



EXHIBITOR SERVICES GUIDE

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

TABLE OF CONTENTS

INTRODUCTION	2
FIRE/EMERGENCY EVACUATION	3
FLOOR PLAN	4
SERVICE LIFTS	5
ACCESS	5
ALLOWABLE LOADINGS	6
CONVENTION SERVICES DESK	7
INTERNET	7
CAR PARKING	7
COURIER DELIVERY & PICK UP'S	10
PACK IN OF EXHIBITION STAND	11
PACK DOWN OF EXHIBITION STAND	11
EXHIBITION BOOTHS	11
STORAGE	11
ELECTRICAL	12
HANGING OF POSTERS ETC	12
RIGGING OF BANNERS ETC	12
SALES LITERATURE	12
SAFETY	13
INSURANCE & LIABILITY	13
FOOD AND BEVERAGE	13
NOISE LEVEL	13
CLEANING	14
SMOKING	14
TOILETS	14
PUBLIC TELEPHONES	14
ACCOMMODATION	15
SKYCITY HOTEL	15
THE GRAND HOTEL	15

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

INTRODUCTION

SKYCITY Convention Centre it is the most technically advanced convention centre in New Zealand. Behind it are some of the most experienced and expert convention management personnel in the country, to ensure that everything you desire for your event is turned to reality.

The services that SKYCITY Convention Centre offers are as follows;

- Technology
- Technical Staff
- Event Coordinators
- Theming
- Secretarial Services

The facilities that SKYCITY Convention Centre offers are the following;

- Parking
- Leisure Options
- Accommodation

FIRE/EMERGENCY EVACUATION

In the event of fire:

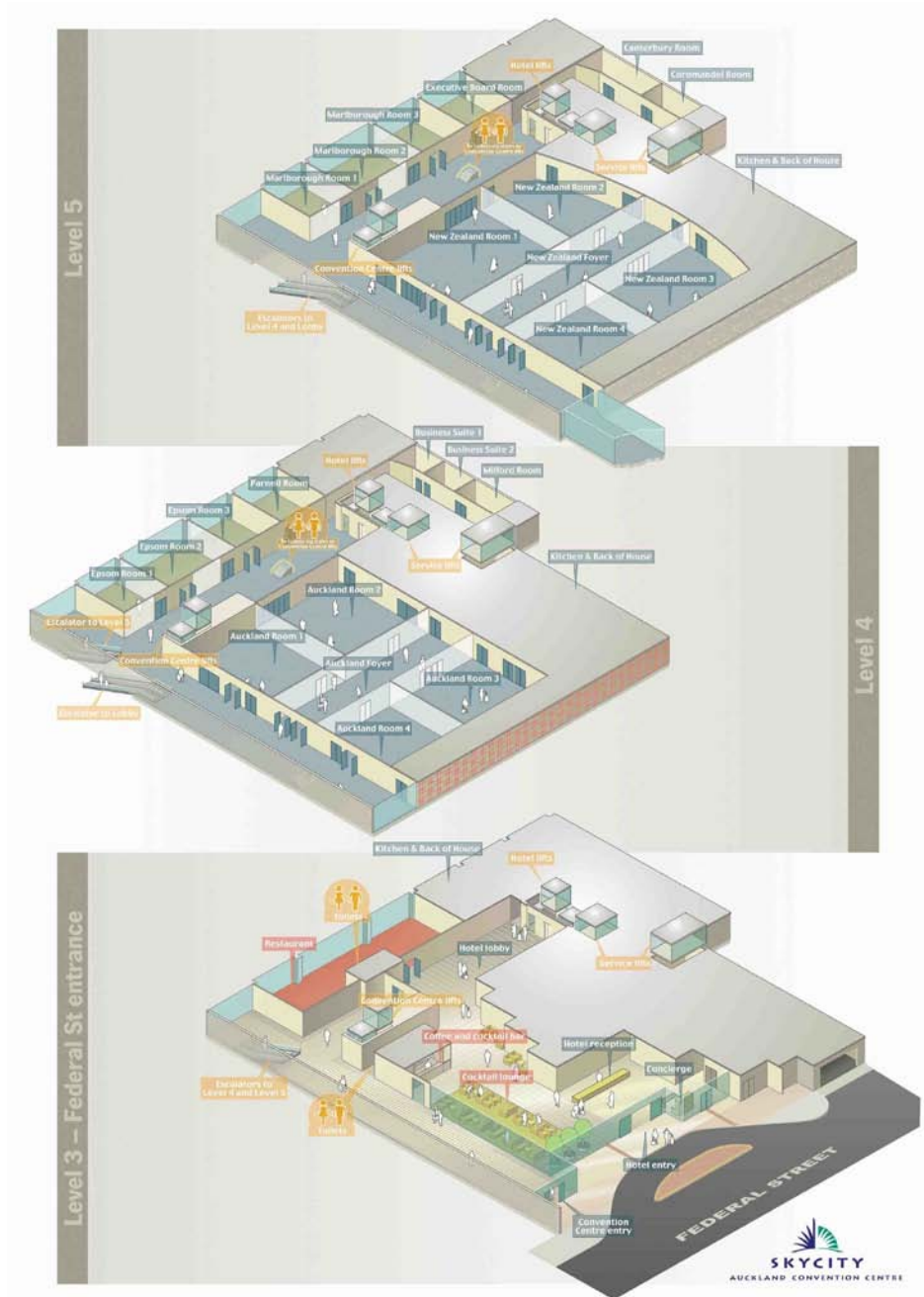
- On the discovery of fire, immediately activate an alarm and notify a SKYCITY Auckland staff member.
- Upon hearing alarms, evacuate immediately. Further instructions may be given from SKYCITY Auckland staff member – please follow all directions.
- Proceed immediately to your nearest exit.
- Use the stairs, not the lift.
- Await further instructions or clearance for an orderly re-entry into SKYCITY Auckland Convention Centre.
- Fire hoses and fire alarm switches must remain visible and accessible to the public at all times

