

Te Pae Christchurch Convention Centre EXHIBITOR GUIDE



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1. WELCOME TO TE PAE CHRISTCHURCH CONVENTION CENTRE

Kia ora,

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

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

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

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

Ngā mihi,

Te Pae Christchurch Convention Centre Team

2. VENUE INFORMATION

Te Pae Christchurch Convention Centre is a gathering place for the 21st century, an international standard venue that showcases the very best of what New Zealand has to offer.

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

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

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

2.1. Contact details

Name:	Te Pae Christchurch Convention Centre – Events Services
Postal address:	PO Box 899, Christchurch 8140, New Zealand
Street address:	188 Oxford Terrace
Loading Dock address:	102 Armagh Street
Telephone:	+64 (0)3 266 1400
Website:	http://www.tepae.co.nz
Email:	EventServices@tepae.co.nz

2.2. Accessibility

Te Pae Christchurch Convention Centre is committed to providing safe, equitable and inclusive access for all visitors. For all the venue's accessibility information, please refer to our dedicated [Accessibility Guide](#) which can be found in the Toolkit of our website.

The guide includes information on accessible ways of getting to Te Pae Christchurch, entry points, accessible amenities and services.

2.3. Access Map

KEY

- Armagh St Entrance
- Oxford St Main Entrance
- Cathedral Square Entrance
- Loading Entry
- Loading Exit
- Parking
- Retail & Hospitality

HOTELS

- Crowne Plaza
- Novotel
- Rendezvous Hotel
- Heritage Hotel
- Distinction Hotel
- Hotels (under construction)
- Ibis
- BreakFree on Cashel

ARTS & CULTURE

- Christchurch Town Hall
- The Piano
- Isaac Theatre Royal
- Tūranga - Central Library
- Centre of Contemporary Art
- Christchurch Art Gallery Te Puna a Waiwhentū

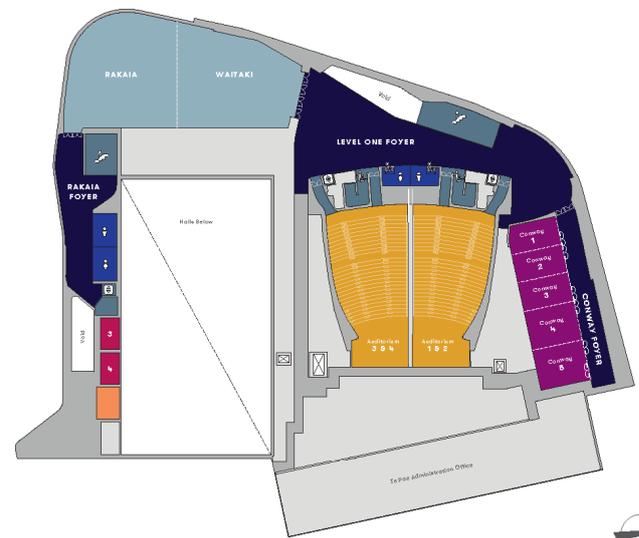


2.4. Venue Map

GROUND FLOOR



LEVEL ONE



- Meeting Rooms
- River Rooms
- Boardroom, Hospitality Suite & Te Pae Lounge
- Foyers
- Halls
- Circulation Front of House
- Auditorium
- Speaker Prep and Organizers' Offices
- Back of House

- Stairs
- Escalator
- Passenger Lift
- Back of House Lift
- Toilets
- Toilets - Accessible
- Parents Room
- Operable Walls



3. EXHIBITOR DELIVERIES AND STORAGE

3.1. Loading Dock

Te Pae Christchurch has a one-way loading dock area with **entry located at 102 Armagh Street** and exits on to Colombo Street.

3.1.1. Access

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

Exhibitors may access the Loading Dock during their scheduled event bump in and out times only.

If you require access outside these times, please contact your event organiser or EventServices@tepae.co.nz.

Access to the Loading Dock for contractors and exhibitors is carefully scheduled to ensure that congestion on entry to the loading dock is minimised. If the Loading Dock is busy on your arrival, please do not block any public roads. We recommend exhibitors planning their arrival so that they do not all come at once.

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

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

3.1.2. Loading Dock Traffic and Parking

The Loading Dock is strictly a NO PARKING zone.

Access to the Loading Dock is from Armagh Street only. Movement of vehicles on the loading dock is strictly one way. Vehicles may remain on the loading dock for a limited time (i.e., no longer than 20 minutes), to facilitate the off-loading or unloading of goods. Once exhibitors have offloaded, vehicles must vacate the area.

Should there be a need to extend the time allowed in the loading dock, prior arrangements must be discussed with your Event Coordinator for approval by the Security, Health & Safety Manager.

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

3.1.3. Loading Dock Limit Restrictions

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

Speed limit in the central city precinct is 30kmh.

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

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

3.2. Deliveries

3.2.1. Pre-Event Deliveries

Due to a busy event schedule and limited storage at the venue, we recommend you use the venue's freight forwarder, Method Logistics for all freight delivery, collection and storage requirements (see below section 3.4. for details).

Early deliveries will be accepted via the venue's Loading Dock one day before the bump in or on the day of bump in of the event. Loading Dock hours are from 07:00 – 16:00 Monday to Friday.

For any deliveries to the centre, please ensure your items are clearly identifiable (including event name, stand name and stand number) so that they can be accepted. We recommend you use the Te Pae Christchurch [delivery label](#) for incoming goods as this captures all information we need. The centre will not take responsibility for any incorrectly labelled goods. The centre will accept and sign for deliveries, however, upon receipt, Te Pae Christchurch will not be responsible for checking the status or condition of goods delivered and will not be responsible for any payment to delivery companies.

Please alert us of any large items you anticipate will be delivered or if you have any special deliveries requiring planning.

