

# **EXHIBITION and EVENT**

## **MANUAL**

### **Energy Events Centre**

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The purpose of this document is a guide – if you have any questions, or queries please contact your venue co-ordinator

## INTRODUCTION

For the purpose of this document we refer throughout to The Energy Events Centre as EEC

This exhibition and event manual contains comprehensive information relating to the EEC to help you plan a successful exhibition or event, to avoid problems, and to enjoy a smooth, trouble free lead-up to your event. It is the responsibility of the organiser to ensure the guidelines and policies outlined in this manual are observed and performed by their organisation, stand holders and exhibitors, contractors and sub-contractors and agents involved with your event in an appropriate and safe manner.

**For the purposes of this manual the venue is deemed to be inclusive of all off road areas, carpark and surrounds. Any use of these areas requires the written approval of the EEC Manager.**

If you are a new user to the EEC, your main point of contact to date would have been a member of our sales and marketing team. The details of the booking, including space, days and dates and various room requirements will have been discussed along with pricing for your requirements.

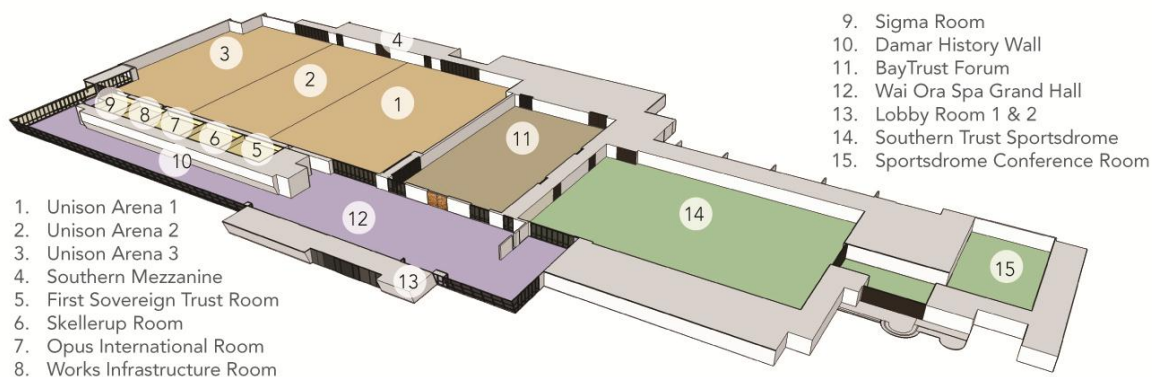
Once the contract is signed and returned, we then allocate an Event Coordinator to your event. They will become your link with the EEC. They are there to guide your planning process by answering all your questions and are responsible for the EEC role in the success of your event. It is the responsibility of the Event Coordinator to convey all the relevant information about your event to other teams.

## LOCATION

Rotorua Energy Events Centre  
Queens Drive  
Rotorua  
New Zealand  
Private Bag 3029  
Phone: (64 7) 351 7151

The Energy Events Centre is located in the Government Gardens.

Access is via the Princess Gate Arches that are at the end of Arawa Street leading into Queens Drive. As you drive through the Arches you will see the Museum ahead on the right at the first round about. Continue through the next round about, you will see the Energy Events Centre on the right, turn right then left into the car park.



# HEALTH & SAFETY/FIRE EVACUATION

## SIGN IN PROCESS & INDUCTION

All contractors/subcontractors and staff of an event or exhibition must:

- Sign in and out
- Fill in Job Specific Form
- Advise of any hazards being brought on site
- Take part in our induction process and sign

Failure to do so can result in your event being delayed till the correct process has been followed.

## SAFETY PLANS

Organisers upon request should submit a safety plan identifying hazards and how hazards will be managed. The Safety Plan must be sighted and approved by the venue before the first day of the exhibition build. Safety Plan guidelines are available from EEC by contacting your Event Coordinator.

## GENERAL SAFETY REQUIREMENTS

- Every exhibitor/contractor/subcontractor shall take all practicable steps to ensure that no action or inaction of the exhibitor/contractor/subcontractor person while at EEC harms any other person.
- Every exhibitor/contractor/subcontractor shall provide the necessary resources and documentation to ensure that the work that is carried out is done with strict compliance to Health and Safety requirements.
- Every exhibitor/contractor/subcontractor shall provide adequate instructions and equipment to their employees so that they are able to comply with the Health and Safety procedures specific to the job.
- Every exhibitor/contractor/subcontractor shall ensure that all the necessary insurances and licences are available and current; to ensure that the safety and legality of any activity carried out within the venues is beyond question.
- Every exhibitor/contractor/sub-contractor must ensure that their workspace is kept neat and tidy so as to avoid any trip hazards
- The organiser must have taken part in the briefing of evacuation, health and safety procedures and must ensure all other staff members comply with the procedures presented.
- All accidents, incidents or near misses are to be reported to EEC immediately.

