any dangerous materials at least 30 days before the event commences.

## 2.7 Smoke Detector Isolation

Smoke detectors will be isolated for exhibition stands that have pyrotechnics, smoke machines or confetti cannons to avoid setting off the fire alarms. Prior approval is required from Claudelands for exhibition stands that require smoke detection.

To ensure fire safety is maintained, exhibitors with stands that require smoke detection isolation may be required to provide staff members to act as stationed fire wardens.

# Emergency Evacuation

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## 2.8 First Aid and Emergency

Your Exhibition Organiser will designate First Aid Responders to provide first aid assistance during events and will have first aid kits available.

*In case of an accident where a person has suffered harm and required first aid or medical attention:*

1. Assess the severity. Notify the Event Office or Venue Staff
2. Call for medical help (call 111 for serious harm injuries, or refer to emergency clinic)
3. Keep injured person calm and comfortable until first aid assessment made
4. Eliminate, Isolate or Minimise Hazards
5. Record all incidents and hazards and report to the Exhibition Organiser and Claudelands Duty Manager Immediately

*Note: It is the responsibility of the Claudelands Duty Manager to Contact Department of Labour if required.*

## 2.9 Emergency Evacuation Procedure

Claudelands has an Emergency Evacuation Procedure to enable the successful evacuation of staff and visitors in the case of a fire or other emergency.

The Emergency Evacuation Procedure is:

- ✦ If an alarm sounds STOP ALL WORK and exit the building
- ✦ Make your equipment safe
- ✦ Leave all animals and equipment and exit the building
- ✦ Designated wardens will be on hand to guide you to the nearest emergency evacuation assembly area

## 2.10 Emergency Evacuation Assembly Areas

Your Exhibition Organiser will have an Emergency Evacuation Plan which will depict the exits and evacuation points specific to the event.

Please take your time to familiarise yourself with emergency exits, fire extinguishers and hoses, and emergency assembly points within the area of your exhibition.

## 2.11 Returning to the Building

Exhibitors will have first access back inside the building (before the public), once the area has been declared safe. Do not return to the building until the all clear has been given by the wardens.



## Section 3

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# Checklists & Forms

Exhibitors' Checklist  
Deliveries Template  
Internet Order Form  
Hanging Order Form  
Furniture & Equipment Hire Order Form

**Note:**

Claudlands respects your privacy. Any information collected via order forms will be held in accordance with the Privacy Act 1993.

# Exhibitors' Checklist

Here is a checklist to help you with planning, setting up and running your exhibition stand at Claudelands.

Planning	
30 business days prior	<p><b>Stands Requiring Approval</b></p> <p>Your stand may require approval if it includes any of the following elements:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Amusement rides</li> <li><input type="checkbox"/> Temporary structures, marquees or scaffolding</li> <li><input type="checkbox"/> Animals on site</li> <li><input type="checkbox"/> Helium balloons</li> <li><input type="checkbox"/> Food or beverage samples</li> <li><input type="checkbox"/> Loud noise (resource consent required)</li> <li><input type="checkbox"/> Heavy loads (loads greater than 7.5 Kpa or two tonnes per m<sup>2</sup>)</li> <li><input type="checkbox"/> Imported containers being delivered to site</li> </ul> <p>Be sure to obtain the consent or approvals well in advance of the event. Refer to <a href="#">Exhibitor Services Kit – Guidelines for Exhibiting at Claudelands</a> for details.</p> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure your stand is designed to be safe for the public</li> <li><input type="checkbox"/> Ensure your stand is designed to meet fire safety regulations</li> <li><input type="checkbox"/> If exhibiting in Halls A &amp; B, site design is no higher than 5.2m (height from ground to services and fire detection beams)</li> <li><input type="checkbox"/> Advise Claudelands of any dangerous materials</li> <li><input type="checkbox"/> Advise Claudelands of any special waste requirements</li> <li><input type="checkbox"/> Electrical equipment is tagged and tested (if required)</li> <li><input type="checkbox"/> Health &amp; Safety Plan has been submitted (if required)</li> </ul> <p>Refer to <a href="#">Exhibitor Services Kit - Safety</a> for details.</p> <p><b>Order Services for Your Exhibition</b></p> <p>Order services for your exhibition stand including:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Furniture and hire equipment</li> <li><input type="checkbox"/> Internet access</li> <li><input type="checkbox"/> Stand cleaning</li> <li><input type="checkbox"/> Banner hanging</li> <li><input type="checkbox"/> Food &amp; beverage</li> <li><input type="checkbox"/> Audio visual requirements</li> <li><input type="checkbox"/> Special lighting requirements</li> <li><input type="checkbox"/> EFTPOS</li> </ul> <p>Orders to be received no later than 10 Business Days before the start of the event. Refer to <a href="#">Exhibitor Services Kit – Services &amp; Equipment</a> for details.</p> <p><b>Insurance</b></p> <ul style="list-style-type: none"> <li>– Organise insurance for your stand or check your current insurance is up to date.</li> </ul>