Should you not require use of the Loading Dock, we kindly ask that you access the venue via the main entrance on Oxford Terrace during your scheduled bump in and out times.

3.2.2. Post-Event Collections

Exhibitors are expected to have all their items cleared from the event space within the bump out time allocated and collected no later than one day after the bump out. Any items left behind without instruction or un-labelled will be deemed abandoned and disposed of accordingly. Items with incorrect labels or packing will be disposed of accordingly and any costs may be on-charged. It is the exhibitor's/organiser's responsibility to arrange for collection of their own goods.

If exhibitors have items to be collected post-event by couriers etc., it is very important to ensure:

- Completed courier labels are attached to all packed items – the venue will not organise couriers on behalf of exhibitors or clients.
- An [Outgoing Dispatch Label](#) is attached to each item that is being collected with all fields completed.
- Items are at the correct collection point in the Loading Dock before exhibitors leave the venue.
- It is the responsibility of the exhibitor to ensure the courier is scheduled to arrive after all items are taken to the Loading Dock.

3.2.3. Use of Forklift for Deliveries

The venue has one forklift available for hire to exhibitors and contractors. The forklift can be hired with or without a driver charged separately on an hourly rate.

The forklift can be hired on a half day or full day basis, alternatively there is a cost per lift that can be applied for smaller loads.

Use of the forklift for extended periods is subject to availability and should be prebooked to ensure it is available on your required date. Please contact the Event Coordinator (Exhibitions), to discuss your requirements and cost thereof. Payment is required prior to service being delivered for full day and half day rental. Access to the forklift will only be guaranteed upon payment. For ad hoc lifts, these can be paid on site via EFTPOS.

Should any contractor hire an external forklift under their own arrangements, the details must be shared with the designated Event Coordinator to ensure our Security Department is aware of the delivery.

Note: It is advisable that for stand-alone exhibitions or tradeshows with multiple exhibitors requiring use of the forklift, the client arrange for a full day's hire to ensure the forklift is dedicated to their event, easing the bump in and bump out process for their exhibitors.

3.3. Storage of Items During Events

Te Pae Christchurch does not provide storage on site. Exhibitors are advised to arrange storage via the centre's third-party storage provider, Method Logistics. Please contact your EventServices@tepae.co.nz for further details or refer to section 3.4. below.

Storage is not permitted in the centre's Loading Dock. Packing crates and wrapping are to be removed from the centre once loading of equipment has been completed. Waste removal can be organised by the centre – additional charges would apply.

3.4. Method Logistics

Many event bump in times are on very tight parameters and deliveries may not be accepted at the venue earlier due to very limited storage space. For bump out, exhibitors and contractors are to adhere to the dates and times allowed for this and ensure all venues are cleared accordingly.

For any storage and pre-event deliveries we recommend contacting our preferred logistics service provider who will assist you with storage, delivery and collection of your goods. Method Logistics offer a door-to-stand service and are available to service your needs on weekends and outside normal business hours.

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

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

Method Logistics offers the following services:

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

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

E: info@methodglobal.co.nz

T: 0800 463 846

<https://methodglobal.co.nz/>

4. EXHIBITOR SERVICES

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

Exhibitor orders include:

- Audio-visual equipment
- Banner hanging and rigging
- Cleaning services
- Internet services
- Security services
- Stand catering
- Venue furniture for use in stands
- Waste removal

The Exhibitor Services Menu and Order Form can be requested from EventServices@tepae.co.nz or by calling +64 3 266 1400. All exhibitor services orders must be received no later than 14 days prior to the event.

The centre requires full pre-payment of all exhibitor services ordered before the hiring period commences to ensure delivery.

Upon confirmation of your order, an invoice will be sent with payment instructions. Invoices can be settled through bank transfer or credit card. Visa and Mastercard are accepted by Te Pae Christchurch. For credit card payments, a fee will be applied at the amount charged by the relevant external credit card merchant.

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

To assist with any last-minute orders, general enquiries and printing services, the Event Services team may provide an exhibitor support desk in or around the Exhibition Halls during bump in and bump out and during the event operational phase if required. Alternatively, the Guest Services Desk will be available to offer assistance for any on-the-day requests.

4.1. Audio Visual Equipment

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

Please refer to the Exhibitor Services Menu for equipment details and pricing and submit an [Exhibitor Services Order Form](#) to book.

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

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

In some cases, the centre or its clients will be in need of sourcing equipment from external suppliers. When this happens, please refer to our [Recommended Suppliers List](#) which includes contacts of suppliers that are familiar with the venue and have already been inducted to the centre's various procedures.

4.2. Banner Rigging and Hanging

For any exhibitor banner and rigging requirements, please contact the event's appointed stand provider.

If the event does not have a stand provider, please contact EventServices@tepae.co.nz who will be able to assist.

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

In some areas of the centre, rigging bars are not available above every stand. Please check with your Event Organiser or appointed stand provider before confirming your rigging requirements. For ceiling height specifications, please refer to section 7.1.

4.3. Cleaning Services

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

Exhibitors are responsible for keeping their exhibition stand or space clean and tidy. Venue staff will not clean an exhibitor's stand unless prior arrangements have been made.

Care must be taken in carpeted areas to avoid causing any damage. Charges will be applied in case of any damage, extra cleaning or replacement of carpet.

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

- Additional or excess waste removal including cages and skips
- Detailed stand cleaning
- Document Destruction – destruction certificate available upon request
- Additional waste streams and bin sizes for stands available on request.

For details on cleaning services details and prices, please refer to the Exhibitor Services Menu. To book cleaning services, please submit an [Exhibitor Services Order Form](#) or contact EventServices@tepae.co.nz.

4.4. Forklifts

The venue has one forklift available for hire to exhibitors and contractors. The forklift can be hired with or without a driver, charged separately on an hourly rate.