## **CONTRACTORS/ SUB-CONTRACTORS WORKING AT EEC**

- It is important that all Contractors comply with EEC policies to ensure consistency of service, public safety, and compliance with statutory obligations.
- The safety and legality of any activity carried out within EEC must be beyond question.
- Any Contractor working within EEC venues must meet minimum levels of certification and insurance.
- When working within the venue, contractor personnel are seen by venue clients and patrons as such, we expect that all Contractor staff will meet minimum levels of presentation, behaviour and compliance with EEC operational procedures and policies.

## **THE ORGANISER IS RESPONSIBLE FOR ENSURING ALL SUBCONTRACTORS ARE MADE AWARE OF THESE FOLLOWING GUIDELINES:**

- Upon request sub-contractors are to provide documentation (safety plan) and no less than 14 days prior to the event start date to ensure that the work carried out is done with strict compliance to legal requirements. Drawings of layout plans, structural and schematic wire diagrams must be submitted to EEC for approval fourteen (14) days prior to the pack in date.
- Ensure appropriate or supplied identification is worn at all times, while work is carried out.
- Provide adequate instruction and equipment to their employees so that they are able to comply with safe work procedures specific to the job.
- Sub-contractor to use only designated service entrances, lifts and loading docks for transportation of staff and materials.
- It is the responsibility of the sub-contractor to supply sufficient staff for unloading and loading of transport vehicles in the loading dock in a timely, safe and non-disruptive manner.
- Sub-contractors and their staff must supply their own tools, including ladders and trolleys. EEC equipment shall not be used without prior approval.
- Sub-contractors and/or their staff are strictly prohibited from using guest facilities or loitering in guest areas.
- The venues are non-smoking at all times to clients, guests, visitors, staff and contractors.
- Sub-contractors will not allow or permit any damage to EEC building or any fixtures, nor shall any alterations to the structure be allowed. Painting, gluing, drilling, taping or nailing is not allowed on venue finishes.
- Sub-contractors shall ensure the removal of all debris, rubbish, packing materials from the premises. In the event EEC has to perform these tasks on behalf of the sub-contractor, charges incurred shall be borne by the organiser.
- It is the responsibility of the Sub-contractors to apply for all the necessary permits with local authorities and necessary insurance before commencement of work. These must be made available for sighting upon request from the EEC Manager.
- Drawings of layout plans, structural and schematic wire diagrams must be submitted to EEC for approval fourteen (14) days prior to the pack in date.
- It is the responsibility of all persons working on site to comply with the venue health and safety guidelines and all work must be carried out in a safe manner. Failure to do so will result in a request to vacate the premises.
- EEC reserves the right to refuse access to sub-contractor and/or equipment not considered to be of a suitable standard.

## **THE ORGANISERS ARE RESPONSIBLE FOR THE FOLLOWING:**

- Ensuring their nominated contractor supplies EEC with the electrical outlay drawings (scale 1:200), prior to the arrival of the contractor, to enable connections to be plugged straight into the EEC power board.
- Advising EEC of any exhibitors with power requirements over 10amps & 3 phase.
- Ensuring all work carried out by their nominated contractors is inspected, tested and covered under the regulations of the relevant authorities. All electrical equipment brought onsite must comply with New Zealand safety standards.
- Ensuring services do not cross aisles, block exits, or interfere with operation of emergency exits or generally compromise the health and safety of attendees, staff and the general public.
- Ensure all installations are carried out in a neat and tradesman-like manner.
- EEC will not accept responsibility for delays caused by unsatisfactory installations or
- Insufficient time allowed for testing by relevant authorities. At no time will extra additions be allowed to cause an abnormal demand, which may have an adverse effect on the supplies to other exhibitors.
- Where electrical cabling crosses a trafficable area, it must be secure, made safe and clearly identified.

## **EMERGENCY EVACUATION AND FIRE SAFETY**

- Every exhibitor/contractor/sub-contractor must comply with EEC evacuation procedures.
- The organiser will be briefed prior to the opening of the exhibition by EEC representative on the procedures that must be followed, should an evacuation be necessary. The organiser is responsible for ensuring their staff, contractors and agents are advised of these procedures.
- The organiser shall ensure that all fire hoses, alarms and switches remain visible and accessible at all times and that articles used for display purposes are fireproof and that no open flames or pyrotechnics are used unless adequately supervised and approved in writing by the EEC.
- Exhibitor/contractor/sub-contractor shall ensure that all fire hoses, fire extinguishers, EDR switches and manual call points remain visible and accessible at all times.
- Exhibitors/contractors/sub-contractors requiring the use of a naked flame or pyrotechnics must be approved in writing and supervised by the EEC appropriate personnel.

## **FIRE EVACUATION**

The Energy Events Centre has an automatic Fire Safety Evacuation System, with activation you will hear through our Sound System. On activation you will be requested to evacuate the building immediately

Warn others in the immediate area as you evacuate.

Proceed immediately to your allocated assembly point via the nearest exit your assembly point is –

***“IN FRONT OF THE ENERGY EVENTS CENTRE IN THE CAR PARK”***

Follow all instructions given by the designated Energy Events Centre Fire Warden/Duty Manager- who will be identified by an Orange Vest and Green helmet

Always walk quickly and calmly to the place of safety.

