# Hirer's Guide

# Claudelands Conference & Exhibition Centre

Hamilton, New Zealand



# **Contents**

Section 1	Planning your event		
	1.1	Claudelands Event Management Team	
	1.2	Event Planning Requirements	
	1.3	Event Planning	
Section 2	Terms and conditions, ticketing, fees and insurance		
	2.1	General Terms and Conditions of Venue Hire	
	2.2	Venue Hire Inclusions and Additional Service Charges	
	2.3	Payment Plans	
	2.4	Public Liability Insurance	
	2.5	Ticketing	
Section 3	Environmental sustainability		
	3.1	Claudelands Commitment	
	3.2	How can you help?	
Section 4	Location, access, parking and facilities		
	4.1	Location	
	4.2	Access	
	4.3	Accessibility	
	4.4	Car Parking	
	4.5	Parking Map	
	4.6	Public Transport	
	4.7	Business Services	
	4.8	Exhibitor Services	
	4.9	Nearest Public Facilities	
	4.10	Claudelands and the CBD Map	
Section 5	Room specifications		
	5.1	Heaphy Rooms	
	5.2	Brooklyn Rooms	
	5.3	Meeting Rooms	
	5.4	Function Spaces	

**Exhibition Halls** 

Auditorium

5.55.6

### Section 6 Floor plans and room set ups

- 6.1 Event Floor Plan Approval Process
- 6.2 Event Floor Plan Design
- 6.3 Room Set-ups
- 6.4 Room Changes

## Section 7 Food and beverage

- 7.1 Exclusive Food and Beverage Provider
- 7.2 Event Catering
- 7.3 Menus
- 7.4 Responsible Service of Alcohol
- 7.5 Exhibition Hall Cafes
- 7.6 Arena Public Concessions
- 7.7 External Vendors
- 7.8 Exhibitor Stand Catering
- 7.9 Enticements
- 7.10 Sampling

#### Section 8 Audio visual services

- 8.1 Audio Visual Preferred Supplier
- 8.2 Venue Audio Visual Features and Equipment
- 8.3 External Audio Visual Suppliers
- 8.4 Technical Services

## Section 9 Security services

- 9.1 Preferred Security Provider
- 9.2 Alternative Security Providers
- 9.3 Security services
- 9.4 CCTV

## Section 10 Cleaning

- 10.1 Cleaning Policy
- 10.2 Claudelands Responsibility
- 10.3 Hirer's Responsibility

## Section 11 Utility services

- 11.1 Power Connection and Consumption
- 11.2 Water and Drainage

Section 12	Internet and telephone		
	12.1 Internet		
	12.2 Telephone		
Section 13	Event advertising, promotion and signage		
	13.1 Advertising		
	13.2 Marketing Opportunities		
	13.3 Sponsorship		
	13.4 Internal Signage		
Section 14	Stand and display construction		
	14.1 Stand Display and Construction Guidelines		
	14.2 Displays and Entertainment Devices		
	14.3 Exhibition Safety Inspection		
Section 15	Contractors and entertainers		
	15.1 Contractor Procedures and Venue Rules		
	15.2 Entertainers		
Section 16	Deliveries and storage		
	16.1 Deliveries		
	16.2 Storage		
Section 17	Health and safety		
	17.1 Hirer's Responsibility		
	17.2 Policy and Legislation		
Appendix 1	Event Planning Checklist – Conferences, Meetings and Functions		
• •	, , , , , , , , , , , , , , , , , , ,		
Appendix 2	Event Planning Checklist – Exhibitions		
Appendix 3	Event Floor Plan Design Specifications		
Appendix 4	Event Facilities Venue Safety Guide		