The forklift can be hired on a half day or full day basis, alternatively there is a cost per lift that can be applied for smaller loads.

Use of the forklift for extended periods is subject to availability and should be prebooked to ensure it is available on your required date. Please contact the Event Coordinator (Exhibitions), to discuss your requirements and cost thereof. Payment is required prior to service being delivered for full day and half day rental. Access to the forklift will only be guaranteed upon payment. For ad hoc lifts, these can be paid on site via EFTPOS.

Should any contractor hire an external forklift under their own arrangements, the details must be shared with the designated Event Coordinator to ensure our Security Department is aware of the delivery.

Note: It is advisable that for stand-alone exhibitions or tradeshow with multiple exhibitors requiring use of the forklift, the client arrange for a full day's hire to ensure the forklift is dedicated to their event, easing the bump in and bump out process for their exhibitors.

4.5. Furniture

Te Pae Christchurch can provide basic furniture requirements for exhibitors such as trestle tables, chairs, and bar leaners. These items are of high quality, are well maintained and cleaned regularly.

The venue offers an Exhibitor Furniture Package as an affordable option to ensure stands are prepared and includes the following equipment:

- 1x 1820 x 460mm trestle table
- 1x black lycra-stretch tablecloth
- 2x chairs

Please refer to the Exhibitor Services Menu for further details and pricing and submit an [Exhibitor Services Order Form](#) or contact EventServices@tepae.co.nz to book.

4.6. Internet Services

Te Pae Christchurch is the exclusive provider of information technology services in the venue. The ICT services team facilitates everything required to install, connect, repair, alter, or distribute information technology services, whether originating or terminating in the centre.

The venue offers a complimentary public Wi-Fi service available to all individuals inside the venue. Guests have access to free public wi-fi, with a 1Mbps access limit per user, on a shared 20Mbps bandwidth. This public Wi-Fi service is suitable for general Internet browsing (including emails) but does not allow for VPN connectivity or 'Point-of-Sale' connectivity.

4.6.1. Cabled Internet Connection

Dedicated cabled internet connections can be arranged for exhibitors via a single network cable/wall port connection delivering Internet connectivity of at least 100Mbps with no data cap.

Please refer to the Exhibitor Services Menu for further details and pricing and submit an [Exhibitor Services Order Form](#) or contact EventServices@tepae.co.nz to book. Please indicate desired location of connection within exhibition stand.

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

4.7. Security

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

The centre's standard security includes basic perimeter security and locking up rooms at night. If additional personnel are required for event-specific needs, additional charges will apply. Please refer to the Exhibitor Services Menu for further details and pricing and submit an [Exhibitor Services Order Form](#) or contact EventServices@tepae.co.nz to book.

4.8. Stand Catering

The centre provides a wide variety of food and beverage services including on-stand catering.

Please contact EventServices@tepae.co.nz to request the Exhibitor Menu which contains details of items available and terms and conditions. To order, please complete an [Exhibitor Services Order Form](#).

The centre is the sole provider of all food and beverage within the venue and all catering must be organised through the centre. External providers are not permitted in the centre unless prior written approval is obtained from Te Pae Christchurch Convention Centre management. Please refer to section 5. for details.

4.8.1. Stand Functions

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

To arrange food and beverage hospitality services, please contact EventServices@tepae.co.nz to request the Exhibitor Menu which contains details of items available and terms and conditions. To order, please complete an [Exhibitor Services Order Form](#). Payment for any service provided is required in advance.

4.9. Waste Management

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

A range of pre- and post-event additional exhibitor waste removal services are available in the following instances:

- Additional or excess waste removal including cages and skips
- Document Destruction – destruction certificate
- Additional waste streams and bins

Please refer to the Exhibitor Services Menu for further details and pricing of waste removal services and submit an [Exhibitor Services Order Form](#) or contact EventServices@tepae.co.nz to book.

The cost of the appropriate disposal of any hazardous waste including any toxic or bio-hazardous materials – during event bump in, operation, and bump out – is the client or exhibitor's responsibility, must be removed safely and securely and must not remain on the premises after bump out. Discarding toxic chemicals or waste through the venue's drainage system or in the centre's general waste, is strictly prohibited and will incur significant remedial charges.

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

4.10. Additional Goods or Services

Additional goods or services required whilst an event is operational may require prior centre approval and any applicable payment before delivery. For assistance, please contact EventServices@tepae.co.nz or call +64 3 266 1400.

If sourcing equipment from external suppliers is required, please refer to the centre's [Recommended Suppliers](#) list. This list includes contacts of suppliers that are familiar with the venue and have already been inducted to the centre's various procedures.

If you would like to engage any contractors providing additional services that are not on the centre's preferred supplier list, prior centre approval must be obtained before installation.

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

5. FOOD AND BEVERAGE

Te Pae Christchurch has a strict food safety policy and has the sole catering rights to all food and beverage products. No exhibitor or organiser shall bring into the licensed area, distribute or give away any item of food or beverage to visitors at the centre without the prior completion and approval of the relevant [Cooking](#) or [Food and Beverage Sampling and Sales](#) application forms, and the written approval of Te Pae Christchurch.

5.1. Alcohol

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

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

5.2. Sale and Sampling of Externally Supplied Food and Beverage

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

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

The centre has established strict procedures for food safety to maintain the highest standards possible. When food preparation and food sampling occur, appropriate food handling and hygiene standards are to be applied. Details of the ingredients in food and beverage products are to be clearly displayed, including the presence of any allergens.

For more information on limits and requirements please refer to the relevant [Cooking](#) or [Food and Beverage Sampling and Sales](#) application forms. Please note that a cooking activity may also require the submission of a [Naked Flames](#) application and/or a [Hazardous Substances](#) permit.