Fire hoses and fire alarm switches must remain visible and accessible at all times.

## **FIRST AID**

Professional first aid service providers can be organised by EEC upon request. A cost to the organiser/exhibitor will apply for external first aid provisions. A First Aid Kit and defibrillator are located in the office.

## **ELECTRICAL APPLIANCES**

All electrical appliances, including extension leads must “tested and tagged” the tag **MUST BE CURRENT** or the appliance cannot be used.

## **TRIP HAZARDS**

ALL Trip hazards **MUST** be identified, REMOVED or covered.

## **DANGEROUS AND HAZARDOUS SUBSTANCES**

- Substances that are of a dangerous, flammable, explosive or objectionable nature must not be brought into the premises without formal notification to the Department of Labour and the EEC.
- Where it is proposed to use toxic materials or fluids, the disposal of such materials requires notification to the Department of Labour. The nature of the material or fluid and the quantities involved and a copy of the plan for disposal must be forwarded to EEC no later than 14 days prior to the event commencing.
- No more than one day’s supply of any hazardous or dangerous substance shall be stored on the stand or within the venue at any time; the remainder must be stored in closed containers in a location as per the Hazardous Substance and New Organisms Act.



## GAS CYLINDERS

All Gas Cylinders must have onsite testing equipment to check for leakages. This includes soapy water in a spray bottle.

- Maximum 100kg LPG per site.
- Segregation of 3m between sites (4m between bottles)
- Emergency plan on each site
- Fire extinguisher on each site
- Means for checking for leaks (when connecting new bottles)
- All hosts and fittings are approved fittings (not garden hose etc)
- All bottles over 9kg must be secured, even when not being used.

## MATERIALS HANDLING EQUIPMENT

The organiser of the event or their contractors must provide all material handling equipment and ensure that all operating personnel are trained and licensed to use such equipment. Materials handling equipment cannot be used within the premises, without the relevant certificate and license.

## MATERIALS SAFETY DATA SHEETS

Information regarding chemicals used in the stand construction must be passed onto the stand installer/repairer to ensure that these personnel are made aware of potential risks. **Material Safety**

- Data Sheets must be provided to the installer of all glues, adhesives and paints that were used in stand construction so that personnel are aware of any potential risks when required to modify stands or props.
- Non-combustible materials should be used in stand construction and displays where possible. All practicable steps should be taken for applying fire proofing protection to flammable products and components in exhibition stands.
- Self-extinguishing plastic materials should be used where possible.

## EMERGENCY SIGNAGE

- Emergency exit signs must be visible at all times. Emergency signage that may be obscured from view must be pre-approved by EEC and additional signage installed. A clear egress of 3 metres from emergency exits must be retained at all times.
- 

## SAFETY SIGNAGE

- Exhibitor, contractor, sub-contractor must take all practicable steps to ensure:
- That any hazards in the exhibit don't harm customers,
- That any hazards in the exhibit don't harm people in the vicinity
- Any signs used should be relevant to the hazards and work activities taking place.

# EXHIBITION & EVENT

## FLOOR PLANS

The exhibition or event floor plan must be sighted and approved by the venue before it is approved to be built. EEC reserves the right to final sign off of all plans within its venues to ensure compliance with all venue policies.

Please ensure the plans are forwarded to EEC with as much lead time as possible to ensure these can be checked and approved in a timely manner.

CAD plan copies are available for your contracted space in PDF format. Please see your Event Coordinator for details.

These floorplan must be designed in accordance with current New Zealand Standards and to the satisfaction of the EEC.

- All internal aisle ways are to be a minimum of 3 metres wide.
- Emergency exits must not be obstructed. A clearance of at least three (3) metres must be allowed. Any emergency exit that is obscured from view will be compensated by additional signage and can only be obscured with pre-approval by the EEC.

## EXHIBITOR or EVENT MANUAL

Prior to its issue, the organiser must forward to EEC for approval a proof copy of any exhibition manual to ensure that all information and relevant rules and regulations for exhibitors are correct. EEC requires one (1) copy of the manual as approved and printed.

## 3-6 MONTHS OUT FROM EVENT

Initial floor plan submitted by the organiser for approval prior to the commencement of selling stands/space  
3-6 months prior Client exhibitor manual to the Event Coordinator for approval  
Meeting with the Event Coordinator to update on event progress, floor plans, meeting room requirements

## 2 MONTHS OUT FROM EVENT

- Updated floor plans submitted for approval
- List of all exhibitors
- Exhibitors to confirm additional orders and requirements

## 4 WEEKS OUT FROM EVENT

- Security and cleaning requirements finalised
- Communication, power, water and air conditioning requirements finalised
- EEC to provide additional estimated costs to the organiser for approval
- All exhibitor services finalised
- Exhibitor on-stand hospitality finalised
- Final floor plan submitted for approval
- Safety plan
- Final event schedule provided by the organiser to EEC Event Coordinator
- Additional estimated costs added and event schedule signed off

## 2 WEEKS OUT FROM EVENT

- Pack in/pack out details supplied by client and exhibiting companies
- Event estimate and run sheet provided by EEC for client sign off. On site pre event start
- Pre-brief to meet your Event Co-ordinator and run through the Specifics for the event

## EXHIBITION & EVENT DETAILS AND SCHEDULES

Your exhibition or event run sheet must be supplied to your Event Coordinator at least fourteen (14) days prior to the commencement of your pack-in. This will enable sufficient time for the venue to prepare for your event.

