

Terms and conditions, ticketing, fees and insurance

2.1 General Terms and Conditions of Venue Hire

All events held at Claudelands Conference and Exhibition Centre are subject to the General Terms and Conditions of Venue Hire, a copy of which can be downloaded from the [Claudelands Website](#).

A venue hire agreement containing terms and conditions specific to your event will be drafted for you to review and sign during the contracting stage of your booking.

2.2 Venue Hire Inclusions and Additional Service Charges

Charges will be a mixture of fixed venue hire fees (space rental) and variable service charges (food and beverage, audio visual, equipment hire and other services).

All fees and charges are in New Zealand dollars and are exclusive of GST (Goods and Services Tax). All prices are subject to change.

Venue Hire Fees

Venue hire fees for space rental and details of what is included in the venue hire fee will be specified in the venue hire agreement for your event.

Additional Service Charges

Additional service charges may include food and beverage, audio visual requirements, equipment hire, special cleaning requirements, security and event labour etc. Your Claudelands Event Manager will provide details of costs for additional services. Terms and conditions relating to service charges will be outlined in Schedule C of the venue hire agreement.

2.3 Payment Plans

Payment terms relating to the reservation fee, venue hire fees, bond and cancellation fees are outlined in the [General Terms and Conditions of Venue Hire](#).

Reservation Fee

An invoice for the reservation fee will be issued, due and payable at the time of signing the hire agreement to confirm your event. If your event is a public ticketed event, it must not go on sale until payment of the reservation fee has been received in full.

Payment Instalments

All venue hire fees and estimated service charges must be paid in full prior to your event pack in date. Payment is made by instalments. Your venue hire agreement will specify instalment due dates and amounts (if known at the time).

Wash Up and Settlement

Post event, if the estimated service charges differ from the actual service charges an invoice or credit will be issued within 20 business days of the hire period.

Bond

A bond may be required for some events and will be payable 10 business days prior to the pack in date. Your venue hire agreement will specify the amounts and the due date (if applicable). The bond will be refunded no later than 20 business days post event. Please note, Claudelands may retain a part of the bond to cover losses incurred by the hirer, for example damage to the venue.

Refer to the [General Terms and Conditions of Venue Hire](#) for more terms relating to bond.

Payment Methods

Payment can be made by cash, cheque or bank deposit. Bank account details will be specified on the invoices.

Claudelands also accepts payment by credit card (Visa, MasterCard and American Express). A credit card surcharge may apply to payments made by credit card.

2.4 Public Liability Insurance

Public liability insurance covers a hirer's legal liability for personal injury and property damage to third parties. For all events hirer's must produce proof of public liability insurance to the sum of not less than NZ\$5 million. This is specified in the [General Terms and Conditions of Venue Hire](#)

Hirer's must provide a copy of the current insurance certificate to Claudelands, at least 10 business days prior to the first day of hire.

If the hirer has more than one event per year at Claudelands only one copy is required to cover all events, provided that the date of the event is within the period of insurance specified on the certificate or policy.

In certain circumstances, the hirer may be eligible to be covered under Hamilton City Council's public liability insurance cover. An administration fee will apply. To find out more about this option, talk to your Claudelands Event Manager.

2.5 Ticketing

Where an event requires the sale of tickets, all ticketing arrangements are subject to the venues exclusive ticketing supplier agreement. No other commercial ticketing agent, other than the venues ticketing supplier can be engaged for an event at Claudelands. Ticketing arrangements for your event will be agreed and approved as part of your venue hire agreement process.

As per the [General Terms and Conditions of Venue Hire](#), no public event can go on sale until the Reservation Fee has been paid in full.