



A-Z Manual of the Convention Centre

SKYCITY Auckland
Convention Centre
88 Federal Street
PO Box 90643, Auckland
New Zealand

Freephone:
Within New Zealand 0800 Sky City or +64 (0) 9 363 6000
From Australia 1800 120 018
From USA 1888 69 32 489

Web Address:
www.skycityconventions.co.nz
Email Address:
enquiries@skycityconventions.co.nz

**NB. All stated pricing current @ time of writing.
Prices subject to change without notice.*

HEALTH AND SAFETY – IMPORTANT INFORMATION FOR ALL CLIENTS/CONTRACTORS/SUPPLIERS

1. SKYCITY Auckland is committed, in accordance with current work health and safety legislation, to providing and maintaining a safe environment for our valued guests, employees and contractors. It is the policy of SKYCITY Auckland to engage only competent contractors who meet health and safety standards and checks.

SKYCITY Auckland Convention Centre has a Contractors Health & Safety Compliance Register which lists contractors who have approval to conduct work on our site. If for any reason you wish to utilize a contractor who is not on our register, you will need to make contact with Conventions Management to seek approval for the use of that contractor.

2. To ensure that all contractors meet those standards, SKYCITY Auckland requires all contractors to complete a Health & Safety Compliance checklist prior to commencing any work on SKYCITY Auckland premises.

3. Failure to complete this agreement and receiving approval before attending the SKYCITY Auckland site will result in your company not being able to perform any works at SKYCITY Auckland.

4. Once the compliance agreement has been received and approval given, you will be registered on our contractor registry for a period of 12 months from date of approval. At the end of the 12 months you will be required to renew your compliance agreement.

5. For each project, event, scope of works that you intend on completing on SKYCITY Auckland premises, you will be required to complete a health and safety plan which will need to be submitted to Conventions Management prior to that project, event or works being completed. This health and safety plan is required to ensure any specific relevant risks are being mitigated.

6. SKYCITY Auckland Conventions Management will ensure you receive their Venue Health and Safety Guide which outlines specific health and safety requirements and should be read in conjunction with the Contractors Health & Safety Compliance Agreement. It is essential that all persons conducting a business or undertaking (PCBU's) consult on health and safety risks arising from the work being undertaken or planned to be undertaken on site.

7. The Venue Health and Safety guide will explain in detail how we manage access to the Conventions Centre Venue including sign in, badging and supervision.

8. SKYCITY Auckland Conventions Management will monitor and audit contractor processes as required to ensure compliance with both internal and external health and safety requirements. Please note that SKYCITY may choose to implement standard operating requirements over and above that outlined in any relevant legislation, standard or guide. Any internal requirement set by SKYCITY Auckland must be followed.

9. Every exhibition held at SKYCITY Auckland is required to have a dedicated exhibition information desk manned by the client. Exhibitors must report to the information desk on arrival at SKYCITY, whether it is through the Back of House Loading Dock (88 Federal Street) or front of house entries on Federal and Albert Street.

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ACCESS

GUEST ACCESS TO SKYCITY CONVENTION CENTRE

Entrance to the main SKYCITY car park is via Hobson Street, Nelson Street or Federal Street.

When parking at the main SKYCITY Auckland car park entry to the SKYCITY Auckland Convention Centre can be gained via Federal Street entrance on ground level or the Air Bridge entrance from level three of SKYCITY main site.

From SKYCITY car park ATRIUM end lifts:

Federal Street entrance:

Take the elevators to **Floor G** and walk across the main lobby and across Federal Street to the Convention Centre main entrance. This will bring you to Level 3 of the Convention Centre.

Air Bridge Entrance:

Take the elevators to **Floor L3** and walk around Jade Dragon Express and across the Air bridge. This will bring you to Level 5 of the Convention Centre.

From SKYCITY car park THEATRE end lifts:

Take the elevators to Floor L3 and walk through SKYCITY theatre foyer, along the mezzanine floor overlooking the main SKYCITY gaming floor, past Jade Dragon, Turn right at Bar Twentyone and around Jade Dragon Express, over the Air Bridge. This will bring you to Level 5 of the Convention Centre.