### EXHIBITION OR EVENT DETAILS MUST INCLUDE:

- Pack in/pack out times and loading dock schedules
- Opening & closing times for the exhibition
- Final floor plans
- Custom stand plans for approval
- Contractor information, names, safety plans, times of access required etc
- Technical requirements including rigging schedules
- Security details/requirements
- Communication requirements
- Cleaning details/requirements
- Any furniture or equipment requirements from the venue
- Signage plans for foyers
- Catering requirements (including stand catering)
- Specific requirements for individual exhibitors e.g.: power, telecommunications, compressed air or water, fire hose reels, food and beverage sampling. Early submission of the event schedule is required for rostering of EEC services, to ensure services can be provided.

## EXHIBITOR OR EVENT ACCESS

Access to EEC venues has some restrictions, and specific details of your requirements need to be discussed prior to the event with your Event Coordinator.

The organiser's staff, contractors and sub-contractors must enter and exit venues via authorised entrances which are arranged through your Event Coordinator.

The organiser's staff, agents, contractors and sub-contractors may at no time enter unauthorised restricted areas.

## EXHIBITOR OR EVENT BRIEFING

You are required to hold a briefing for your exhibitors, your Event Coordinator is available to attend and answer any questions about the venue and how we may assist individual exhibitors.

These exhibits must be designed in accordance with current New Zealand Standards and to the satisfaction of the EEC.

## PACK IN/OUT

- Exhibition pack-in and pack-out times must be coordinated with your Event Coordinator.
- The Event Coordinator must be notified of all arrival and departure times of the organiser's staff, agents, contractors and sub-contractors to manage access effectively.
- A full pack-in and pack-out schedule is to be provided to EEC at least 14 working days prior to arrival onsite.
- The centre will not accept deliveries of exhibits, stand fittings or any other materials required for staging an exhibition prior to the first day of the licence period unless the Event Coordinator has granted prior permission in writing.
- All requests for additional pack in and pack out times should be directed to your Event Coordinator.
- Due to the high occupancy rate at the EEC, additional time may not be available. If available, additional time incurs additional charges.
- The organiser is responsible for any charges applied by EEC for additional time and services required if the venues are not clear of all exhibits, stand fittings and other materials by the end of the licence period.
- Departure from EEC must be completed within the agreed timeframe. Any items left behind must be picked up within 24 hours. EEC takes no responsibility for goods left on the premises after this time. All packaging or other items left on the premises will be deemed abandoned and disposed of accordingly at the organiser's expense.
- All items left behind for collection by couriers must be clearly labelled and EEC notified of all details. **A courier collection form** is to be completed and returned to EEC by the exhibitor before their departure from the premises.
- Please contact your Event Coordinator for a map of EEC if you require further assistance with directions for packing in for the exhibition.

## DELIVERIES – Pre Conference

- EEC staff will not accept goods on behalf of organisers without prior notification, and will not accept responsibility for goods left unattended by couriers or exhibitors. Please note that the EEC may be closed on some days; kindly confirm delivery timings with your Event Coordinator prior to the equipment/freight arriving to the EEC.
- Goods may be delivered to the venue no earlier than two days prior to the event. All goods delivered prior to this time will be accepted only if there is storage space available.
- All deliveries must be made between 9am and 4.30 pm on weekdays only. Delivery address labels, along with freight forwarding guidelines are provided in the exhibitor templates section of this document.
- Goods must be clearly marked with the following information:
- **Customs Clearance:** All deliveries that require customs clearance must be via a Customs broker or Freight forwarder for further information please check the New Zealand Customs website as follows: [www.customs.govt.nz/importers/Commercial+Importers/Temporary+Imports.htm](http://www.customs.govt.nz/importers/Commercial+Importers/Temporary+Imports.htm)

## CONFERENCE NAME

Date Conference  
Exhibitor Name and Stand number  
Contact Phone Number  
Event Co-ordinator Name  
Energy Events Centre  
Queens Drive  
GOVERNMENT GARDENS  
ROTORUA

Number of Boxes i.e. 1 of 10

## COURIER PICK UP

All items left behind for collection by couriers must be clearly labelled and arrangements made with Reception in the Administration Office of the Energy Events Centre, who will log this in the Courier Log.

EEC takes no responsibility for goods left on the premises after the designated time: this is normally one working day post conference. All packaging or other items left on the premises after this time will be deemed abandoned and disposed of accordingly at the organiser's expense.

**A courier collection form – available from the Administration office-** is to be completed and attached to your packages before your departure.