Please note that it is illegal to do any of the following:

- Block or congest emergency exits. (These can be recognized by green and white exit signs over the doors). A clearance of at least three (3) metres must be allowed. Exit signs must remain visible at all times
- Block the access route to an emergency exit
- Obscure or cover emergency exit signs
- Store equipment or any other item in fire stairs
- Chock open fire or smoke doors or any doors leading to fire stairs

FLOOR PLAN

SKYCITY Auckland reserves the right to alter the layout, plans and positions of stands if, in their opinion, this is desirable from the point of view of the exhibition as a whole.



SERVICE LIFTS

Movement of goods to and from the loading dock to exhibition levels is via the service lifts. Specifications below are maximum for goods into the convention center.

Service lifts must be booked through the event organizer to ensure availability.

Car Lift – S1 – Main Service Lift

Weight: 4100 kg max (60 persons)

Inside Dimension:

5325mm long
2425mm wide
2600mm height

Lift Doors: Items will need to fit through these to get onto lift

2150mm wide
2320mm high
Note – rail around interior reduces L & W by 75mm

Goods Lift – S2 – Second Service Lift

Weight: 3600 kg max (52 persons)

Inside Dimension:

3000mm long
2425mm wide
2300mm high

Lift Doors: Items will need to fit through these to get onto lift

1800mm wide
2200mm high

Note – rail around interior reduces L & W by 75mm.

ACCESS

Exhibitor access to the exhibition spaces on Level 4 & 5 is either via Federal St or the air bridge over Federal St which links the main SKYCITY Auckland site to the SKYCITY Auckland Convention Centre. All access points are fully wheelchair accessible.

ALLOWABLE LOADINGS

The following maximum imposed loads have been adopted in the design of the convention centre.

Public Area Floor Loads

All public areas including the main halls, breakout rooms, foyers and promenades have been designed for a distributed load of 5.0kPa (500kg/m²).

Vehicles such as normal cars up to 2500kg can be accommodated within the above load allowance.

Vehicles greater than 2500kg are permitted where their average imposed load, when calculated on plan area, does not exceed 5.0kPa. However, any single wheel load shall not exceed 9Kn (900kg).

