



NAPIER
conferences & events

Conference manual

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document purpose

The purpose of this document is to identify and highlight relevant information for the hirer/organiser. In addition to this document, please ensure you have read our conditions of hire agreement – a copy of this can be provided by your Event Planner.

your responsibility

Our expectation of you as the event organizer is to provide, distribute and coordinate your exhibitors, sponsors, suppliers and committee to our required level of health and safety requirements. This includes event safety plans, housekeeping notes and a toolbox meeting prior to the pack in process.

health & safety

Napier Conferences & Events are committed to providing a safe working environment at all times for clients, guests, staff, contractors and members of the public. The team at Napier Conferences & Events will comply with the requirements of the Health & Safety at Work Act 2015.

EVENT SAFETY PLANS

The Health and Safety at Work Act 2015 (HSWA) requires hazards and risks to be identified and managed prior to the event to ensure everyone is safe and healthy. The event organizer is responsible to ensure every exhibitor/contractor/sub-contractor has completed an event safety plan. The completed **Event Safety Plan** found on page 13 of this manual must be returned the team at Napier Conferences no later than 10 working days prior to the first day of your event. Exhibitors will not be allowed onsite without the appropriate documentation.

GENERAL SAFETY REQUIREMENTS

To ensure Napier War Memorial Centre is a safe working environment for everyone, the following guidelines must be adhered to at all times. All venue hirers, exhibitors, contractors and subcontractors MUST:

- Take all reasonable practicable steps to ensure what they do or do not do does not adversely affect the health and safety of other people
- Cooperate with any reasonable workplace health and safety policy or procedure
- Ensure all necessary documentation is provided to the event organizer and Napier Conferences & Events staff to ensure all work carried out is done so in accordance with Health and Safety Requirements
- Be responsible for keeping their work area tidy at all times to ensure no additional hazards are created
- Be responsible for ensuring all electrical equipment meets regulations, holding a current tag. Failure to do so will result in the equipment not being permitted in the venue
- Report all incidents, accidents or near misses are to Napier Conferences & Events staff immediately
- Wear appropriate Personal Protective Equipment (PPE) for their task

GENERAL HOUSEKEEPING

General housekeeping notes can be found on page 12 of this manual.

FIRST AID / DEFIBRILLATOR

Napier Conferences & Events staff are trained in basic first aid, and a first aid kit and defibrillator is kept in the main office. Additional first aid providers can be organized on request at the hirers cost. If a person should require First Aid assistance while onsite please inform staff immediately.

SECURITY

Napier Conferences & Events may require the Hirer to use additional security staff or security measures for the event where any unexpected or heightened risks are identified or perceived by Napier Conferences & Events (acting reasonably) in relation to the event. In this case, all additional charges are the Hirers responsibility. Napier Conferences & Events deems any event with alcohol being served for more than 3 hours as a heightened risk.

DRUGS AND ALCOHOL

Napier Conferences & Events prohibits any person undertaking work within the venue (client, exhibitor, contractor or sub-contractor) to be under the influence of any illegal drugs or alcohol. Anyone who is thought to be undertaking work within the venue under the influence of drugs or alcohol will be asked to leave the premise immediately.