## COURIER PICK UP Post Conference

All Goods must be clearly marked with the following information and attached to the boxes:

Name of Company:

Contact Name:

Physical Address:

Contact Phone Number:

Number of Boxes: i.e. 1 of 10

Name of Courier Company that is collecting the boxes

Contact Phone Number

And **ORDER number** of this consignment

## STORAGE ON SITE

Storage is strictly limited. If any storage is required prior, during or after the event this must be arranged with your Event Coordinator and will be entirely dependent on space availability.

Transfer and storage of all items is the responsibility of the exhibitor. Exhibitors must ensure that labour is supplied to move large good items to and from the loading docks.

**All Post Conference Courier pickups;** must be organised with your Event Co-ordinator, who will advise you where to place all items for pick up.

## USE OF VENUE TROLLEYS

Venue trolleys will be available for use subject to availability and are not guaranteed for exhibitor use. All trolleys used must have pneumatic tyres with rubber wheels to protect the floor

## BUILDING INSPECTION/DAMAGES

- EEC will contact the organiser to schedule a venue 'walk through' on the first pack in day to verify any existing venue damage. A final 'walk through' will be scheduled after exhibitor pack out concludes to ascertain any damage to the venue from the exhibition.
- An appraisal of any damage made during the event will be provided to the organiser with a written report and photographs (where possible). Any charges incurred to reinstate the venue will be charged to the organiser, and the organiser will be responsible for covering any costs from their responsible party(s).
- Any items displayed on the Unison Arena floor **MUST** have a carpet underlay placed beneath it to protect the floor.
- Trolleys used on this surface must have rubber wheels. Any damage to the floor surface will be on charged to the organiser.
- No paint is to be used on the premises to alter the surfaces of permanent or other fixtures within the venue without prior agreement from the EEC Temporary fixtures (i.e. booths/stand panels or other exhibition equipment) are not to be painted on the premises.
- Any damage to the venue, its fittings, furnishings, finishes or technical equipment must be immediately reported to EEC staff.

## **THE ORGANISERS ARE RESPONSIBLE FOR THE FOLLOWING:**

- Ensuring their nominated contractor supplies EEC with the electrical outlay drawings (scale 1:200), prior to the arrival of the contractor, to enable connections to be plugged straight into the EEC power board.
- Advising EEC of any exhibitors with power requirements over 10amps & 3 phase.
- Ensuring all work carried out by their nominated contractors is inspected, tested and covered under the regulations of the relevant authorities. All electrical equipment brought onsite must comply with New Zealand safety standards.
- Ensuring services do not cross aisles, block exits, or interfere with operation of emergency exits or generally compromise the health and safety of attendees, staff and the general public.
- Ensure all installations are carried out in a neat and tradesman-like manner.
- EEC will not accept responsibility for delays caused by unsatisfactory installations or
- Insufficient time allowed for testing by relevant authorities. At no time will extra additions be allowed to cause an abnormal demand, which may have an adverse effect on the supplies to other exhibitors.
- Where electrical cabling crosses a trafficable area, it must be secure, made safe and clearly identified.

## **LOADING GUIDELINES FOR THE TIMBER FLOOR IN THE UNISON ARENA**

- Maximum point load is 500kg
- Definition of a point load - a load on a 100mm x 100mm square
- Maximum total load on a 1.0m x 1.0m square is 2000kg (2 Tonne)
- A single layer of plywood is to be laid under any stationary load on the floor (plywood supplied by EEC)
- Mobile hoist / fork hoists are to have a layer of plywood laid under their wheel routes.
- The only exception to the last item is a 2.4m strip (between the southern wall and the first green marked line) of flooring on the southern wall where mobile hoists / fork hoists can be driven directly on the timber floor with ply laid for protection of the floor
- Any heavy equipment must have two layers of ply laid in the Arena, prior to placing in the allocated space
- Any heavy equipment that is part of your Exhibition, must be checked and approved by the Energy Events Centre Manager, please provide height weight and dimensions.

## **MOTOR VEHICLES IN EXHIBITIONS**

- If motor vehicles are being used as part of an exhibition, arrangements for access to buildings needs to be made through your Event Coordinator.
- Cars used as part of an exhibit should have full tanks of fuel; protective floor tray and batteries disconnected prior to public access.
- Carpet squares on ply must also be placed under tyres.
- Keys for the vehicle must be left onsite with the EEC, or duty operations personnel in charge of your event.

## **MACHINERY AND OTHER LARGE EXHIBITS**

- All machinery should be fitted with guarding, fencing, lock immobilisation etc. to ensure a safe environment for staff and patrons. Signage is not acceptable as a protective method.
- Persons operating equipment or machinery during an exhibition must be the current holder of the relevant certificate or license as required by law to operate such equipment.
- Machinery equipment or substances likely to jeopardise the health or safety of any person are prohibited, as referred to in the New Zealand Codes of Practice for the safe operations of machinery.



## TECHNICAL/AUDIO VISUAL SERVICES

The Technical & Safety Manager, Ray Philpot can be contacted via your designated Event Co-ordinator, or emailed direct on [ray.philpot@rdc.govt.nz](mailto:ray.philpot@rdc.govt.nz) . He can offer advice on the best way to utilise the many inbuilt and ancillary systems that EEC can offer. The integration of which can greatly enhance your AV experience at the EEC.

