

Contractors and entertainers

15.1 Contractor Procedures and Venue Rules

The following procedures and venue rules must be adhered to by all persons conducting business at Claudelands Conference and Exhibition Centre including workers engaged by the hirer, sub-contractors, event contractors, production companies, entertainers etc. It is important to note that all persons conducting business and workers who are contracted to perform services on behalf of the hirer are also bound by the [General Terms and Conditions of Venue Hire](#).

Procedures and Venue Rules

1. All persons conducting business and workers are responsible for complying with the venues health and safety requirements and policy and the New Zealand Health and Safety legislation and standards. All persons conducting business and all workers must consult, cooperate and coordinate with other persons conducting business and workers involved in your event in regard to safety matters.
2. A representative for each contractor or persons conducting business will be required to read, sign and agree to adhere to the venue safety procedures as set out within the [Event Facilities Venue Safety Guide](#).
3. The consumption of food and drinks is not allowed in public spaces.
4. Contractors, sub contractors and their staff are not permitted to bring commercial food on site. This includes takeaways food such as McDonalds, Takeaway Pizza or Subway. They are permitted to bring non-commercial food on site for their consumption only. Examples of non-commercial food includes plastic unopened bottles of water, food such as sandwiches, fruit, biscuits and cakes, provided it is not in commercial packaging or wrappers. Where commercial food is found to be on site, a fee may be payable by the hirer to Claudelands.
5. Only designated loading doors, lifts and service entrances can be used for transportation of staff and materials.
6. All contractors, sub-contractors and their staff must provide their own machinery and tools. All equipment must meet the requirements of the Health and Safety Act 1992 and regulations and must be deemed safe for operation in accordance with these requirements and the manufacturer instruction. The operators must produce relevant licenses and permits. Claudelands equipment cannot be used unless prior approval has been obtained.
7. All contractors, sub-contractors and their staff must adhere to the electrical safety standards as set out in [Section 11: Utilities](#). In particular the rules around tagging and testing of electrical equipment.
8. All contractors, sub-contractors and their staff are restricted to the area where work is being conducted and must not use guest facilities, loiter in guest areas or solicit guests for business.
9. Access to the venue is restricted to times set out within the contracted hire period. Access to the venue will be denied outside of these hours or additional venue hire fees will be payable.
10. Claudelands is a smoke free venue. There is strictly no smoking indoors or on site.
11. All contractors, sub contractors and their staff who are working in public areas must be dressed to a presentable and professional standard.

12. Working under the influence of alcohol or drugs is strictly prohibited on site.
13. All workers must not damage the building or the fixtures and cannot make any alterations to the infrastructure of the building.
14. Any damage to the venue or any of the fixtures must be reported to the Claudelands Event Manager or Duty Manager immediately. The hirer is responsible for the work and actions of the contractors and subcontractors. This includes responsibility for any damages, losses and expenses which may arise from the engaged company's actions on behalf of the hirer.
15. All contractors are responsible for obtaining the relevant building consents, permits and licences.
16. It is the responsibility of the contractors undertaking the work to remove all their rubbish from site. Where rubbish generated by an event contractor is left on site, Claudelands will remove it and the hirer will be charged for rubbish removal services.

15.2 Entertainers

Terms and Conditions

It is important to note that entertainers who are contracted to perform services on behalf of the hirer are also bound by the [General Terms and Conditions of Venue Hire](#).

Loading and Deliveries

All loading of sound gear or production equipment must be via the specified loading and access doors, specified to you by your Claudelands Event Manager. Further details of clear widths and heights and floor loading limits can be found in [Section 5: Room Specifications](#).

Loading trolleys may be available for use on site, however supply is limited so these cannot be guaranteed. Where possible it would be preferable for the entertainers to bring their own trolleys. Refer also to [Section 16: Deliveries and Storage](#).

Sound Checks and Rehearsals

As the venue is a multi-purpose, multi-space venue, any sound checks and rehearsals must be carefully programmed to avoid potential disruption to other hirers of the venue. Please ensure that you advise your Claudelands Event Manager of when sound checks will take place and of any changes to the planned rehearsal times.

Dressing Rooms and Back of House Facilities

You must discuss dressing room and back of house requirements with your Claudelands Event Manager prior to your event. All dressing rooms are secure within the venue, however, Claudelands accepts no responsibility for the safety of valuable items left in the dressing rooms. The auditorium has a range of dressing room facilities available. A back of house plan detailing the rooms and facilities available can be viewed on the [Claudelands Website](#).

Back of House Catering

A range of back of house catering options are available. All back of house catering must be confirmed no later than 10 business days prior to your event, with final numbers confirmed 4 business days prior to your event. Refer to [Section 7: Food and Beverage](#) for more information on catering.