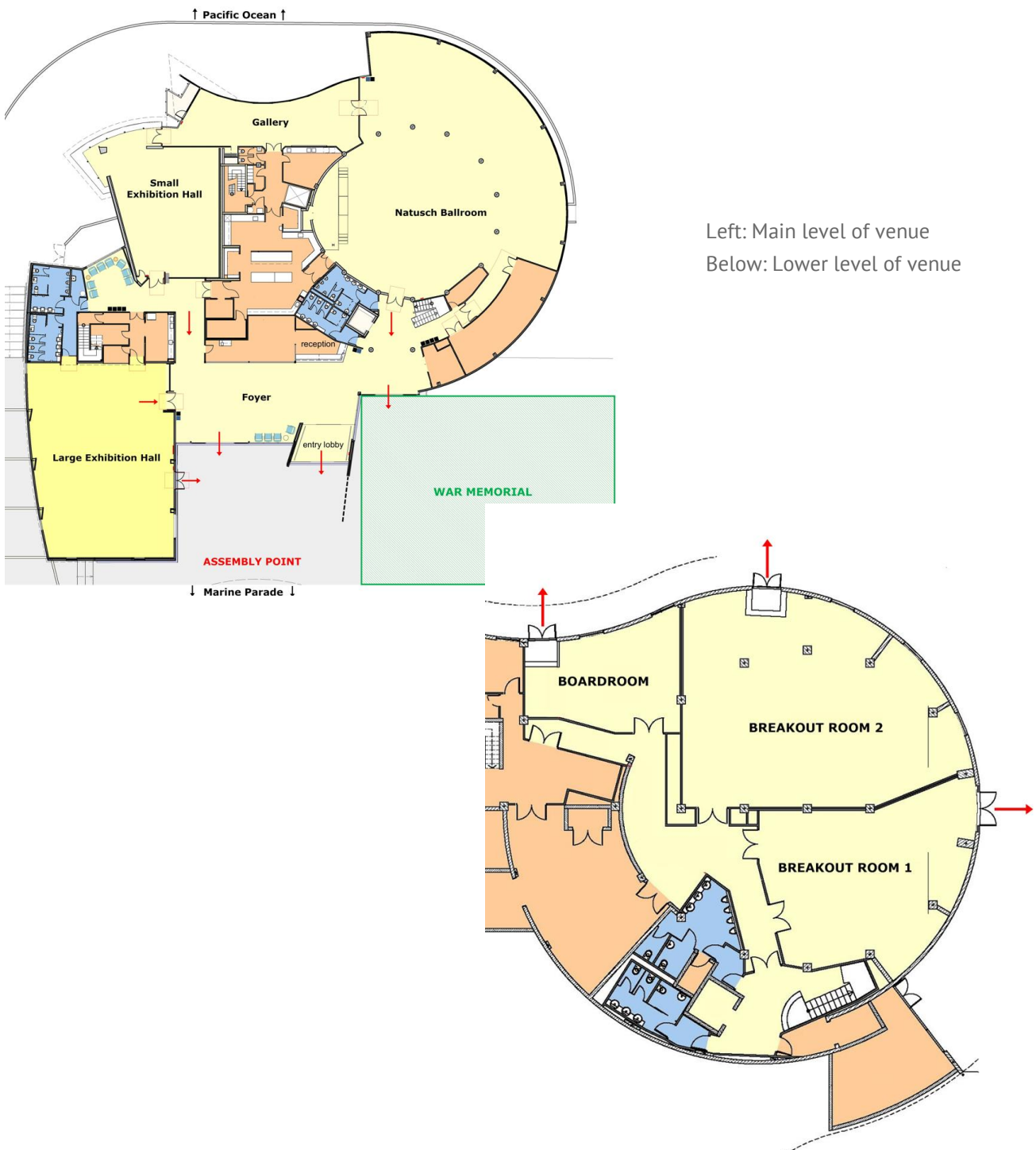
EMERGENCY EVACUATIONS

Everyone onsite must comply with Napier War Memorial Centre evacuation procedures at all times. Frontline staff are trained to respond in emergency situations.

In the unlikely event of an emergency, sirens and bells will go continuously. Please leave the venue via the nearest exit and make your way to the assembly point: **“The Forecourt Area at the front of the building”** (see below)

All aisles, emergency exits and emergency signage are to be kept clear at all times.

Below is a map outlining all exits. Exit doors operate with either a green button door release or push bar operation. Follow all instructions given by the Fire Warden who will be identified by a Hi-Vis vest.



Left: Main level of venue
Below: Lower level of venue

floor plans

Floor plans by room for the Napier War Memorial Centre can be found on the Napier Conferences & Events website and are also available to be emailed upon request.

If you have a trade component to your conference and contract an exhibition company, we can complete a floor plan of the location of each exhibitor area/booth. If your supplier creates the floor plan, Napier Conferences & Events staff must sight and approve the floor plan prior to space being sold to exhibitors to ensure all aspects are compliant with our Health and Safety policies.

All internal aisles are to be a minimum of 1.2m wide.