Even if you are using an external AV contractor for your event we suggest you contact our Technical Team Manager to ensure the best methods and options are being applied to your event in relationship to the venue. There can be cost saving options that may be able to be applied, that might save you from hiring in unnecessary equipment or personnel.

### RIGGING

Rigging must be carried out by EEC approved personnel. Organisers and exhibitors must submit, not less than 14 working days prior to the first occupancy day of the exhibition, drawings and descriptions of items to be suspended including position, weight, type of materials and any special requirements. All items are subject to approval by the EEC Manager. Check with your Event Coordinator for loading limits of rigging points.

### PYROTECHNICS & SMOKE MACHINES

Pyrotechnics and Smoke Machines are not permitted without going through EEC approval process. The use of pyrotechnics must be supervised by the EEC. Your Event Coordinator will direct you to the appropriate persons.

The organiser/exhibitor must ensure that EEC is notified 14 days in advance of use of pyrotechnics and a copy of the appropriate permit must be attached with safety plan.

### SMOKE MACHINES

The use of smoke machines in the EEC, including rehearsals, does require the allocated venue to have the smoke sensors isolated. Please let administration staff at EEC know this before operation begins.

**Please note:** Should smoke activation occur, requiring a full Fire Evacuation of the EEC, and that the EEC were not notified of any Smoke Machines and or Pyrotechnics for your event, that you will be responsible and charged for the **Fire Department call out fee of \$1000.00 + GST**

**.Please note:** Should smoke activation occur, requiring a full Fire Evacuation of the EEC, and that the EEC were not notified of any Smoke Machines and or Pyrotechnics for your event, that you will be responsible and charged for the **Fire Department call out fee of \$1000.00 + GST**

## **RADIO TRANSMISSION**

Persons proposing to use radio transmitting equipment, either for two-way speech communication or for any other reason, shall submit details of the equipment to EEC giving the frequency and power of the signal and a copy of the transmitting license. This is to ensure that there is no interference between venue and client transmission systems.

## **WIFI/TELEPHONE AND INTERNET CONNECTIONS**

THE EEC provides free wifi for all delegates. However we require all exhibitors to have a hardwire internet connection to their stand, especially if they are streaming or demonstrating their software/website. There is a charge for this service, please discuss with your Event Coordinator.

## FOOD AND BEVERAGE

The provision of all food and beverage services at Energy Events Centre is contracted to resident caterer Eurest. As is standard practice with similar venues elsewhere, this will preclude clients bringing in their own food or beverages

- The venue has sole rights for the sale and distribution of all food and drink onsite.
- No exhibitor or person shall distribute, sell or give away any item of food or drink not supplied by the EEC, to members of the public or trade exhibition visitors without the express written consent of the EEC.
- Generally, EEC will have no objection to the provision by the exhibitor of food stuffs provided as a means of demonstrating any plant or equipment forming part of the exhibition, or the product manufactured or supplied by the exhibitor. If permission is given, a valid Rotorua food permit.license must be provided 3 weeks prior to the event. Go to [www.rdc.govt.nz](http://www.rdc.govt.nz) for more information.
- The sale of all such products will not be permitted for consumption on the premises unless otherwise agreed with the EEC.
- Your Event Coordinator must be notified of final confirmation of the stand arrangements.
- Removal of food rubbish daily is the responsibility of each exhibiting company. No water is available directly to stands.
- Absolutely no alcoholic beverage sales can take place on EEC licensed premises.
- The EEC may at its own discretion charge the exhibitor or organiser a franchise fee or commission for sale of food and drink.
- EEC reserves the right to remove any food and beverage not authorised to be in the venue
- Commercial foods are not permitted on the premises.

## EXHIBITOR FOOD AND BEVERAGE SAMPLING

- Compliance with the New Zealand Sale of Liquor ACT 1989 and relevant legislation must be adhered to at all times.
- Samples to be given away free of cost to patrons must be:
- Items which exhibitors sell wholesale in the normal conduct of their business or
- Are produced by equipment used in the normal conduct of their business
- Portions must be of tasting size only
- Non-alcoholic liquids should be no larger than 100ml cups for hot or cold beverages
- Solid food should be no larger than bite size
- Liquor sampling may be conducted provided samples are no larger than 50ml. (spirits 20 ml and beer or wine 50ml.
- Exceptions to the above require written approval from the EEC Manager.

## HEALTH REGULATIONS FOR EXHIBITIONS SERVING FOOD

- If unpacked food is to be given away, openly stored, displayed or handled, the following facilities and services need to be provided:
- Washable impervious floor, e.g. sheet vinyl on the exhibition stand
- Refrigerated display and /or storage cabinet if the food is perishable

- To protect food from contamination, glass, perspex screens or sneeze guards, and trays with fitted covers should be used.
- Samples must be offered in such a manner as to avoid being handled by the public, e.g. apportioned and toothpicks inserted
- All eating and drinking utensils must be disposable e.g. paper cups, plastic spoons, plastic wine glasses etc, and must not be reused.
- Receptacles for the collection of rubbish must be provided in suitable locations by the exhibitor promoting food. Such receptacles shall be located at or near the stand and the contents shall be disposed of in a manner approved by the EEC.
- Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oils etc.