All access points are fully wheelchair accessible.

BATHROOMS

Bathrooms are located on levels 4A and 5A. There are 19 female and 12 male toilets on each level. They are accessible via the lifts and stairs.

BUSINESS SERVICES DESK

The following range of support services is available at the Convention Services Desk located on level 4 of the SKYCITY Auckland Convention Centre:

- Word processing
- Photocopying
- Laser printing (colour or black and white)
- Binding
- PowerPoint assistance
- Laminating
- Faxing

Business Services desk is open from 0800 – 1700 Monday to Friday. The Service may be manned during weekend events. If there is no one at the services desk and assistance is needed please use phone and dial “7” to go through to our supervisor.

Clients and exhibitors may avail themselves of these services at their own expense. Cash, Eftpos & Credit cards are accepted.

CLEANING

SKYCITY Auckland will provide general cleaning of the exhibition common areas i.e. aisles, prior to the opening of the exhibition and daily thereafter. It is however the responsibility of the exhibitor to maintain their stands (exhibits and furniture) in a tidy condition at all times.

Exhibitors are to make their own arrangement for removal of items not for display purpose and rubbish resulting from unpacking exhibits i.e. carton boxes, crates, plywood, materials for their stand construction and interior fittings, from the exhibition areas before the exhibition opens. At the close of the event all exhibits and constructed items should be removed immediately after the close of the exhibition.

DELIVERIES AND PICK UPS

The loading dock is open from 0700 to 1500 Monday to Friday. Please ensure that goods sent to SKYCITY Auckland Convention Centre arrive no earlier than 3 days prior to your event unless prior written arrangements have been made. For exhibition pack in/out on weekends, hours of dock operation will be agreed with Event Organiser.

The loading dock is accessible from 88 Federal Street and exhibitors can off-load large goods. No parking is allowed on the loading dock. Vehicles will be towed if left unattended.

All goods consigned to SKYCITY Auckland Convention Centre should be clearly marked for efficient processing by our Loading Dock Staff. A delivery docket is attached to the back of this guide.

IMPORTANT CUSTOMS INFORMATION – OVERSEAS COURIERS

Should you be sending deliveries from overseas please ensure that you have familiarised yourself with New Zealand’s customs declaration procedures and have paid any relevant tax prior to ensure a prompt delivery to SKYCITY Auckland Convention Centre. If shipment value is over \$1,000 NZD, customs client code is required.

Shipper may apply for the code in advance (take up to 48 working hours to get the code from NZ Customs). Owner of importer code must be same as importer name on the invoice and not the SKYCITY Contact person. The SKYCITY Importer code will not be used or issued.

GST is applicable for shipment value over \$400 NZD therefore contact for GST payment is required (shipment will not be held for payment collection if airway bill states DDP meaning duty and taxes are paid by shipper)

Any issues or questions regarding shipping from overseas please contact your courier company.

ELECTRICAL

Use power tools with caution, particularly if other employees or patrons are in the same vicinity, and adhere to the policies stated in the Venue Health & Safety Guide and stated below.

SKYCITY Auckland reserves the right to disconnect electricity supplies to any exhibitor whose installations are in violation of SKYCITY regulations, are dangerous or are likely to cause annoyance to visitors or other exhibitors.

3 phase power is required for machines that require more than 15amps. 3 phase power is also subject to availability and are located in certain areas of the venue. If you require 3 phase power, you must contact the Coordinator 72 hours before the event, additional costs may apply to set up.

Electrical policies:

- Only trained and experienced people must use power tools onsite.
- All electrical equipment must be in good repair and well maintained.
- All repairs must be carried out by a registered electrical appliance technician.
- Do not use electrical equipment or cords that are faulty.
- All power activated tools must have a current electrical tag to show they have been checked by an electrician within the required time frame.
- Always keep safety guards maintained and in place when using power tools.
- Keep hoses and cords tidy to prevent trip hazards, dry and (where possible) off the ground.
- Use the appropriate PPE for each power tool or electrical item.
- Use isolating transformers or earth leakage circuit breakers.
- Avoid using multi boxes, splitters or double plugs.
- Do not drag electrical equipment around by the cord.
- Always switch off electrical equipment at the wall before removing the plug.
- A lock out tag must be placed on the isolating switch of any machine that needs repair and only removed by the person who installed the tag or Engineering Services appliance technician.
- All explosive power activated tools must have a current six monthly certificate of fitness.