Emergency exits, signage and call points must not be obstructed. A clearance of 2m must be allowed for all fire exits.

pre/post event information

Access to Napier War Memorial Centre needs to be arranged prior to the event with your Event Planner. Access outside of arranged times may incur additional charges. Please discuss this with your Event Planner.

pack in / out

Designated pack in/out times are to be organized prior to your event

- Pack in times for venue hirers, exhibitors, contractors and subcontractors are to be allocated and provided to your Event Planner at least 10 working days prior to your event
- Venue hirers & Exhibitors are responsible for ensuring sufficient labour is available to move heavy items as staff are unable to assist.
- Pallet Jack – Available on request
- A limited number of trolleys available for use during pack in/out times. Use is subject to availability.
- Vehicles must be moved off the forecourt as soon as unloading/loading is completed.

storage

Napier War Memorial Centre has limited storage areas available onsite. If any storage is required for the duration of your event, this must be arranged prior with your Event Planner. Please be aware that this will be space dependent. Venue hirers & Exhibitors may be responsible for ensuring sufficient labour is available to move their goods to and from storage areas.

courier / freight deliveries

deliveries

Deliveries will be accepted by Napier Conferences & Events 2 working days prior to the event. Deliveries can be made on weekdays between 8.30am and 4.30pm

Napier Conferences & Events staff will not accept deliveries for any event more than 2 days prior to the pack in day unless sufficient storage is available unless prior arrangement is made

All deliveries must have the appropriate **Delivery Address Label** on page 14 of this manual.

collections

A completed **Courier Collection Form** must accompany all items left behind that are to be collected by a courier. Collections must be within 24 hours of the event concluding unless prior arranged with the Event Planner. Storage fees may apply to the hirer outside of this time frame.

The **Courier Collection Form** can be found on page 15 of this manual.

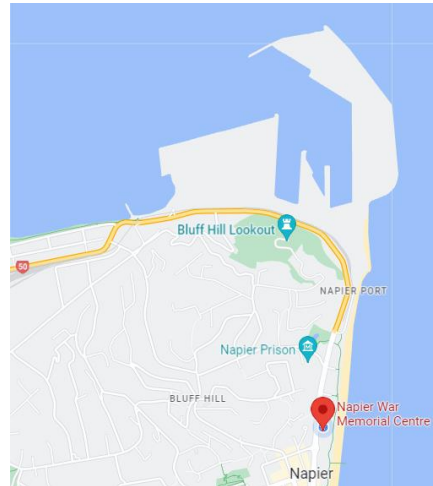
No responsibility will be taken by the venue for any freight left at the venue after the timeline specified above. The organizer may be responsible for any charges incurred if the venue is not clear of all materials within 24 hours of the hire period concluding, unless previously arranged

venue information

location

Napier War Memorial Centre is located on Napier's iconic Marine Parade with views from Mahia Peninsula to Cape Kidnappers. We are located at the northern end, directly opposite Scenic Hotel Te Pania.

Napier War Memorial Centre
48 Marine Parade
Napier 4110
New Zealand
Phone: 06 835 9001



car parking

Car parking is available in the car park situated behind the Ocean Spa Complex with access off Marine Parade 200m north of the Centre. An all-day car-parking pass is available at the centre reception for all attendees. Please note street parking areas are 2 hours only. Parking on the forecourt at the front of the venue is for unloading & loading only and vehicles parked there may incur an infringement notice. The use of the forecourt for display purposes requires prior arrangement with your Event Planner.

toilets

Toilets are located on both the lower and ground levels of the venue. Wheelchair accessible toilets are located on both levels of the venue and are equipped with hand rails and basins.

disability access

The ground floor of the venue has direct wheelchair access from the street. The lower level of the venue can be accessed via the passenger lift next to reception.

Wi-Fi and internet access

Wireless internet is available free of charge throughout the venue. If you require a hardline-internet connection, charges will apply. Please organize this with your Event Planner.

animals

Napier Conferences & Events do not allow animals within the venue. An exception is made for guide, hearing and assistance dogs. Please inform the venue staff if you wish to bring your assistance dog onsite and ensure dogs are wearing their working vest or identification at all times within the venue.

hearing loop

A hearing loop is available at the venue upon request. Please organize this prior to your event.

administration services

Napier Conferences & Events offer limited administrative services. Photocopying services are available at main reception; charges apply and will be added to the final invoice. Please advise venue staff who should be contacted for approval before charges are added.

food and beverage

Napier Conferences & Events has onsite contracted caterers “Dish Catering”. Our contracted caterers must be used for all food and beverage requirements at the venue.