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

6. ACTIVITIES REQUIRING APPROVAL

There are a variety of applications and permits that the venue needs to approve before specific activities can take place at an event. Please check what may apply to you or contact EventServices@tepae.co.nz for queries.

A consolidated list of the centre's application forms and permits can be found in Appendix A: Exhibitor Documents of this guide. They can also be accessed via the [toolkit](#) page on the centre's website.

All applications and permits must be received no later than 14 days prior to the event. Forms received later than this may not acquire approval from the centre.

6.1. Amusement Rides and Devices

Use of amusement rides and devices as part of a stand or booth display requires permission from the centre.

Amusement rides and devices include, but are not limited to:

- Mechanical rides
- Carnival games
- Slides
- Inflatables

Fixed and/or non-moving amusement rides, devices or games do not require approval from the centre.

All power supplies to the equipment must have a valid electrical tag.

For amusement rides and devices to be used indoors (such as inflatables), please check the height of the device will not reach the ceiling (see section 7.1. Ceiling Heights for more information), will not obstruct the fire impairment system, and that it is suitably fixed to the ground.

Information required:

- [Amusement Rides and Devices](#) application form
- Relevant images, plans and specifications of ride or device
- Risk Assessment
- Confirmation of Public Liability Insurance

6.2. Animals

It is important to secure approval from the centre if animals are to be a part of a scheduled event to ensure their welfare, and the safety of all. If this permission is obtained, please ensure the care, control and restraint of the animals while at the centre.

All areas where animals are not permitted will be clearly marked. In the case of food and beverage service areas on the floor, access to food preparation and service spaces will be off limits to animals. Please make sure you respect these indications.

Assistance animals may access Te Pae Christchurch. These animals have been certified by one of the organisations listed in Schedule 5 of the Dog Control Act 1996 as being a dog that has been trained (or is being trained) to assist a person with a disability. We ask that dogs wear their working vest identifying their role at all times.

Uncertified therapy/emotional support/companion animals are not included in the Act and do not meet the legal definition of an assistance animal and do not have the same public access rights. These animals may be refused entry.

Information required:

- [Animals](#) application form
- Details stating how the animal(s) will be cared for onsite including recapture plan.
- Risk Assessment
- Confirmation of Public Liability Insurance

6.3. Canvassing, Solicitation and Distribution

The centre requires prior written approval for the solicitation and canvassing of business within the venue. All approved solicitation and canvassing can only take place within the contracted space. Distribution of pamphlets, brochures, catalogues and leaflets on vehicles parked around the centre and common areas is not permissible. The centre requires prior written approval for the display or distribution of any posters, advertising or other written, printed, electronic or digital material in connection with the centre, other than inside the contracted event facilities.

Distribution of printed media and advertising materials is restricted to the confines of any event registration area or exhibitor stand. The distribution of flyers/handouts/product samples must be authorised in writing by the centre's management.

The centre retains the right to request materials deemed offensive or harmful be removed from distribution.

Information required:

- [Canvassing, Solicitation and Distribution](#) application form
- Pre-approval from the event organiser
- Copy of material intended for distribution

6.4. Cooking

Permission is required from the centre for cooking food on a stand or booth. Please ensure that all requirements are discussed with your Event Organiser before finalising stand location as smoke isolation and connection to certain outlets may be required.

Information required:

- [Cooking](#) application form
- [Food and Beverage Sampling and Sales](#) application form (if food is being served)
- [Hazardous Substances](#) permit form (if LPG is being used)
- [Hot Work](#) permit form (if hot elements are being used)
- [Naked Flames](#) application form (if gas cooking is being used)
- Risk Assessment
- Confirmation of Public Liability Insurance

For more information and requirements please see section 5. Food and Beverage

6.5. Custom Build Stands

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

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

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

Please note that any non-water permeable ceiling requests will be considered on a case-by-case basis. As a minimum, stands with non-water permeable ceilings must be fitted with an automatic battery backup smoke detector and CO₂ or dry powder fire extinguisher. The centre reserves the right to also request automatic dry powder extinguishers, in addition to the aforementioned for any stand it deems necessary. Note all two storey stands are deemed to have a ceiling and these requirements apply.

For all enclosed areas, with or without a non-water permeable ceiling, which are intended for the storage of goods or for the installation of electrical services (i.e. distribution box etc.), a portable dry powder or CO₂ type fire extinguisher is required within the enclosed area. All fire extinguishers must have an indicator sign and remain accessible at all times.

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

- A stand with a roof or ceiling is required to provide additional fire protection equipment, such as a smoke detector and portable CO₂ or dry chemical extinguisher.
- Where halogen tube lights are used, ensure the globe unit is protected with safety glass to minimise the risk of explosion and fire.
- All temporary spotlights or the like are to be a minimum of 300mm from the partitions or any combustible goods.
- Any custom-built stand with a floor area of more than 50 square metres is to be provided with at least one alternative means of egress to the walkway areas.
- Doors built into a stand need to comply with the requirements of an exit door i.e. open outwards with a push bar or lever handle and if being used as part of the stand display, show an 'Exit' sign.
- Barriers incorporated into a custom-built stand are to be designed so that they yield to pressure without toppling.
- Double storey stands require an engineer's certificate prior to construction and an engineer's signoff once constructed to ensure compliance with certification.