For more information please refer to the SKYCITY Conventions Venue Health & Safety Guide.

EXHIBITORS

Exhibitor pack in is via the SKYCITY Auckland Convention Centre Loading Dock on 88 Federal St. Small items that do not require a trolley may be carried through the general entry points of the Convention Centre located on Federal or Albert Street.

Exhibitors may not place any display material or exhibit, nor extend their stand structure and fittings, beyond their contracted boundary. The permitted height of a stand is 2.3m.

Do not leave any of your equipment in the Loading Dock unattended as this is a very busy area with very little space. We recommend that once you have unloaded your equipment; have another person with you to park your vehicle so that you can move the equipment upstairs.

A pack out letter will be provided to each exhibitor by SKYCITY along with a copy of the exhibition pack out label for exhibitors to fill out and attach to any equipment being collected post event.

PACK OUT – EXHIBITION LETTER

Dear Exhibitor,

Please take attention to the following In order to make your pack out as smooth as possible. Should you be leaving material for courier collection at the venue, please have all items:

- Labelled with the correct delivery details, and with mention of the total number of items.
- Labelled with consignment notes as required by your pre arranged courier service
- All items must be sealed.
- If you are bringing a vehicle in to the dock to pick up your equipment please make sure all your items being picked are on the dock before you can drive your vehicle in.

- Pick up address:

SKYCITY Convention Centre Loading Dock
88 Federal Street
Auckland 1010

Loading Dock Phone Number: +64 9 363 7166

Please leave your packaged items at your booth and SKYCITY staff will collect your items to be sent down to the loading dock after pack out is complete.

Goods must be collected within 2 days unless otherwise arranged with the event coordinator.

Any items left in or near your stand after the event pack out time that are not labeled or sealed as stated above will be deemed to be abandoned and will be disposed of at the exhibitor's expense.

EQUIPMENT

No furniture is provided (unless otherwise stated) for exhibitors. Should you wish to hire any furniture for your stand, please complete the attached equipment hire form and return to your SKYCITY Auckland contact.

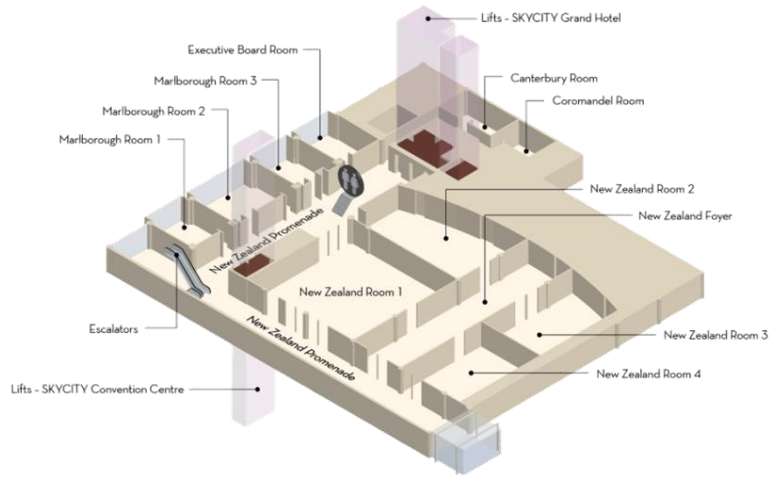
FIRE/EMERGENCY EVACUATION

If you hear the alarm alert tone, this is a precaution – you do not need to evacuate the building however please be aware that you may be required to evacuate shortly.