## **EXHIBITOR CATERING**

EEC can assist organisers and exhibitors with any requirements for hospitality within an exhibition. The opportunity for organisers and exhibitors to entertain key clients can be discussed with your Event Coordinator.

All orders for food and beverage for the organiser and/or exhibitors must be forwarded to your Eurest Catering no later than two weeks prior to the event date, along with pre-payment details from exhibitors, unless otherwise arranged with the EEC.

Final catering numbers must be advised 5 working days prior to the event.

Order cancellations require 5 working days' notice otherwise full charges will apply. Items are generally delivered to the stand for exhibitors to serve. Staff may be organised to provide full service on the stand with 5 working days' notice - additional charge applies.

EEC may direct mail exhibitors prior to the event to ascertain any on stand requirements Which will enable the venue to maximise any hospitality opportunities at the exhibition. There are a number of alternative spaces available in the venue for specific client hospitality or additional meetings for you or your exhibitors. Please discuss further requirements with your Event Coordinator.

## **ALCOHOL/SPONSORSHIP/SUPPLY**

All decisions relating to the sale and/or service of alcohol during the Event will be at the sole discretion of EEC Management including but not limited to, the decision as to whether alcohol is provided or sold at an event and what time any bar will be open to.

Security will be provided at all alcohol related events at the organisers cost.

The Organiser must not enter into any sponsorship or supply arrangements for food and beverage at the Event.

## **ESPRESSO/BARISTA COFFEE**

The EEC caterers provide espresso and barista coffee services exclusively and offer mobile espresso carts for conferences and events. Please discuss your requirements with your Event Coordinator as there is also sponsored, branding and signage opportunities for your clients.

## **VENDOR/MOBILE CATERING SERVICES/SAUSAGE SIZZLE**

Under no circumstances can vendor or mobile catering or sausage sizzle fundraising be arranged without the express permission of the EEC and the EEC caterers. The provision of all food and beverage services at the EEC is contracted to our resident caterer.

# **VENUE SERVICES & GUIDELINES**

## **SMOKING AND E-CIGARETTES**

The Energy Events Centre is non-smoking at all times to clients, guests, visitors, staff and contractors in accordance to the Smoke-free Environments Act 1990 and the Smoke-free Environments Amendment Act 2003. This includes the use of E-Cigarettes.

## **ANIMALS**

No animal(s), with the exception of Seeing Eye dogs and hearing dogs, are permitted in EEC except as a registered member of the Animals Ethics Society to be part of an approved exhibit, activity or performance legitimately requiring the use of animals, and only with the approval of the venue.

## **PHOTOGRAPHY & FILM GUIDELINES**

As per contractual agreement, EEC reserves the right to photograph any events held on our premises and use the images for marketing and promotional purposes. Use of EEC location shots for promoting an event is permitted. Please contact your Event Coordinator for details.

## **CARPARKING/CAMPERVANS/MOBILE HOMES**

The Energy Events Centre has 370 car parks adjacent to the building, with a Staff car park at the rear of the building which can be used if required for the overflow Exhibitor Parking.

Campervan and Mobile homes are not permitted to remain overnight unless part of an external exhibition.

## **TRAFFIC MANAGEMENT**

Any Events that will be over 1000 pax may require a Traffic Management Plan. This will be discussed with the organiser on confirmation of your Event.

The delivery of goods is allowed and parking where directed by EEC staff. Parking is for Drop off and pick up only. Any vehicle that is left unattended for a period of time will be towed away at the owner's expense.

## **MERCHANDISING**

Should any exhibitors and/or organisation wish to sell merchandise in the venue during the event please contact your venue co-ordinator for approval and advice.

## **RESTRICTED ITEMS/PERMITS**

If your event will be using any of the following, special preparation and permits may be needed and written notification is required.

Open flames

Snow machines/confetti

Lasers

Running of combustion engines

Flammable substances

Welding or cutting equipment

Water / drainage

Gases / helium /Co2 etc.

Please forward all requests to your Event Coordinator.

## **SIGNAGE**

Venue Signage within EEC is limited to the licensed space.

Signage, banners and similar materials may not be nailed, stapled, hung or attached to ceilings, walls, windows, sprinkler systems and other surfaces except by permission of the EEC.

Damages resulting from installation will be a directly charged to the organiser.

For more information on signage and banners please contact your Event Coordinator.

## **AIR CONDITIONING**

All exhibition spaces are air conditioned for operational days only. For air conditioning requirements during large exhibition pack-in/pack-out, please contact your Event Coordinator. Please note: Supply of air conditioning becomes less effective if foyer doors are left open.