Information required:

- [Custom Build Stand](#) application form (please ensure this is approved before confirming your stand design)
- Copy of proposed stand plans
- Engineer Certificate of the stand build (for double-storey stands)
- Risk Assessment
- Confirmation of Public Liability Insurance

6.5.1. Timber

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

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

6.5.2. Raised Floor, Steps and Ramps

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

- All raised floor sections or ramped edges are to be free of sharp or dangerous edges and anything that poses a trip hazard.
- Edges of thin decorative flooring such as carpet, vinyl, matting, wood or the like, are to be taped down or firmly secured.
- Flooring that is between 32mm and 115mm high requires a bevelled edge which does not exceed an angle of 30 degrees. This bevelled edge is to be incorporated within the stand space and not encroach into the aisle. All flooring exceeding 115mm in height is deemed to be a step; for stands with a floor height exceeding 115mm that is occupied by the general public or exhibition attendees, a ramp must be provided within the allocated stand space.
- All steps and stairways must comply with the requirements of NZS/AS 1657:1992. Ladders are to comply with AS/NZS 1892.5:2000 Portable ladders – Selection, safe use and care.
- Any loose materials are to be steady under foot and not present a hazard. The base layer floor must be protected, and regulations apply to the installation and removal of these materials from the venue floor. For more details, please consult your Event Coordinator.

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

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

6.5.3. Other Materials

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

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

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

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

6.6. Drones

Te Pae Christchurch does not permit the flying or use of drones inside the venue or at events, nor generally at other times except with explicit permission from the centre's General Manager and appropriate safety measures being implemented.

Drones are unmanned aircraft under New Zealand legislation (Parts 101 and 102 of the Civil Aviation Act 1990) and their operation and safety are regulated by the Civil Aviation Safety Authority (CAA).

The use of drone technology has implications for privacy. If an organisation covered by the Privacy Act intends to use drone technology, it should do so in accordance with this Act. This would include giving notice to affected individuals regarding collection of their personal information, keeping it secure, and only using and disclosing the personal information as permitted under the Privacy Act.

If the use of drones is authorised, prior to their use please ensure that a satisfactory written flight plan has been provided to your Event Coordinator. This should demonstrate a professional strategy for the operation of drones and commitment to operate within the standard operating conditions set by CAA when flying drones at the venue.

For outdoor drone use please refer to Christchurch City Council for further information on areas to avoid: [Drones and remotely piloted aircraft : Christchurch City Council \(ccc.govt.nz\)](#)

Information required:

- [Drones](#) application form
- Approved Flight Plan
- Copy of responsible person's certification as per legislative requirements and any training certifications
- Risk Assessment
- Confirmation of Public Liability Insurance

6.7. Firearms and Weapons (including props and replicas)

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

For more information, please visit the [NZ Police website](#).

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

Information required:

- [Firearms and Weapons](#) (includes props and replicas) application form
- All applicable firearms licences as required by New Zealand legislation ([New Zealand Firearms Licence – FRM23FLA \(police.govt.nz\)](#))
- Risk Assessment
- Confirmation of Public Liability Insurance

6.7.1. Cosplay Events

All imitation firearms whether they are handmade, a toy or not, will not be permitted within the centre. Items that have the appearance of a working firearm, even where they do not function as one, are classified as imitation firearms. If you intend to bring such items into the centre, a Firearms and Weapons application form is required.

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

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

Gang insignia and racial/offensive tattoos are not permitted.

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

For more information, please visit the [NZ Police website](#).

6.8. Food and Beverage Sampling and Sales

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

Any exhibitors wishing to bring externally sourced food or beverage into the venue (such as catering, a personal meal or food delivery like Uber Eats) must also seek approval from the centre. Exhibitors and organisers are encouraged to use the facilities provided at the centre or discover local food outlets.

Information required:

- [Food and Beverage Sampling and Sales](#) application form
- Copy of local Council or MPI registration to offer food or beverage to the public
- Copy of Duty Manager's License and Special License for Events granted by the Christchurch City Council (if selling alcohol)
- [Cooking](#) application form (if applicable, see section 6.4. for details)

Please also refer to section 5. Food and Beverage for more details.

6.9. Lasers

Laser light equipment or medical lasers for display purposes may only be used in compliance with the Australian/New Zealand Standard AS/NZ IEC 60825.1:2014 for Laser Safety.

Events and activities involving lasers must have a risk assessment to document how the risks to workers and guests will be minimised.

Special precautions and conditions are required for Class 3A, 3B and Class 4. These classes of laser should not be used for display purposes except under carefully controlled conditions by a competent trained operator.

Information required:

- [Lasers](#) application form
- A detailed laser display layout plan
- Safety Data Sheet
- Risk Assessment
- Confirmation of Public Liability Insurance

6.10. Medical Activities

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

Special requirements related to medical equipment calibration may be discussed with your Event Coordinator. Additional forms which may be required to be submitted (if applicable) may be a Lasers form (if medical lasers are being used) and/or a Hazardous Substances permit (e.g., for chemical cleaning products).

Information required:

- [Medical Activities](#) application form
- [Lasers](#) application form (if medical lasers are being used)
- Copy of government permits (if applicable)
- Copy of operator's medical licence and certifications (if applicable)
- Risk Assessment
- Confirmation of Public Liability Insurance

6.11. Naked Flames

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

Naked flames or candles can feature in a stand or booth if they are part of the product range or used for product demonstration. They can also be used as part of event theming or centrepieces for banquets. The centre may place a limit on the number of candles allowed.

When required, smoke isolation will be obtained. Please contact EventServices@tepae.co.nz for further information and to arrange. Relevant charges may apply.

Please ensure naked flames are safely positioned and cannot be knocked over or come into contact with any person or flammable item. Suitable containers are to be placed under candles to capture melted wax or under incense to catch falling ash. Please note extra charges apply in case of wax spillage on tablecloths and floors.

All materials in close proximity to the candle or a lit item are to be fire retardant. A fire extinguisher is required on the stand or booth, or in close proximity to the flammable item.

Flames are to be extinguished 15 minutes prior to the stand or room being vacated at the end of the day. Stands must not be left unattended while candles are alight. Same rules apply to candles being used for an event other than an exhibition.