Vehicles or other objects that impose loads greater than the above values may be able to be accommodated; however, they will require a specific review taking account of their location, floor contact area, and vicinity to other loads.

Level 4 & Level 5 Bridge Floor Loads

The bridges have been designed for a distributed load of 4.0kPa (400kg/m²).

Vehicles such as normal cars up to 2500kg will fall within the above load allowance.

Vehicles greater than 2500kg are permitted where their average imposed load, when calculated on plan area, does not exceed 400kg/m². However, any single wheel load shall not exceed 900kg.

Vehicles or other objects that impose loads greater than the above values may be able to be accommodated; however, they will require a specific review taking account of their vicinity to other loads and floor contact area.

Level 5 Conference Room Ceiling Loads

A suspension grid comprising steel beams has been provided on an approximately 4m x 4m grid. The suspension grid is located 1000mm above ceiling level. The attached plan S1536a shows the location of the suspension grid and the long span trusses that support it.

5kN (500kg) maximum anywhere on the suspension grid,

Or

10kN (1000kg) maximum on any node of the suspension grid (node at beam intersections),

Or

25kN (2500kg) maximum at node of truss (node where vertical member connects to bottom chord of truss),

Note: The maximum total load tributary to a node of a truss from the suspension grid is 25kN. The maximum total load tributary to or supported by any one truss is 50kN.

All heavy loads shall be attached to the suspension grid by rated slings wrapped completely around the member or node concerned.

Level 4 & 5 ceiling lighting bars: 50kg/m allowance.

See calculations by contractor in archives if this is to be exceeded.

CONVENTION 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
- E-mail
- Internet

Exhibitors may avail themselves of these services at their own expense.

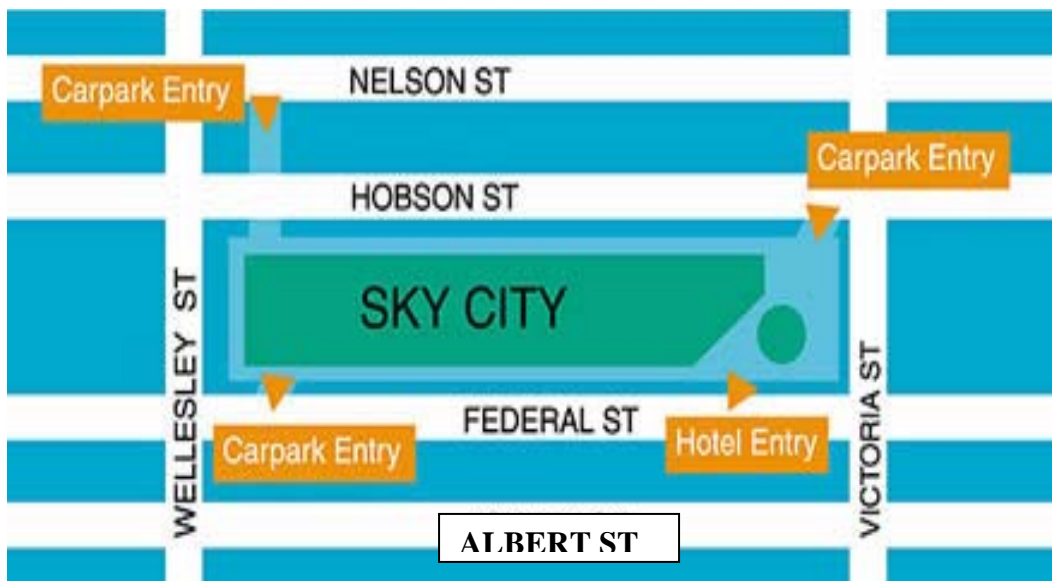
INTERNET

SKYCITY now offers complimentary Wireless Internet for Clients and Delegates – The download speed will be affected by user numbers and if a dedicated speed is required for a presentation we would suggest purchasing a Wired Internet Line.

Wired Internet needs to be organized prior to the event with the Event Coordinator. One wired line per day is \$115.00 GST Incl and is not data capped.

