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# *Te Papa Venues Exhibitors Handbook*



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## Access and Access Times

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Access times are arranged and confirmed with the conference organiser. Access may not be granted outside of these times, and special access arrangements may be possible in consultation via the conference organiser.

When equipment is being moved from the Dockway to the venue, it is the Exhibitor's responsibility. A Te Papa staff member must be present to escort the Exhibitor between the Dockway and the venue.

All care must be taken when taking trolleys through swing doors, doors to front of house areas must be closed immediately.

All equipment and store cases used by contractors must be left in a safe area and if leaving on site this must be discussed prior, especially in corridors.

## Deliveries

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All deliveries to Te Papa are to include the following delivery details:

- Te Papa Dockway, Barnett Street, Wellington
- Attention to the Te Papa Function Co-ordinator
- Name & Date of the Conference/Event
- Exhibitor company name and stand number (if applicable)
- Box number and number of boxes (i.e. Box 1 of 3)
- Good to be delivered between 8.30am – 4.00pm Monday to Friday
- Dockway is closed between 12pm and 1pm weekdays

No equipment or deliveries may be brought through the main doors of Te Papa, all equipment and deliveries must enter Te Papa via the Dockway.

Goods can be delivered within 24 hours prior to the event, and are to be removed within 24 hours after the event. If not removed within this time Te Papa reserves the right to charge the following storage fees:

- \$25.00 + GST per day up to and including 1 cubic metre
- \$45.00 + GST per day over 1 cubic metre

It is the Exhibitors' responsibility to remove all equipment, boxes etc from the function venue at the conclusion of the event. Any goods to be couriered must be clearly labelled, and left at the Te Papa Main Dockway. It is the Exhibitor's responsibility to arrange the courier, and correctly label the items for collection.

Te Papa has a Trade Exhibitors Courier Form available for this purpose.

## **Storage**

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Please note Te Papa has very limited storage facilities, and any large crates or transport cases that need to be housed for the duration of the event, should be discussed in advance via the conference organiser.

## **Loading and Unloading (Dockway)**

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Offloading of supplies and equipment may be done only in the goods dockway. And If required:

The dock leveller, forklift, access equipment and personnel hoists, must be booked through the goods inwards office in advance.

The Contractor must ensure that vehicles or those of hauliers delivering do not cause damage to the dock way. Any such damage will be charged to the Contractor.

Vehicle engines must be turned off at all times in the dockway.

All Vehicles must be unloaded at once and not left in the dockway while packing into the venue.

## **Trolleys**

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Te Papa has different size of trolleys all with weight ratings, please ensure you take care to get the right trolley, also please unload your trolley as quickly as possible as they are heavily in demand with the rest of the Te Papa organisation.

Travelling with trolleys through public space must have approval from the function team in the first instance, and then the house manager must be informed when it actually occurs.

If you are unsure as to which trolley you can/should use, please ask the Dockway Manager.

## **Set Ups**

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All Audio Visual/Theming equipment and plans need to be approved by Te Papa prior to approval being granted. This is to ensure they meet the safety, professional standards and operational procedures of the specific event.

Please note these procedures may be different for every room and event. Any Audio Visual company wanting to patch into Te Papa systems needs approval and in some cases a Te Papa house technician to perform these tasks.

Please leave the venue clean and tidy. This includes taking away any rubbish including all gaffer, electrical tape, cable ties and flipchart paper

## Goods Lift

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The Good Lift should only be operated by trained personal. When using the goods lift, we asked that all equipment is loaded and un-load directly outside the lift allowing the goods lift to be used by others.

Goods must only be transported in the goods lift. Passengers using other lifts must not carry any items likely to cause damage to the interiors.

## Restricted or prohibited items

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Exhibitors are required to provide a list of any items to be brought into Te Papa which fall into any of the following categories:

- Potentially offensive material – posters etc
- Weapons or other equipment that may cause harm
- Food and/or beverage (for sale or sample) including coffee machines
- Animals, including domestic pets
- Any large pieces of equipment over 2 x 2 metres and/or 300kg
- Equipment or containers holding liquid (over 100 litres in capacity)

The following items are prohibited;

- Flammable liquids or accelerants (ie. Petrol, diesel, CNG/LPG)
- Items or equipment that produce flames or extreme heat (including candles and cooking appliances)
- Smoke machines
- Helium balloons
- No nails, screws, staples or pins are to be driven into walls, nor are holes to be bored into any wall, door or other part of the building.
- No gaffer, double sided tape, blue tack or other adhesives are to be used unless discussed prior. Any damage cause will be charged to the conference organiser

## Forklift Use

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If requiring the use of a forklift you must advise your conference organiser at least 10 working days prior to the event. You must also provide:

- A licensed forklift driver (OSH Certified and F-Class)
- Licence documentation for the driver to be provided at least 10 working days prior to the event, and again on the day(s) of use

Alternatively Te Papa can supply a driver, and charges may apply if outside normal Dockway hours. Please note our fork lift is rated at a load capacity of 1200kg.

## **Bicultural protocols**

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Food and drink must not be consumed in the back corridors of Level 3 due to our Māori 'Wahi Tapu 'collection rooms in this area, also the basins located outside these rooms are not for Exhibitor use

## **Evacuation**

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Te Papa Staff will manage the evacuation of the building in the case of an emergency

## **Health and Safety**

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All Exhibitors are expected to comply in all respects with the requirements of the Health & Safety in Employment Act 1992, including; Following the instruction of Te Papa Staff at all times

All electrical gear must be PAT tested and tagged, and all electrical cords must be taped down.

Please note that it is illegal to: block emergency exits, block the access route to an emergency exit, obscure or cover emergency exit signs as well as store equipment or any other item in fire stairs.

## **Parking**

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Paid car parking is available in the main car park of Te Papa and across the road from the Dockway. Exhibitors are able to use the Dockway for drop off of deliveries and items, but vehicles must not be left unattended.

The use of the contractor or paid car parks in the Dockway area is not permitted, and offending vehicles will be towed at the owner's expense

## **Smoking**

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Te Papa is a non - smoking venue, including all exterior areas and balconies

## **Signage**

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During Museum opening hours, all non-Te Papa signage must be displayed within the venue spaces for the event, which is defined by the line of the doors into each venue.

Branded signs will only be allowed outside the venues by written approved by Te Papa.

## Internet

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To access the Wifi - please log onto 'Te Papa free Wifi' ,

Once you have accepted the terms and conditions your logged on, no password is required and a maximum per user of 2G per 24 hours allowed

Te Papa recommends having a hardwire connection as this is a more of a stable platform, The cost is \$35 per connection.