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

Information required:

- [Naked Flames](#) application form
- [Hazardous Substances](#) permit form (if LPG is being used)
- Risk Assessment
- Confirmation of Public Liability Insurance

6.12. Other Activities

For any other activity that could pose a potential risk or that the centre should be aware of, please submit an Other Activities application form for approval. If you intend to host a certain activity and are unsure of the requirements, please contact your event coordinator. Other activities can include:

- Pools, ponds and water features
- Swimming pools and spa displays
- Moving displays
- Internal combustion engines
- Smoke machines
- Aerial performers
- Acrobatics
- Autonomous machinery
- Any other activity not deemed to be covered under Te Pae Christchurch's current application or permit forms

Information required:

- [Other Activities](#) application form
- Photographs and detail of activity or special requirement
- Copy of registration (if applicable for activity)
- Risk Assessment
- Confirmation of Public Liability Insurance

6.12.1. Pools, Ponds and Water Features

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

Approval from Te Pae Christchurch must be given before any water feature can be installed within the centre.

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

6.12.2. Swimming Pools and Spa Displays

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

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

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

Approval from Te Pae Christchurch must be given before any water feature can be installed within the centre.

6.13. Pyrotechnics

The use of pyrotechnics (including cold spark machines) requires permission from Te Pae Christchurch Health, Safety and Security Manager. A risk assessment will need to be completed first in order to obtain permission. Compliance with the Te Pae Christchurch Fire Engineer Report is to be strictly adhered to, and your Event Coordinator must be consulted before any pyrotechnic is factored into your event. Smoke isolation will need to be obtained and relevant charges will apply.

External providers and operators of these activities need to provide proof of proper licence or qualification, previous experience, valid permits where necessary and safe work practices for the activities are to be performed.

Appropriate types and levels of insurance cover must be demonstrated in accordance with site practices for approval of third-party providers.

The centre will monitor providers' safe work practices for storage, transport, and use of pyrotechnics in accordance with event risk assessment outcomes.

Information required:

- [Pyrotechnics](#) application form
- Copy of qualification and certification of personnel performing the activity
- All firework specifications
- Authorised copy of indoor-pyrotechnic display written agreement and notification form (H4-2Fhb) from the FENZ website: [Fireworks and pyrotechnic displays | Fire and Emergency New Zealand](#)
- [Hazardous Substances](#) permit
- Risk Assessment
- Confirmation of Public Liability Insurance

6.14. Remote Controlled Plant

Remote controlled plant can be, but is not limited to, power tools, vehicles, or any other equipment, fittings or machinery controlled remotely. This includes automated guided vehicles which need to adhere to the relevant safety standards and manufacturer requirements.

If use of remote operated plant is authorised, the operator must supply Te Pae Christchurch with a satisfactory operational plan prior to the event. This plan must demonstrate a professional requirement for the operation of the remote operated plant and a commitment to operate within the standard operating conditions and the relevant safety standards and manufacturer requirements (if using automated guided vehicles).

Please ensure any plant and equipment brought onsite is appropriately maintained and compliant. Te Pae Christchurch requires current certificates of inspection for relevant types of equipment prior to the event.

Please see section 6.6. for specific information on drones.

Information required:

- [Remote Controlled Plant](#) application form
- Detailed operational plan
- Copy of responsible person's certification as per legislative requirements and any training certifications
- Risk Assessment
- Confirmation of Public Liability Insurance

6.15. Vehicle Display (including trailer and machines)

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

- As required, place a drip tray underneath the vehicle (not required for electric vehicles).
- Vehicles should have an empty tank of fuel (the fuel tank/s of petrol/diesel must not exceed one quarter of the tank, not including fuel that may be present in the fuel line and engine) when left in the centre; lock/seal fuel tanks to prevent removal by third parties.
- For vehicles fuelled by ethanol, methanol or nitro methane, the fuel tanks must be completely empty/purged.
- Provide contact details for the person/s delivering and collecting the vehicles.
- Keys are not to be left with the vehicle. A second set is to be provided to the centre's control room in case of any emergency and requirement to shift the vehicle.
- The location of the vehicle shall not obstruct or block exits, not exceed floor loading limitations (please refer to section 7.7. Floor Loading for information) and will be placed in an appointed location at the discretion of the centre's Event Services and the Health and Safety teams.
- Ensure all vehicles that are displayed on a gradient (e.g., one set of wheels on a ramp) are locked and no access granted unless removing the vehicle from the display; if the display has the vehicle totally off the floor, use chains or straps to secure the vehicle for added safety.
- All machinery is fitted with guarding, fencing, immobilisation locks and other safety devices as appropriate. Signage above the machine is not considered an appropriate protective method.
- Please ensure only a qualified licensed driver will be operating the vehicle in the centre and is escorted by a staff member. Specific requirements apply to vehicles that require access to Level 1. Contact your Event Coordinator as soon as possible for requirements and instructions.

Information required:

- [Vehicle Display](#) application form
- Vehicle specifications
- Risk Assessment
- Confirmation of Public Liability Insurance

6.15.1. Vehicles – Use and Operation

Use and operation of vehicles or mobile equipment (including bikes, scooters, buggies, etc) within any area of the centre requires permission from Te Pae Christchurch.

- Please ensure compliance with applicable regulatory requirements (e.g., licences, safety equipment, number of passengers, maximum load).
- Te Pae Christchurch may require a Safety Management Plan relevant to the use of these vehicles.
- Details of moving displays requires prior approval from Te Pae Christchurch.
- Specific requirements apply to vehicles that require access to Level 1. Contact your Event Coordinator as soon as possible for requirements and instructions.
- If vehicle movement is required during events, a traffic management plan is required addressing safety, especially in and around visitors.

- Please ensure only a qualified licenced driver will be operating the vehicle in the centre.

6.16. Permits

Activities requiring permits must submit the relevant form no later than 14 days prior to the work commencing. Submissions later than this may be denied.

All approved permits must be collected from the Control Room on the day of work and are only valid for a maximum of one working day.