## Planning - continued

<p><b>Ten business days prior</b></p>	<p><b>Deliveries</b></p> <ul style="list-style-type: none"> <li>– Deliveries are made to site. Please label all deliveries correctly, a <i>Deliveries Template</i>, is available within the Exhibitors Services Kit.</li> <li><input type="checkbox"/> Advise Claudelands of any containers being delivered to site</li> <li><input type="checkbox"/> Advise Claudelands of any storage space required</li> </ul> <p>Refer to <a href="#">Exhibitor Services Kit - Deliveries &amp; Storage</a>.</p> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>– Visit <a href="http://www.claudelands.co.nz">www.claudelands.co.nz</a> to download resources for your event including venue plans, maps and menus</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>– Last chance to order any services for your stand.</li> </ul>
<p><b>Five business days prior</b></p>	<p><b>Event Information</b></p> <p>By now you should have received information from your Exhibition Organiser including:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Parking Maps</li> <li><input type="checkbox"/> Exhibitor Parking Pass</li> <li><input type="checkbox"/> Any other relevant information for you to pass onto your staff</li> </ul>

## Setting up

<p><b>Pack-in Day</b></p>	<p><b>Things to bring</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Exhibitor parking pass</li> <li><input type="checkbox"/> High visibility vest</li> <li><input type="checkbox"/> Closed toe footwear</li> <li><input type="checkbox"/> Forklift drivers licence (if driving a forklift)</li> </ul> <p><b>Do not bring</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Valuable personal items</li> <li><input type="checkbox"/> Commercial food (unless the Exhibition Organiser has arranged with Claudelands prior)</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Familiarise yourself with the emergency evacuation points</li> <li><input type="checkbox"/> Check your stand for possible hazards and alter if required</li> <li><input type="checkbox"/> Check that your stand is safe for the public and meets all fire safety regulations</li> <li><input type="checkbox"/> Report any incidents/accidents or near misses to the Exhibition Organiser</li> </ul> <p><b>Environmental Tip</b></p> <ul style="list-style-type: none"> <li>– Limit the amount of packaging you bring on site to only recyclables (paper, card, plastic)</li> <li>– Fold up any cardboard and leave beside your stand, the Claudelands team will recycle this for you overnight</li> </ul>
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## During the Event

<b>Event Day</b>	<p><b>Things to bring</b></p> <ul style="list-style-type: none"> <li>- Exhibitor parking pass (check the gate access, as it may be different from the pack-in access)</li> </ul> <p><b>Do not bring</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Valuable personal items</li> <li><input type="checkbox"/> Commercial food (unless the Exhibition Organiser has arranged with Claudelands prior)</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check that your stand is safe for the public and meets all fire safety regulations</li> <li><input type="checkbox"/> Check your stand for possible hazards and alter if required</li> <li><input type="checkbox"/> Report any incidents/accidents or near misses to the Exhibition Organiser</li> <li><input type="checkbox"/> Report any venue hazards to the Exhibition Organiser</li> <li><input type="checkbox"/> A Claudelands safety warden will visit your stand to conduct a safety check to ensure that your stand is safe for the public and meets all fire safety regulations</li> </ul> <p><b>Environmental Tip</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Take away any non-recyclable items with you</li> <li><input type="checkbox"/> Ensure you turn off your stand lights at the end of each day</li> <li><input type="checkbox"/> Switch off and unplug any electronic equipment not required overnight</li> <li><input type="checkbox"/> Fold up any cardboard and leave beside your stand, the Claudelands team will recycle this for you overnight</li> </ul>
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## After the Event