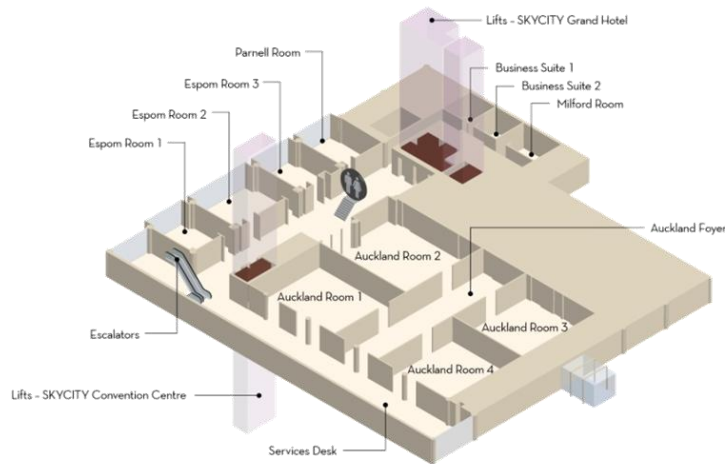
If you hear the evacuation tone, please evacuate the building using your nearest fire exit immediately and head to the assembly point which is located at the **base of the SKY Tower**.

For more information please refer to the SKYCITY Conventions Venue Health & Safety Guide.

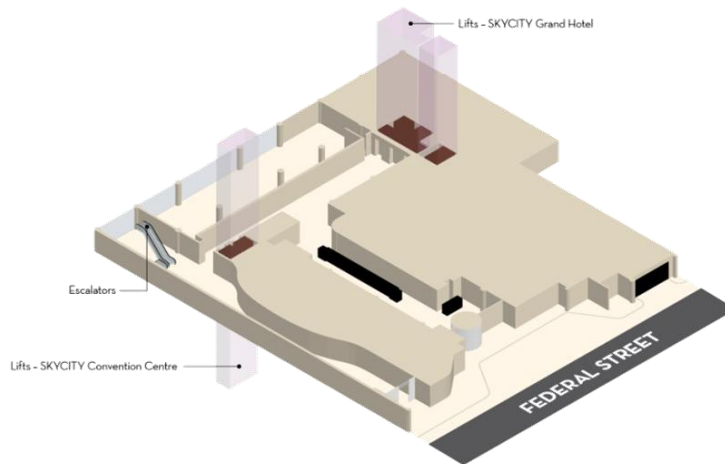
FLOOR PLAN



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FOOD AND BEVERAGE

No exhibitor and/or person shall distribute or give away any item of food, drink or tobacco not supplied by SKYCITY Auckland, to members of the public or trade exhibition visitors without the express written consent of SKYCITY Auckland. Notice of intent for trade must be lodged with the venue prior to the beginning of the event (within 2 weeks latest). SKYCITY Auckland reserves the right to remove any food and beverage not authorised in the SKYCITY Auckland Convention Centre.

Any exhibitor wishing to serve alcohol as 'on stand' hospitality must enter an "agency agreement" with the venue to ensure the sale of Liquor Act is not contravened. Copies of the agreement are available when alcohol is delivered to the stand.

Should you wish to order any food or beverage for your stand, please inform your SKYCITY Auckland contact.

HOTELS

HOTEL FACILITIES

Hotel Facilities and services include:

- 24 hour room service
- East Day Spa for luxury health and beauty services
- SOAK, an exclusive in-room bath menu
- Gymnasium with 25 metre heated lap pool, sauna and spa pool –Grand Hotel
- Access to personal trainers
- Car park for more than 1,900 cars
- Valet parking
- Luxury car private transfer service
- Full Concierge service
- Daily laundry, dry cleaning and pressing service
- 24 hour Assistant Manager
- Baby sitting service
- Hotel doctor on call
- Currency exchange and bank - open 7 days from 0815 to 2345
- Multilingual staff
- Safety deposit boxes
- Tours and transport desk

SKYCITY HOTEL - ACCOMMODATION

Welcome to New Zealand's most exciting place to stay.

Recently refurbished, our modern and spacious hotel allows you to relax in style while enjoying our world-class casino, more than 25 restaurants, cafes and bars, a theatre, free live entertainment on selected nights and the iconic Sky Tower - all right on your doorstep! SKYCITY Hotel has something for everyone.