Consolidated list of permits can be found in Appendix A: Exhibitor Documents or on the website toolkit under Health and Safety.

6.16.1. Electrical Work

Electrical work is any work involving low voltage, single or three-phase power and requires an [Electrical Work](#) permit from the centre. An electrical licence is required before any wiring or fitting work can be undertaken throughout the centre, regardless of the cost of the work and whether the work is residential, commercial or industrial. All electricians must be registered with the Electrical Workers Registration Board (EWRB).

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

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

6.16.2. Hazardous Substances

A "hazardous substance" is any substance, mixture or product that has the properties that are explosive, flammable, oxidising, corrosive or toxic, and has the potential to cause harm or damage to health or the environment (this includes LPG).

Hazardous substances are to be clearly labelled and safeguarded. Safety Data Sheets (SDS) which meet the requirements of NZ Health and Safety at Work (Hazardous Substances) Regulations 2017 are required for all hazardous materials brought to the venue.

The relevant emergency service organisations are notified of hazardous substances, including LPG, coming on site for an event and where they will be stored. Substances are to be stored, handled, and transported in accordance with this protocol and local policies and procedures, and that any additional emergency response equipment is made available if required.

When any hazardous substance is brought onto site for a specific event, the following information is required:

- The hazardous substance required to be on site
- The quantity of each hazardous substance
- When the substances will arrive and when the residual substance will leave site
- If there are any specialist storage requirements for the substance
- The appropriate SDS for each hazardous substance
- LPG will not be stored on-site overnight, and a list of quantities required is to be submitted
- [Hazardous Substances](#) permit submitted

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

Use of LPG for cooking or exhibition displays requires the centre's permission.

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to their event. Each application is assessed with public safety as the prime concern. The centre reserves the right to accept or reject any application. Please refer to the centre's Health and Safety Guide for more information and complete a Hazardous Substances Permit Form.

6.16.3. Hot Work

"Hot work" includes all temporary operations involving open flames or producing heat and/or sparks, this includes, but is not limited to brazing, cutting, grinding, soldering, thawing, welding and cooking.

Te Pae Christchurch will ensure that all hot work undertaken at the centre complies with the New Zealand Code of Practice for Safety in Welding and Cutting, NZS 4781. As with all fire risks though it is not just the potential damage or loss to a physical asset but also the associated impact and interruption to your business and the potentially devastating impact of loss of life.

Hot Work is subject to Te Pae Christchurch approving the [Hot Work](#) permit. No person is permitted to conduct hot work without the authorisation from Te Pae Christchurch and open-ended permits will not be approved.

All hot work activities need to be monitored by a person trained in the proper use of extinguishing equipment and who will keep watch for 60 minutes after work is completed.

6.16.4. Working at Heights

Any temporary operations involving working at any height above two metres is classed as high risk and requires an authorised [Working at Heights](#) permit from the centre before any worker can commence working at heights. This includes working from a ladder or steps, using access equipment or rigging from external anchor points.

Te Pae Christchurch complies with the Health and Safety at Work Act 2015, Health and Safety in Employment Regulations and WorkSafe NZ best practice guidelines for working at height and managing workplace health and safety risks associated with a person falling from one level to another.

Event contractors, service providers, organisers, exhibitors need to provide a safe system of work where the risk of a fall cannot be eliminated.

When scaffolding is required for working at heights, the scaffolding must comply with the Health and Safety at Work Act 2015 and the Health and Safety in Employment Regulations 1995.

7. GUIDELINES FOR EXHIBITING AT TE PAE CHRISTCHURCH

The following section explains important information exhibitors should be aware of to ensure they exhibit safely and successfully in the venue.

7.1. Ceiling Heights

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

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

7.2. Electrical Connections

An electrical licence is required before any wiring or fitting work can be undertaken throughout the centre, regardless of the cost of the work and whether the work is residential, commercial or industrial. Please complete an [Electrical Work](#) permit form which can be found in the online toolkit.

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

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

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

If you require a power connection, please contact EventServices@tepae.co.nz for a quotation.

7.3. Electrical Test and Tagging

Any equipment brought onsite to the centre that will connect to an electrical outlet MUST have current electrical tagging.

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

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

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

7.4. Equipment and Machinery Requirements

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

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

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

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

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

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

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

7.5. Door Measurements

Space	Measurements (Width x Height)	Notes
Auditorium	2.92m x 2.34m	FOH access Ground Floor
Auditorium	2.22m x 2.34m	BOH access Ground Floor
Auditorium	3.2m x 3m	Loading dock to stage
Expo Hall 1	2.98m x 2.98	Swing door to BOH
Expo Hall 1	1.8m x 2.39m	FOH doors
Expo Hall 2	1.8m x 2.39m	BOH / FOH
Expo Hall 3	1.8m x 2.39m	BOH / FOH
Expo Hall 4	4.95m x 4.76m	From loading dock to Expo Hall 4
Expo Hall 4	1.8m x 2.39m	FOH
Dobson Room 1, 2, 3 and 4	1.8m x 2.39m	
Bealey Room 1, 2, 3, 4 and 5	2.2m x 2.6m	
Conway 1, 2, 3, 4 and 5	1.8m x 2.34m	Conway Foyer into Conway Rooms
Conway Foyer	2.2m x 2.34m	Level One Foyer to Conway Foyer

Waitaki Room	2.4m x 2.34m	Room to FOH
Rakaia Room	2.22m x 2.34m	Room to FOH
Waitaki Room	2.4m x 2.34m	Room to BOH stairs

7.6. Event Completion

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

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

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

7.7. Exhibitor Accreditation

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

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

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

Accreditation is at the discretion of the event organiser.

