

Food and beverage

7.1 Exclusive Food and Beverage Provider

Claudlands has exclusive rights to the sale, consumption and distribution of food and beverage on site. All food and beverage must be organised via Claudlands. Any commercial food or beverage item to be distributed by the hirer or an exhibitor, including samples or sponsored product, must be approved by Claudlands in writing, in advance of the event. This extends to any food that contractors, event staff or exhibitors bring onto the venue.

Claudlands is pleased to have [Montana Catering Ltd](#), one of New Zealand's largest independent catering companies, as our exclusive catering partner. With extensive success and experience in venue catering and large events, Montana is based on site and can provide innovative solutions to suit any requirements.

7.2 Event Catering

Your Claudlands Event Manager will work with you to obtain your catering requirements and will liaise with Montana Catering on your behalf.

As per the event catering terms and conditions, located in schedule E of your venue hire agreement, the following timeframes apply:

Timeframe	Information to Claudlands Event Manager
As soon as possible	Any plans for sponsored product, samples, alternative catering arrangements
25 business days prior	Estimated catering numbers
20 business days prior	Menu selections (for events catering over 100 people)
10 business days prior	Menu selections (for events catering for less than 100 people)
4 business days prior	Final catering numbers confirmed

These timeframes may vary for bookings with short lead times.

Final catering numbers must be confirmed to your Claudlands Event Manager a minimum of four business days prior to the event.

Charges for catering will be based on the final catering numbers. If there is a reduction in catering numbers within four business days of the event, there will be no reduction in charges.

If there is an increase in catering numbers within four business days of the event, additional charges will apply. While every effort will be made to ensure the requested items and services are delivered, this will be subject to availability and menu items may be substituted at Claudlands discretion.

7.3 Menus

Menu Options

Montana Catering has developed menus and package choices to suit most functions, conferences, exhibitions and events at Claudelands.

These menus and packages can be viewed and downloaded from the [Food and Beverage](#) section of the Claudelands Website.

Your Claudelands Event manager will work with you and provide advice on menu selection.

Special dietary requirements

Your Claudelands Event Manager will work with you and provide advice on special dietary requirement options available.

Details of special dietary requirements must be advised to your Claudelands Event Manager no later than 7 business days prior to the event. Where guests advise of special dietary requirements on the day of the event, Montana Catering will endeavour to accommodate the requirements as best as they can within the shorter timeframe, subject to availability of ingredients.

Please note Montana Catering cannot guarantee that all ingredients and/or that the environment is nut trace free.

7.4 Responsible Service of Alcohol

All alcoholic beverages will be sold in a responsible manner, including monitoring and control of alcohol consumption. Any persons approved by the venue to sell alcohol on site, must adhere to the Sale of Liquor Act and adhere to the following rules:

- No person who appears intoxicated will be served or sold alcohol
- Intoxicated patrons are excluded from entering the premises
- Alcohol will not be sold to any persons under the age of 18 years of age
- At all times, when liquor is being sold or supplied to members of the public, there will be a manager or managers on duty who hold current General Managers Certificates under the Sale of Liquor Act 1989.

Underage Guests

The minimum legal purchase age for alcohol in New Zealand is 18 years. Alcohol will not be sold to anyone under the age of 18 years and in some cases photographic proof of identification may be required. If such identification cannot be produced, that patron will not be served any alcohol. Guests under the age of 18 may consume alcohol legally purchased onsite, but only when accompanied by a parent or legal guardian.

Liquor Licensing

As per legislation, the sale of alcohol to the public requires the seller to have a liquor license. Where Claudelands provides the beverage service, the hirer does not require a liquor license.

The hirer is responsible for ensuring that all exhibitors or persons wishing to sell or serve alcohol obtain a liquor license for liquor sampling. For example, exhibition stands in food and wine festivals and promotional giveaways.

Liquor licenses are obtained from the Hamilton City Council Liquor Licensing office. Applications must be received no later than one month prior to the event. Any applications made after this time will not be considered.

Duration of Service

Where exhibitors are selling alcohol to the public, the sale of alcohol is required to stop as specified within the timeframes on the exhibitor's liquor license.

7.5 Exhibition Hall Cafes

Claudlands has permanent cafés in Exhibition Hall A and Hall B. Café's are operated by Montana Catering and provide food and beverage for exhibitors and exhibition guests for the duration of most exhibitions.