## **BUSINESS SERVICES**

Limited business services are available at EEC administration office, located in the Grand Hall, including printing of documents, couriering, a fax machine and photocopier. Other services can be made available, please discuss with your Event Coordinator.

Applicable charges will be made to users at the time of use; please see the venue Event Co-ordinator or Administration if you have any requests.

Rental of equipment such as facsimile machines, photocopiers and mobile phones can be organised through your Event Coordinator.

## **FURNITURE & TABLECLOTHS**

Standard trestle tables and chairs can be provided by the venue free of charge; however tablecloths are not included and will incur a charge by the venue for the exhibition stands. Please arrange and speak with the venue co-ordinator.

Please note, the venue is not an exhibition supplier and we recommend that exhibitors contact an external supplier in the first instance for their stand fittings.

## **GRANDHALL POLISHED CONCRETE FLOOR AREA**

Vehicles of any type and description – please report to administration before vehicle allowance into this area. We need to inspect tyres and brush clear of any objects. Any damage occurred not following this instruction would be at the organisers cost.

Taping cords or any objects requiring taping to floor – please report to administration for correct tape to be used. As incorrect product used could result in damage which would be at the replacement cost to the organiser.

## **CLEANING AND RUBBISH REMOVAL**

- EEC will fully clean the venue prior to occupation.
- EEC will clean all public areas, exhibition rooms and will organise rubbish removal from stands on exhibition operational days, prior to arrival each day.
- All rubbish to be removed from stands is to be placed in aisles for disposal at the end of each exhibition day.
- All Cardboard is to be flattened and placed beside the bins in the aisles
- EEC can organise removal and dumping of bulk rubbish and individual stand cleaning services on request - additional charge applies.
- EEC requires the organiser to: ensure that all construction materials, contractors tape, etc. is removed at the conclusion of the event.

**The Exhibitor is responsible for the removal and disposal of pallets, crates and large packaging items. After the conference is complete EEC will charge for the removal and disposal of these items. If you require clarification please contact the EEC Administration Office.**

## **WASTE**

EEC must be informed of specific waste requirements e.g. grease, oil, and paint to ensure correct disposal methods are followed. Please contact your Event Coordinator.



## BALLOONS

- Exhibitors must obtain written approval from EEC for the use of air or helium balloons.
- Helium balloons are only permitted as fixed features of a stand or exhibit.
- The organiser will be charged for the removal of any balloons remaining in the venue.

## SECURITY

EEC has an in-house professional security team who are solely responsible for the protection and safety of EEC venues. Should additional event security be required, this can be arranged via the EEC, at the cost of \$31.00 + GST per hour, per guard.

It is advisable to complete a security risk assessment for your event. Should you require assistance with this, please liaise with your Event Coordinator.

When full use of the venue is being used for an exhibition, EEC personnel will lock the venue at the end of each day of the exhibition. Entry will not be permitted until the EEC personnel re-open the venue the following day. Please discuss required access times with your Event Coordinator.

It is the responsibility of the organiser to determine the level of security required during an exhibition and discuss with EEC accordingly.

## HELICOPTERS AND DRONES

Please note that the EEC is within the Air Traffic Controller fly zone for any helicopter landings and/or flyovers, you will be required to follow a process to obtain permission, please allow 6 weeks before the event to work with your Event Coordinator, who will be able to provide you with the details and permissions required.

Drones are **NOT** permitted within the venue or surrounding/outside areas.

## CONDITIONS OF ENTRY AND PROHIBITED ITEMS

The Energy Event Centre reserves the right to identify items that are deemed dangerous, hazardous or a nuisance to an event/exhibition and prohibit their entry. This can include but not limited to: Chilly Bins, Umbrellas, and Selfie Sticks.

## **INSURANCE / LIABILITY**

It is recommended that an insurance/liability clause be included in any correspondence with Third Parties. Whilst every care will be taken by the venue and organising personnel, EEC will not be held responsible for any loss or damage to any exhibit or property of any exhibiting company, by theft or fire or any other cause whatsoever outside the control of the venue.

The same parties are released from accountability or liability for any damage or loss of goods sent to the EEC, before or remaining after the exhibition, nor whilst in transit to or from the exhibition or during the exhibition.

It is essential that the exhibitors make their own arrangements for appropriate insurance cover, including third party liability insurance.

In the event of industrial disruption and/or equipment failure due to power supply problems, EEC will not be held liable and will accept no responsibility for loss of monies incurred by exhibitors or damage to property.

All damages to the property will be charged to the contract licensee, and they will be responsible for recovering any costs from the responsible parties.

Exhibitors are liable for any damage they cause to the venue and exhibition stands.

Pins, nails, tape and other items are not to be used on the walls, ceilings or other fittings at the venue. Fire exits are not to be blocked at any time. All materials used must comply with fire regulations.

EEC reserves the right to require the deletion or removal of any item at any time which it considers to be dangerous, offensive or controversial.

## **PAYMENT PROCEDURES**

One master account will be provided to the organiser by the venue for all exhibition charges – including a breakdown by stand. The venue will record all charges incurred by the exhibitor during the exhibition and will charge to the licensee account.