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

7.8. Floor Loading

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

Area	Gross Mass (kg)	Point Live Loads (kN)	UDL Live Loads (kPa)
Exhibition Centre	10,000kg	31 kN	15 kPa
Dobson Rooms	10,000kg	31 kN	15 kPa
Ground Floor Foyers	2,500kg	18 kN	5 kPa
Bealey Rooms	2,500kg	18 kN	5 kPa
Level 2 Foyer	2,500kg	13 kN	5 kPa
Conway Rooms	2,500kg	13 kN	5 kPa
River Rooms	2,500kg	13 kN	5 kPa
Auditorium Stage	-	13 kN	7.5 kPa
Auditorium Upper Tiered Fixed Seating	-	2.7 kN	4 kPa

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

- Weight of the item (including any point-loading dispersal weight allowances)
- Dimensions of the item
- How it will be transported within the centre
- Weight of any handling device (e.g. forklift)

- Availability of Hall 4 for access through the biggest door from the loading dock 4.95m x 4.76m

All heavy equipment must be approved by Te Pae Christchurch before it is loaded into the centre. Vehicles and machinery require the approval of a [Vehicle Display](#) application form (see section 6.15. for details)

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

7.9. Lifts and Escalators

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

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

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

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

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

Load	1,600 kg
Passengers (No.)	21
Inside car measurements (W x D x H)	1.65m x 2m x 2.7m
Door measurements (W x H)	1.1m x 2.1m

7.10. Lost Property

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

7.11. Painting

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

These precautions include:

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

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

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

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

7.12. Power Tools

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

The following conditions apply when using power tools:

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

7.13. Sand, Soil and Similar Materials

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

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

7.14. Service Pits

Floor services in the Exhibition Halls are provided via dry pits and wet pits. If an exhibitor stand requires access to any of these pits, please contact the Event Coordinator before determining the stand position.

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

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

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

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

Floor boxes are also available in the meeting rooms.

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

7.15. Smoke Isolation

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

- Cooking demonstration
- Pyrotechnics
- Smoke, fog or haze machines
- Any other activity that may affect the smoke detectors (e.g. incense or candle burning etc.).

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

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

7.16. Smoking

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

7.17. Surface Marking and Fixing

Please do not use tape or adhesives to fix anything to any surface in the centre. Additional costs will be incurred in the event of any damage to surface, remediation of damage, or if additional cleaning is required to remove surface markings.

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

7.18. Water and Drainage

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

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

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

8. HEALTH, SAFETY AND SECURITY GUIDELINES

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

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

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

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

Health and Safety at Work Act 2015

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

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

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

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

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

8.1. Children Onsite

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

8.2. Code of Conduct and General Conditions of Entry

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

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

General conditions of entry can be found on the Te Pae Christchurch website: [Conditions of Entry - Te Pae Christchurch](#)

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

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

8.3. Emergency and Evacuation Procedures

In case of an emergency, please follow instructions by the venue's trained Emergency Response Team.

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

For the location of emergency exits, please refer to Appendix B: Emergency Exits

8.4. Exhibition Space Restrictions

For the safety of all, exhibition aisles are to be maintained at a minimum width of 3m. Exhibitors are asked to please keep within their allocated square-meterage area and to not obstruct aisle space or hinder access to fire extinguishers, manual fire pull stations, fire hose connections and automated external defibrillators (AED's), stairs, escape paths and emergency exits. These must remain clear at all times.

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

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

8.5. First Aid

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

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

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

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

8.6. Induction

The centre is a leader in promoting workplace health and safety. All organisers, contractors, sub-contractors, exhibitors and associated staff must complete the centre's [online Health and Safety Induction](#) prior to when the event bump in commences. This induction includes familiarisation of the centre's emergency procedures.

8.7. Insurance

Exhibitors are encouraged to hold Public Liability Insurance for their activities or to determine if the event organiser will cover them.

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

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

8.8. Personal Protective Equipment

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

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

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

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

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

8.9. Security

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

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

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

9. ENVIRONMENTAL OBLIGATIONS

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

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

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

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

The centre has waste and recycling bins placed across all areas in the effort of maximising recycling and correct rubbish disposal.

Please see our [Environmental Policy](#) that can be found on the Te Pae Christchurch website.

9.1. Sustainability

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

Our key sustainable features include:

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

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

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

Please see our [Sustainability Initiatives](#) that can be found on the Te Pae Christchurch website.

10. APPENDIX A: EXHIBITOR DOCUMENTS

Application Forms:

- [Amusement Rides and Devices](#)
- [Animals](#)
- [Canvassing, Solicitation and Distribution](#)
- [Cooking](#)
- [Custom Build Stand](#)
- [Drones](#)
- [Firearms and Weapons](#)
- [Food and Beverage Sampling and Sales](#)
- [Lasers](#)
- [Medical Activities](#)
- [Naked Flames](#)
- [Other Activities](#)
- [Pyrotechnics](#)
- [Remote Controlled Plant](#)
- [Vehicle Display](#)

Permit Forms:

- [Electrical Work](#)
- [Hazardous Substances](#)
- [Hot Work](#)
- [Working at Heights](#)

Delivery forms:

- [Delivery Label](#)
- [Outgoing Dispatch Label](#)

Orders:

- Exhibitor Services Menu
- [Exhibitor Services Order Form](#)
- Exhibitor Food and Beverage Menu

Other:

Below are links to some useful documents which can also be found on the Te Pae Christchurch website in our online [Toolkit](#) along with many other resources:

- [Job Safety and Environmental Analysis \(JSEA\)](#)
- [Venue Guide](#)
- [Venue Floor Plans](#)
- [Health and Safety Guide](#)
- [Health and Safety Induction](#)
- [Recommended Suppliers list](#)
- [Accessibility Guide](#)

11. APPENDIX B: EMERGENCY EXITS

Te Pae Christchurch Convention Centre Ground Floor Emergency Exits.