<b>Pack out day</b>	<p><b>Things to bring</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> High visibility vest</li> <li><input type="checkbox"/> Closed toe footwear</li> <li><input type="checkbox"/> Forklift drivers licence (if driving a forklift)</li> </ul> <p><b>Things to take away</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Any non-recyclable items</li> <li><input type="checkbox"/> Any posters or flyers associated with your stand</li> <li><input type="checkbox"/> Tacks, pins, velcro dots or adhesive from panels should all be removed</li> <li><input type="checkbox"/> All equipment and belongings unless prior arrangement has been made</li> </ul> <p><b>Environmental Tip</b></p> <ul style="list-style-type: none"> <li>- Fold up any cardboard and leave beside your stand, the Claudelands team will recycle this for you overnight</li> </ul>
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Thanks for exhibiting at Claudelands. We hope that you enjoyed your time at the Venue.

Please let us know how your experience was at [www.claudelands.co.nz/form/contact us](http://www.claudelands.co.nz/form/contact-us)

## Deliveries Template

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**All deliveries to be sent to:**

Claudlands  
Gate 6, Brooklyn Road  
Hamilton 3214  
New Zealand

If delivering items to site for your exhibition stand, please ensure that they are labelled with the following information:

<b>Event Details:</b>	
Event Name:	
Event Date:	
Stand Number:	
Space/Room Name:	
<b>Sender details:</b>	
Company Name:	
Contact Name:	
Contact Telephone:	
Return address:	

# Internet Order Form

C L A U D E L A N D S

## Event details

Event name \_\_\_\_\_  
Event dates \_\_\_\_\_

## Exhibitor contact details

Exhibitor Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Suburb \_\_\_\_\_ Post Code \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_  
Phone \_\_\_\_\_ Mobile \_\_\_\_\_  
Email \_\_\_\_\_ Fax \_\_\_\_\_  
Stand number/name \_\_\_\_\_  
On-site contact name \_\_\_\_\_ Mobile Ph \_\_\_\_\_

Internet access (All prices exclude GST)	Dates required	Quantity	Price	Total
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**Wireless internet – per device** \_\_\_\_\_ \$11.00 per day \_\_\_\_\_

*Includes 24 hour access, unlimited data. You will be provided with an access code upon confirmation and payment of order. Please note, wireless internet access is not available in Hall C, Hall D or in external areas. Recommended option for these areas is via a mobile data device which can be purchased from a telecommunications company.*

**Hardwire internet** \_\_\_\_\_ \$176.00 per connection \_\_\_\_\_

Technical Contact (if different from above contact) Name \_\_\_\_\_ Phone \_\_\_\_\_

### Important notes:

- + Price above is for single port, default bandwidth
- + Hardwire internet cost is for Halls A & B, Heaphy and Arena, other areas are quoted upon specification.
- + Further ports, switches or infrastructure will be Quoted on Specification

## Credit Payment Details

Card Type ☐ Visa ☐ Master Card ☐ Amex  
Credit card number \_\_\_\_\_ Expiry \_\_\_\_\_ / \_\_\_\_\_  
Card Name \_\_\_\_\_ Signature \_\_\_\_\_

*A credit card surcharge fee may apply. Prices are subject to change. All prices quoted are in NZ dollars. Forms received later than ten business days prior to the event may not be processed.*

**LIABILITY:** Claudelands is not liable to the exhibiting company for any loss or damage arising from circumstances beyond its control for the supply of any internet connection, except where that loss is caused by Claudelands negligence.