For stand alone exhibitions where the cafes will be open, each café has an area of 100m² reserved for café seating. For conferences with an exhibition component, the exhibition hall cafés will be closed, however each exhibition hall will have an area of 20m² reserved for a coffee counter. These spaces are venue reserved and must be taken into consideration as a no build zone when designing the event floor plan for an event in the exhibition halls (Refer to [Section 6: Floor Plans and Room Set Ups](#)).

Plans showing the venue reserved areas can be viewed on the Exhibition Hall Floor Plan in the [Venue Plans](#) section of the Claudlands Website.

Your Claudlands Event Manager will work with you to determine whether the café(s) will be open during an exhibition. In some cases, where estimated event attendance is expected to be low, the exhibition café(s) may be close or offer a limited range in a pre-agreed alternative location.

7.6 Arena Public Concessions

Claudlands arena has a number of food and beverage concessions including Verge, Corner Bar and Double Shot Coffee Bar. If an exhibition is public and is utilising the Arena spaces, some or all of the food and beverage concessions may be open during the exhibition. Your Claudlands Event Manager will advise you whether any of the Arena Public Concessions will be open during the event.

7.7 External Vendors

External vendors whose service complements those provided by Claudlands caterer may be engaged by Claudlands to provide food and beverage, on behalf of the hirer.

Rules do apply including:

- The presence of any external vendor on site must be approved by Claudlands at least one month prior to the event.
- The vendor must obtain a liquor license if selling alcohol
- The vendor must have a current permit to prepare and serve food
- A vendor fee will be payable by the hirer and/ or vendor

Your Claudlands Event Manager will work with you to establish your requirements prior to the event.

7.8 Exhibitor Stand Catering

Exhibitor stand catering service is provided by Montana Catering.

Stand catering must be ordered at least ten business days prior to the event. All stand catering must be paid in full, in advance at the time of confirmation. A Stand Catering Order Form is available for within the Exhibitors Services Kit, a copy of which is available from your Claudelands Event Manager.

Catering for Exhibitors

Exhibitors will be permitted to bring non-commercial food on site for their consumption only, at the venues discretion. Examples of non-commercial food includes plastic unopened bottles of water less than 1 Litre, food such as sandwiches, fruit, biscuits and cakes, provided it is not in commercial packaging or wrappers.

Examples of commercial food which is not permitted to be brought into the venue include:

- Alcohol not purchased at the venue
- Drinking containers larger than 1 litre
- Glass bottles
- Commercially produced takeaway food such as McDonald's, KFC, Subway, Pizza, etc

Where commercial food and beverages are found to be on site, then a fee may be payable by the hirer to Claudelands.

Alternatively, food and beverages can be purchased from the onsite cafés or concessions (if open for the event) or exhibitors select options from the Montana Catering menus and order items by submitting a Stand Catering Order Form at least 10 business days prior to the event.

7.9 Enticements

Exhibition stand catering can also be used to entice guests, clients or patrons to visit an exhibition stand as a way to enhance the exhibitor's investment. Enticement stand catering is different from sampling as it is a product not normally supplied by the supplier.

All exhibitors providing enticement products must obtain approval via their Claudelands Event Manager at least 10 business days prior to the event.

A range of enticement food and beverage products are available from Montana Catering these can be ordered via your Claudelands Event Manager, for example:

- Coffee machines,
- Water (can be customised or branded for your event)
- Confectionary
- Chocolates
- Ice creams,
- Alcoholic and non-alcoholic beverages
- And much more

For all specialised enticement products Montana Catering must have the first right to supply. For example, logo branded chocolates or bottled water.

In all cases, your Claudelands Event Manager will work with you to obtain your enticement requirements.

7.10 Sampling

Rules apply to food and beverage samples that are not purchased from the venues exclusive caterer. Notification of all sampling must be made in writing and have approval from Claudelands.

The following rules must be adhered to:

- Samples of food and beverages can be distributed to event attendees, if approved in advance, but cannot be sold within Claudelands venue.
- Sample beverages must be no more than 30ml
- Solid food should be no larger than bite size (50 grams)
- All alcohol products for sale must be sealed for consumption off site only
- All samples of food must comply with the Food Safety Law. Contact the Hamilton City Council Environmental Health Unit for more information.
- A liquor license is required to provide samples of alcohol. Applications must be made via Hamilton City Council Liquor Licensing at least one month prior to the event.