It's also great to have a quiet soothing place to relax. SKYCITY Hotel's spacious rooms have all the facilities you would expect of a top-class hotel, and each one of our staff is absolutely committed to ensuring you have a memorable stay.

Check In Times – 3.00pm

Check Out Time – 11.00am

SKYCITY GRAND HOTEL - ACCOMMODATION

SKYCITY Grand Hotel offers a range of 5 star facilities and guest services to make your stay superbly restful and comfortable.

Take time out to pamper your body, mind and soul at East Day Spa, a luxury health and beauty spa. Refresh and tone at the well-appointed gymnasium or in the heated lap pool, or stay connected at the fully equipped, high tech business centre.

Check In Times – 3.00pm

Check Out Time – 11.00am

INSURANCE & LIABILITY

Exhibitors are responsible for all their exhibits and contents and are advised to carry their own insurance for the loss, theft, damage or otherwise of their belongings over the period of the conference. This insurance should remain in force until their exhibits are removed from the exhibition. SKYCITY Auckland is not liable for any damage or loss of any exhibitors' material brought into the venue, prior, during or after the event. Exhibitors must assume all responsibility for any damage caused by themselves or their equipment to the exhibition area.

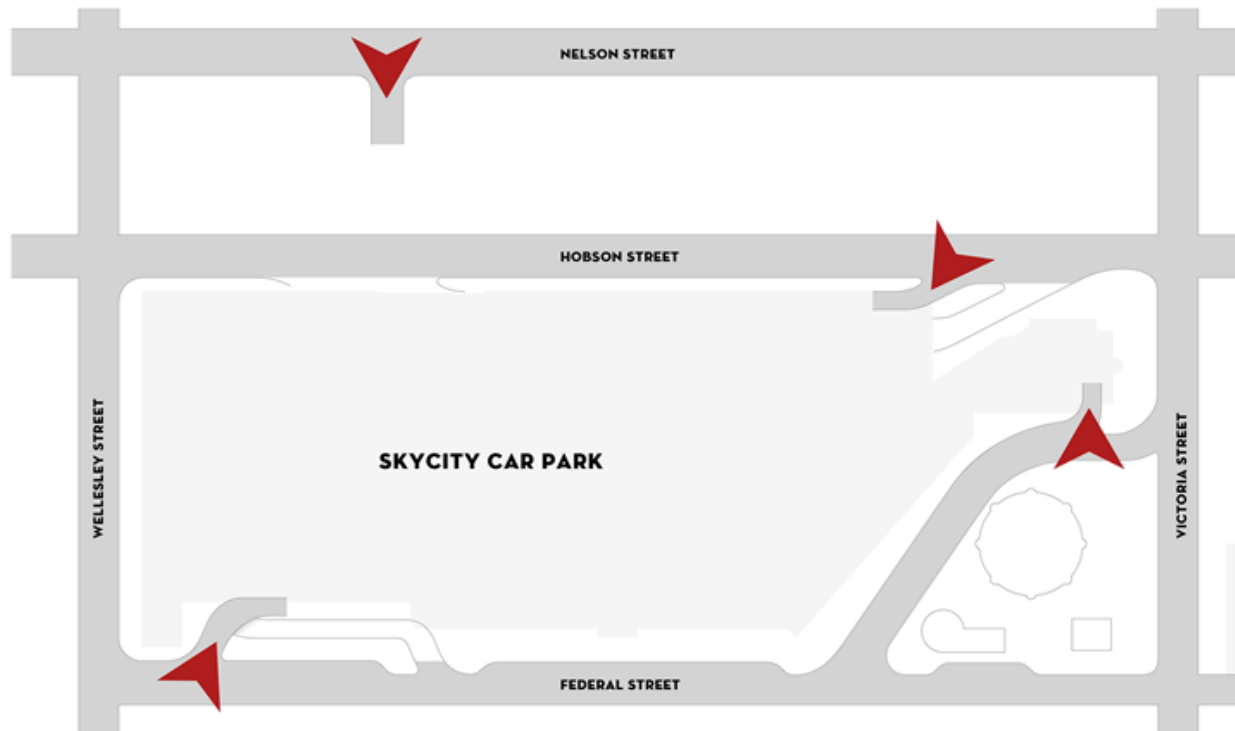
NOISE LEVEL

The nature of exhibitions is such that noise is unavoidable. Exhibitors must expect and accept a certain level of noise in their booth area. In the event of justifiable complaints from other exhibitors, SKYCITY Auckland reserves the right to determine the acceptable sound level and extent of demonstrations.

