

# Planning your event

## 1.1 Claudelands Event Management Team

The team at Claudelands Conference and Exhibition Centre consists of Event Managers, Event Coordinators, Duty Managers, Business Development Managers, Event Operations and Technical Services crew.

Their role is to provide guidance and support during the planning of your event and to make the most of the facilities to ensure your event is a success.

### **Claudelands Event Manager**

Upon confirmation of your event, you will be introduced to a friendly Event Manager who will be your key contact in the lead up to your event. Claudelands has experienced Event Managers that specialise in conference, functions and exhibitions. The Event Manager will work with you to coordinate the logistics of your event including:

- Coordinating in house service providers on your behalf
- Creating a detailed run sheet for event staff and service providers
- Providing financial information and estimates of costs in the lead up to your event
- Providing advice on menu selections
- Providing floor plans for furniture set ups for conferences and functions
- Providing you with details on venue capabilities and services available
- Being available for queries and assisting with venue knowledge to benefit your event
- Approving exhibition floor plans, assisting with development of exhibition floor plans on site.

### **Claudelands Duty Manager**

A Claudelands Duty Manager will be your point of contact during your event. The Duty Manager will be on-site to coordinate venue staff and service providers, ensure the safety and comfort of your event, respond to any queries or additional requirements including car parking, signage, equipment, access, heating and cooling.

### **Business Development Managers**

Your Business Development Manager will have worked with you during your event booking and contracting process. They may check in with you from time to time during your event to see how things are progressing and may contact you following your event.

### **Technical Services Team**

The Technical Services team can provide production services for events with specialised requirements. The team is made up of specialised technicians and production crew who collectively share a wealth of international and national experience across a wide range of event types.

## 1.2 Event Planning and Requirements

Your event planning process will include working through a number of different elements with your Claudelands Event Manager.

The table below can be used as a guide for the types of documentation and information that you may be required to provide to ensure the best outcome for your event.

| Type                     | Event Requirements   |
|--------------------------|--|
| <b>Event Details</b>     | <ul style="list-style-type: none"> <li>Official event name</li> <li>The type of event</li> <li>Dates and times, including access, pack in and pack out times</li> <li>Overall event program</li> <li>Anticipated attendance numbers</li> <li>Room set up requirements, including furniture and equipment and details of room changes</li> <li>Event floor plans</li> <li>Event signage plan</li> <li>Carpet and panel plan</li> <li>Rigging requirements</li> <li>Car parking arrangements, including access points</li> <li>Cleaning and waste removal</li> <li>Security requirements, including any VIP security</li> <li>Communications requirements, internet and phone</li> <li>Audio visual and technical production requirements</li> <li>Building consents if applicable</li> <li>Power and water requirements</li> <li>Ticketing requirements</li> <li>Contractor details</li> <li>Deliveries and storage details</li> <li>Claudelands website listing</li> </ul> |
| <b>Exhibitors</b>        | <ul style="list-style-type: none"> <li>Exhibitor lounge requirements</li> <li>Distribution of Claudelands Exhibitors Services Kit</li> </ul>   |
| <b>Food and Beverage</b> | <ul style="list-style-type: none"> <li>Catering requirements and menu selection</li> <li>Public cafe operating times</li> <li>Function or exhibitor catering requirements</li> <li>Sponsored or donated products</li> <li>Food sampling permits and liquor licenses</li> </ul>   |
| <b>Event Operations</b>  | <ul style="list-style-type: none"> <li>Key contacts for event days</li> <li>Issuing of keys and swipe cards</li> <li>Exhibition inspection</li> <li>Event sign-off</li> </ul>  |
| <b>Health and Safety</b> | <ul style="list-style-type: none"> <li>Event Risk Assessment</li> <li>Claudelands Safety Commitment</li> <li>Public Liability Insurance</li> <li>Contractor Health and Safety and Induction</li> <li>Emergency Evacuation Plan</li> <li>Fire protection and smoke alarm isolation</li> <li>First Aid requirements</li> </ul>   |

## 1.3 Event Planning

Your Claudelands Event Manager will work closely with you throughout the event planning process. The planning processes vary slightly depending on the type of event.

Event Planning Checklists are available to provide you with an indication of when you will be required to provide certain details for your conference, meeting or function.

- [Appendix 1 – Event Planning Checklist for Conferences, Meetings and Functions](#)
- [Appendix 2 – Event Planning Checklist for Exhibitions](#)