Please email to **admin@claudelands.co.nz**  
**10 business days** prior to your event  
Full payment must be received before the order will be fulfilled

### Administration Only

Date Received \_\_\_\_\_ Payment Received: \_\_\_\_\_  
Confirmation sent \_\_\_\_\_ Payment Type: ☐ Cash ☐ EFTPOS ☐ Credit



**Event details**

Event name \_\_\_\_\_  
Event dates \_\_\_\_\_

**Exhibitor contact details**

Exhibitor name \_\_\_\_\_  
Postal address \_\_\_\_\_  
Suburb \_\_\_\_\_ Post code \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_  
Phone \_\_\_\_\_ Mobile \_\_\_\_\_  
Email \_\_\_\_\_ Fax \_\_\_\_\_  
Stand number / name \_\_\_\_\_  
On-site contact name \_\_\_\_\_ Mobile ph \_\_\_\_\_

**Credit payment details**

Card type ☐ Visa ☐ Master Card ☐ Amex \_\_\_\_\_  
Credit card number \_\_\_\_\_ Expiry \_\_\_\_\_ / \_\_\_\_\_  
Card name \_\_\_\_\_ Signature \_\_\_\_\_

*A credit card surcharge fee may apply. Prices are subject to change. All prices quoted are in NZ dollars. Forms received later than ten business days prior to the event may not be processed.*

Please email to [admin@claudelands.co.nz](mailto:admin@claudelands.co.nz)  
10 business days prior to your event  
Full payment must be received before the order will be fulfilled

**Administration Only**

Date Received \_\_\_\_\_ Payment Received: \_\_\_\_\_  
Confirmation sent \_\_\_\_\_ Payment Type: ☐ Cash ☐ EFTPOS ☐ Credit

## Furniture & Equipment *(all prices exclude GST)*

A range of equipment and furniture is available for hire from Claudelands. Please enquire about items which may not be listed below.

	Quantity	Dates required	Price <i>(per item, per event)</i>	Sub Total
<b>Tables</b>				
Trestle table (1.8m)			\$14.00	
Trestle table (2.4m)			\$14.00	
Banquet table (large round)			\$14.00	
Café table			\$14.00	
Bar leaner			\$22.00	
Coffee table (small)			\$22.00	
Black Table Cloth			\$14.00	
<b>Chairs and couches</b>				
Café chair			\$5.00	
Banquet chair			\$9.00	
Bar stools			\$9.50	
Black lounge chair (crossover leg)			\$32.00	
Black leather lounge chair			\$32.00	
Black lounge chair (silver frame)			\$72.00	
3 Seater Ottoman (red or silver)			\$48.00	
Couch cube			\$32.00	
Black couch			\$121.00	
<b>Barriers and fencing</b>				
Picket fencing (2m length sections)			\$6.25	
Bike barriers			\$14.00	
Tensile barriers			\$29.00	
<b>Miscellaneous</b>				
Potted Plants			\$24.00	
			<b>TOTAL</b>	

# Hanging Order Form



C L A U D E L A N D S

## Event details

Event name \_\_\_\_\_  
Event dates \_\_\_\_\_

## Exhibitor contact details

Exhibitor Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Suburb \_\_\_\_\_ Post Code \_\_\_\_\_  
City \_\_\_\_\_ Country \_\_\_\_\_  
Phone \_\_\_\_\_ Mobile \_\_\_\_\_  
Email \_\_\_\_\_ Fax \_\_\_\_\_  
Stand number/name \_\_\_\_\_  
On-site contact name \_\_\_\_\_ Mobile Ph \_\_\_\_\_

## Details of items/banners to be hung \*\*\*Please attach images of the banner(s) to your email\*\*\*

### Item/Banner 1

Date delivered \_\_\_\_/\_\_\_\_/\_\_\_\_ Size \_\_\_\_\_  
Weight \_\_\_\_\_  
Description of item \_\_\_\_\_

Collection Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### Item/Banner 2

Date delivered \_\_\_\_/\_\_\_\_/\_\_\_\_ Size \_\_\_\_\_  
Weight \_\_\_\_\_  
Description of item \_\_\_\_\_

Collection Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*Please replicate sheet if more than two items/banners.*

*A quote for hanging items/banners will be sent to you for approval prior to any charge being incurred.*

### Important notes:

- + Hanging location is subject to confirmation and will depend on location of hanging points available.
- + All rigging must be done by Claudelands staff.
- + Weight and size limitations may apply.
- + Please supply all items/banners by time requested on quote

Please email your request 10 days before your event to:  
[technicalservices@h3group.co.nz](mailto:technicalservices@h3group.co.nz)