

PACK IN / PACK 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 RCC 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 RCC, additional time may not be available. If available, additional time incurs additional charges.
- The organiser is responsible for any charges applied by RCC 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 RCC must be completed within the agreed timeframe. Any items left behind must be picked up within 24 hours. RCC 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 organisers expense.
- All items left behind for collection by couriers must be clearly labelled and RCC notified of all details. **A courier collection form** is to be completed and returned to RCC by the exhibitor before their departure from the premises.
- Please contact your Event Coordinator for a map of RCC if you require further assistance with directions for packing in for the exhibition.

DELIVERIES – Pre Conference

- RCC 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 RCC may be closed on some days; kindly confirm delivery timings with your Event Coordinator prior to the equipment/freight arriving to the RCC .
- 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:

Conference Name

Date Conference
Exhibitor name and Stand number
Contact Phone Number
Event Co-ordinator Name

Rotorua Convention Centre

1170 Fenton Street
ROTORUA 3046
Number of Boxes i.e. 1 of 10
(See delivery address label on website)

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 Co-ordinator, and will be entirely dependant 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 pick ups; 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

EVR - Pack IN / Pack OUT Instructions