* Exhibitor Wired Internet – please contact the Convention Event Coordinator for an up-to-date order form

CAR PARKING

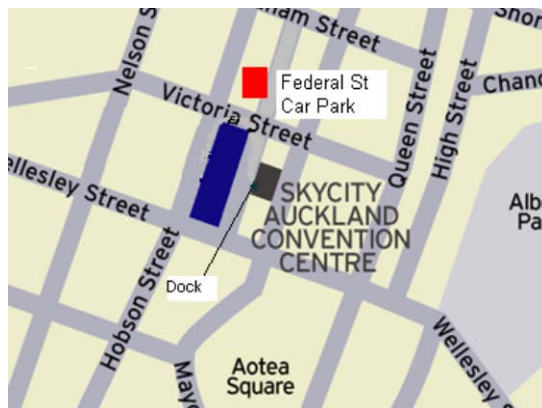


Located on P1 – P6 of the complex. All levels of the car park are colour coded. Each car park space is numbered. There are 3 entrances and exits to the car park. Federal Street, Hobson Street, Nelson Street. The SKYCITY car park is open 24 hours, 7 days a week.

SKYCITY Carpark offers a Super Saver parking rate to SKYCITY Convention customers. Your carpark ticket must be validated on level 4 of the Convention Centre by the Business Service Desk in order for you to get the Super Saver parking rate. Car parking can be paid for at the payment machines located on each exit level of the car park. Pre paid parking can exit via the pre-paid lane when departing.

CAR PARKING – FEDERAL STREET

A dedicated SKYCITY car park for Convention Centre guests is located at 65 Federal Street, open 24 hours, 7 days and only a minute's walk to the SKYCITY Auckland Convention Centre.



Validated Parking – Convention Center

Valid for both car parks

The SKYCITY car park is open 24 hours, 7 days a week.

SKYCITY car park offers a Super Saver parking rate (\$5.00 for the first hour and then \$2.00 for each extra hour or part hour), in order to get this special rate your car park ticket must be validated at a validation machine located by the BSD Desk on Level 4 in The Convention centre – these are ideal for short term parking.

ONE SHOT – Valid for both car parks

General car park – this is at a cost of \$15 and can be purchased from the BSD Desk. These tickets enable you to exit the car park once for a flat fee of \$15.00 which is ideal if you are parking for the duration of the event and only want to leave once (each time you exit you will need to purchase another ticket). These will need to be pre-ordered in so please indicate if you would like these available at the service desk.

Valet Parking – Both SKYCITY & Grand Hotels

\$35 each day, unlimited access

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 know you would like to valet your car. Our staff will return your car to the hotel front door upon your request

Casual Parking Rates

DAY RATE (6am - 6pm)

- First hour \$15.00
- Each extra hour \$5.50
- Maximum \$40.00

NIGHT RATE (6pm - 6am)

- First hour \$15.00
- Each extra hour \$5.50
- Maximum \$40.00

EARLY BIRD

- MONDAY - FRIDAY \$16.00
- Entry between 6am-9am and exit before 6pm on the same day (single entry and exit) *subject to change without notice - please check SKYCITY website for up to date pricing as

Lost ticket \$50.

COURIER DELIVERY & PICK UP'S

The loading dock is open from 0800 to 1500 Monday to Friday. Please ensure that goods sent to SKYCITY Auckland Convention Centre arrive no earlier than 2 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.

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.

All goods consigned to SKYCITY Auckland Convention Centre should be clearly marked as follows for efficient processing by our Loading Dock Staff:

*SKYCITY Auckland Convention Centre Loading Dock
88 Federal Street
Auckland
New Zealand*

*Event Name:
Exhibitor's Name:
Exhibitor's Contact Phone No:
Company Name:
Stand Number:
Box X of X*

Attention: (Coordinators Name and Contact Number)

Please be aware that SKYCITY Auckland will not provide any outbound courier services. It is the exhibitor's responsibility to arrange for collection of equipment.

To ensure for ease of pickup, please clearly label all crate and boxes etc with company name and the event it was part of.

PACK IN OF EXHIBITION STAND

Note: Exhibitors are required to book a load in time at the loading dock by calling 363 7166 or contacting the SKYCITY Coordinator for the event.