PARKING

Self Parking:

The main SKYCITY car park is located beneath the main SKYCITY complex and has entry points on Nelson Street, Federal Street and Hobson Street.



All levels of the car park are colour coded and each car park space is numbered.

The SKYCITY car park is open 24 hours, 7 days a week however please note that Friday and Saturday nights are both traditionally very busy nights and the car park can be full and close from time to time.

Car parking rates can be obtained from the SKYCITY Website:

<http://www.skycityauckland.co.nz/About-Us/Carparking/Car-Parking-Rates.html>

Due to the construction work for the New Zealand International Convention Centre there will be a **Temporary Closure of the SKYCITY Carpark Nelson Street Car Park Entrance/Exit from Midnight 25th September to mid December**. This entrance/exit to/from Nelson Street to the SKYCITY Auckland carpark will be closed throughout this period due to works on the site. We apologise for any inconvenience this may cause.

Hotel Valet parking

Valet parking provides a convenient option at either hotel. Simply pull-up outside the SKYCITY Hotel or Grand Hotel front door and let the concierge or valet staff you would like to valet your car. Our staff will return your car to the hotel front door upon your request. Please see our website for most up to date rates.

PACK IN / OUT

Suppliers pack in is via the SKYCITY Auckland Convention Centre Loading Dock on 88 Federal St. Small items that do not require a trolley may be carried through the general entry points of the Convention Centre located on Federal or Albert Street.

Do not leave any of your equipment in the Loading Dock unattended as this is a very busy area with very little space. We recommend that once you have unloaded your equipment; have another person with you to park your vehicle so that you can move the equipment to your desired location.

Should you require after hours access to the loading dock please ensure that you confirm this with your SKYCITY representative prior to coming onsite.

SMOKING

Smoking is prohibited within SKYCITY Auckland Convention Centre. The nearest dedicated smoking balcony is located on level 3 of the main SKYCITY Auckland site, adjacent to the air bridge.

STORAGE

Minimal storage is available at SKYCITY Auckland Convention Centre for storage of exhibits, road cages and additional equipment.

Please do not send goods earlier than 3 days prior to pack in of your event, after the event, please ensure goods are picked up within 48 hours.

SKYCITY accepts no responsibility for the safety of the goods and it is left at the owners/clients own risk. Please ensure all goods are clearly labeled with event details outlined in Delivery instructions.

RIGGING INFORMATION

For information please refer to the SKYCITY Conventions Venue Health & Safety Guide.

SALES LITERATURE

Printed promotional materials may be distributed only from within an exhibitor's own booth space. They are not to appear in any other public space within SKYCITY Auckland. Demonstrations, other direct sales activities, and "give-away" items are also restricted to the exhibitor's own booth.

WIRELESS INTERNET

Wireless Internet is offered complimentary to all guests' of SKYCITY Auckland Convention Centre. The wireless internet will only work within the Convention Centre and not outside, within SKYCITY or Grand Hotel or Main site of SKYCITY.

You do not require a username or password to log in. The SSID Networking Name is SKYCITY Conventions Free Wifi

WIRED INTERNET

Wired Internet is available at a cost of \$115.00 per connection, per day. This is for unlimited internet. This must be pre-arranged with the Event Coordinator at least 2 weeks prior to the event date. There is no user name or password required for your Wired Internet.

DELIVERY ADDRESS:*(Insert name of person parcel will be delivered to on the day of event.)***C/O****SKYCITY AUCKLAND CONVENTION CENTRE****LOADING DOCK****88 Federal Street****Auckland****EVENT NAME****STAND/BOOTH NAME &
NUMBER**
(if applicable)**EVENT DATE****EVENT ROOM NAME****SKYCITY CONTACT****SENDER DETAILS****SENDER NAME****COMPANY****ADDRESS****PHONE #****INSERT DESCRIPTION****INSERT DESCRIPTION:****NUMBER OF BOXES:**

EXHIBITOR REQUIREMENTS

Booking Details:

Event/Exhibition details:

Contact name:

Phone number:

Booth number:

Company name:

Billing Address:

Below you will find payment options to assist you in paying.

Please tick ✓ the appropriate box.

Bank Transfer

When paying by bank transfer please mention your SKYCITY account number or Invoice number on the bank statement as reference. Payment required within 7 days

Credit Card

Credit Card payments are processed via a secure Online Payment Gateway.

Our Administration team will email your a secure link upon confirmation of billing instruction by credit card. Payments will be required within 7 days of the link being received.

Bank Account Details

Contact Name: Cora Bonsay or Vera Alombro

Trading Name: SKYCITY Auckland Limited

Physical Address: Corner of Federal Street & Victoria Street, Auckland

Postal Address:

PO Box 90643

Wellesley Street

Auckland

Telephone:+64 9 – 363 6178

Fax:+64 9 – 363 6034

Email: accounts@skycity.co.nz; cora.bonsay@skycity.co.nz; vera.alombro@skycity.co.nz

Particulars for Bank Statement:

GST Number: 58301884

Account name:SKYCITY Auckland Limited

Bank Name:ANZ Bank New Zealand Limited

Branch:205 Queens Street, Auckland, 1010, New Zealand

Account Number:01-0102-0693514-003

Swift Code:ANZ BNZ22

INTERNET/EFTPOS/PHONE LINE REQUIREMENTS:

Eftpos/ DDI Port Line - \$50.00 inc. GST

**NOTE: For eftpos dial up terminal, please pre configure for extension 9 for an outside line
(Exhibitors are required to provide own Eftpos Machines)**

Wired internet required - \$115.00 inc. GST

NOTE: We strongly recommend the use of a wired connection as the line does not fluctuate with traffic

Dates internet is required for:

Number of connections required per day:

Any further comments:

EQUIPMENT REQUIREMENTS

ITEM	Unit	Cost Per Item	QTY	Total Cost
Exhibition Pack				
-1x 1.8m classroom table				
-1x white table cloth				
-2x chairs	All	\$25.00		
Crockery				
Entrée Plate (23cm)	each	\$1.75		
Main Plate (27cm)	each	\$1.75		
Side Plate (16cm)	each	\$1.75		
Dessert Plate/bowl (15cm)	each	\$1.75		
Oriental Rectangular Plates	each	\$6.50		
Cheese Boards/Platters	each	\$6.50		
Cup and saucer set	each	\$1.75		
Cutlery & Service Equipment				
Entrée Fork & Knife	pair	\$1.60		
Main Fork & Knife	pair	\$1.60		
Side Plate Knife	each	\$0.80		
Dessert Spoon	each	\$0.80		
Dessert Fork	each	\$0.80		
Teaspoon	each	\$0.80		
Cheese Knife	each	\$4.00		
Stainless Service Salad Tong	each	\$4.00		
Table				
Trestle Table 1.8M	each	\$25.00		
Bar Leaner	each	\$25.00		
Glassware				
Flute	each	\$1.25		
Wine Glass - White	each	\$1.25		
Wine Glass - Red	each	\$1.25		
Short Tumbler	each	\$1.25		
Highball	each	\$1.25		
Beverage Service Equipment				
Glass Water Jug	each	\$3.25		
Wine Bucket / Ice Bucket	each	\$8.00		
Wine Cooler	each	\$25.00		
Miscellaneous				
Paper napkins	Pack	\$5.00		
Labour				
Licensed Duty Manager	per hour	\$34.00		
Waiting staff member (minimum of 3 hours per staff)	per hour	\$27.50		