Exhibitor pack in is via the main SKYCITY Auckland Convention Centre entry off Federal St and via the escalators to the exhibition areas. No exhibitors are permitted in back of house areas. If an exhibitor has large items that can not be moved through front of house areas to your booth, arrangements should be made with the event organizer for delivery to the loading dock, where they will be moved to the appropriate exhibition booth by SKYCITY Auckland staff.

PACK DOWN OF EXHIBITION STAND

Exhibitors will not be permitted to dismantle or remove their exhibit/s prior to the publicized closing time of the Event. SKYCITY Auckland will not be providing any outbound courier services. It is the exhibitor's responsibility to arrange for collection of his or her own equipment.

Please ensure your stand & the surrounding area is cleared of all goods on your departure. The Exhibitor must remove exhibition waste or a removal charge will apply. Any items left in or near your stand after the event pack out time stated above will be deemed to be abandoned and will be disposed of at the exhibitor's expense.

EXHIBITION BOOTHS

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.

Minimum distances for all Exhibitions builds:
From Fire Exit – 1.2 metres either side
From Call Points – ½ metre either side
From Fire Hose – ½ metre either side

STORAGE

No storage is available at SKYCITY Auckland Convention Centre for storage for exhibits, or other items prior, during or after an exhibition.

Secure cages are available if prior approval is given. SKYCITY accepts no responsibility for the safety of the goods and it is left at the owners/clients own risk.

ELECTRICAL

All power requirements are arranged through the event organizer and not SKYCITY. The event organizer will be booking the 3 phase through the booth/stand company.

Power irregularities, beyond the control of SKYCITY Auckland, have been known to occur. It is highly recommended that equipment sensitive to supply fluctuations be protected with appropriate Surge Protection Equipment.

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.

All electrical installation work at the exhibition can only be carried out with the approval from SKYCITY Auckland. If for some reason you require an external contractor for exhibitors requiring special arrangements - different voltages and frequency or special connections to equipment please liaise with the event organizer.

HANGING OF POSTERS ETC

No adhesive tapes, pins or drawing pins, thumbtacks, nails, screws or staples are to be attached to the venue floors, walls, columns, windows, ceilings or any other permanent fixtures unless negotiated by the venue. Please also be aware that we do not allow black gaffer tape or anything similar to be used within the SKYCITY Auckland Convention Centre. Should cables need to run across floor areas, floor mats or cable covers must be used.

RIGGING OF BANNERS ETC

Banners, flags, posters and other hanging display materials can be suspended from existing rigging points with prior approval from SKYCITY Auckland. All rigging must be coordinated with SKYCITY Auckland. All rigging at SKYCITY must be completed by SCACC approved contractor. Please liaise with the event organiser to arrange this.

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.

SAFETY

Moving machinery must be fitted with safety devices when the machines are in operation. Working machines must be placed at a safe distance from the audience. We recommend the use of safety guards.

All pressure vessels or equipment under pressure, must conform to the New Zealand safety standards and regulations. Approval for use is required from SKYCITY Auckland prior to the beginning of the event. No motors, engines or power driven machinery may be used without adequate protection against fire. No naked or open flame, temporary gas or live electrical fittings may be used in SKYCITY Auckland Convention Centre at any time.

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.

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 at least one (1) month prior to the beginning of the event. 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.

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.

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.

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.

TOILETS

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.

PUBLIC TELEPHONES

Public telephones are located on Level 3 and on the ground floor of the main SKYCITY Auckland site.

ACCOMMODATION

SKYCITY HOTEL

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

Along with the advantages of staying in a four-plus star hotel you'll find a vast array of entertainment options literally at your door.

From our casinos, to dining in one of our restaurants, bars and cafes, to free live entertainment, 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.

THE GRAND HOTEL

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

Take time out to pamper your body, mind and soul at the luxury health and beauty spa. Or refresh and tone at the well appointed gymnasium or in the heated lap pool. Catch up with associates, friends or acquaintances at the Club Lounge, or stay connected at the fully equipped, high tech Business Centre.