Should you wish to include food or beverage samples (with the exception of confectionary) as part of an exhibition you will require consent from the venue. Napier Conferences & Events has the right to decline or limit the quantity of product bought onsite. Additional equipment such as protective flooring (costs apply) may be required. Talk to your Event Planner for more information.

drinking water

Water jugs and glasses can be requested for our bookable rooms. There are 4 filtered-water machines throughout the venue Foyer areas. Drink bottles are encouraged, alternatively delegates can request a glass from reception. We do not provide single-use plastic cups with the machines.

baristas

Napier Conferences Events are able to provide a list of approved contractors for the supply of coffee on request. Plastic floor covering will be required and can be provided by the venue at an additional cost. Price on application.

resources

This page includes resources specific to Napier Conferences & Events. These documents are included in this Conference Manual for your convenience.

For more information on any of these documents, please contact your Event Planner.

General Housekeeping – Page 12

Exhibitor Event Safety Plan – Page 13

Delivery Label – Page 14

Courier Collection Form – Page 15

housekeeping notes



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Please ensure the below items are explained to your attendees prior to the commencement of your event.

emergency procedures

- In the unlikely event of an emergency, a siren and bells will sound continuously. Please leave the venue immediately by the nearest EXIT (please point these out). Assemble on the Forecourt area.
- If the emergency is an earthquake, do not attempt to leave the building until shaking has stopped. Keep away from all glass, shelter under doorways and tables. DROP COVER HOLD. If the earthquake is long (1 minute or more) or strong (enough to knock you off your feet), SELF EVACUATE to high ground immediately without waiting for evacuation notice due to Tsunami threat. Our primary route is the stairs to the right of Te Pania Hotel up Seaview Terrace, secondary route is Coote Road (See over page for map)
- If you are the first person at the emergency please hit the nearest call point (small red boxes near exits) then contact reception immediately.

first aid kit/defibrillator

- A first aid kit and defibrillator are located in the administration office. Staff are trained in first aid if you require assistance.

toilets

- Toilets are located in the main foyer, the lower level foyer and near the client lounge off the main foyer

car parking

- Car parking is available in the 3 hour car park situated behind the Ocean Spa Complex. Access is off Marine Parade 400m north of the Centre. All day and multi-day car parking passes are available at the centre's reception for attendees. Please note that street parking areas are 2 hours only. Parking on the forecourt at the front of the venue is for unloading and loading only.

designated smoking areas

- This is a non-smoking venue at all times. We are located in a Napier City Council Fresh Air Zone and ask all attendees to respect this initiative by moving to the beach area to smoke.

WiFi

- Complimentary WiFi is offered throughout the venue. To login, simply agree to the terms and conditions.

other information

- Adhesives (including Blue Tac, Sellotape and Velcro dots) are not permitted for use on any walls. Please talk to our team at reception for alternatives
- The Centre is a multi-purpose venue and there may be other clients using the facilities at the same time as your event. Please be considerate of them at all times.
- Should you have any requirements for telephone, air conditioning changes, copying or assistance, please see our reception staff in the main foyer who can help you.
- As some furniture is heavy, please do NOT attempt to rearrange furniture or equipment without first contacting a staff member
- **Presenters:** If you or any attendees have opened any external doors please ensure they are secure prior to leaving the room. Please also inform reception staff of your departure.
- The Centre endorses sustainable practices for the good of the environment. Recycling stations are located in the upper and lower foyer areas. Assistance with recycling and conservation of power and water is appreciated.

Thank you for hosting your event with Napier Conferences & Events. If you have any queries or require any assistance please do not hesitate to contact a member of staff.

exhibitor event safety plan

NAPIER CONFERENCES & EVENTS ARE COMMITTED TO PROVIDING A SAFE WORKING ENVIRONMENT AT ALL TIMES FOR CLIENTS, GUESTS, STAFF, CONTRACTORS AND MEMBERS OF THE PUBLIC.

The Health and Safety at Work Act 2015 (HSWA) requires hazards and risks to be identified and managed prior to the event to ensure everyone is safe and healthy. As an exhibitor, you are required to fill in this form to identify all hazards that are relevant to your set up/pack down and through the duration of the event.

“IF YOU CREATE THE RISK, YOU MANAGE THE RISK”

Please ensure your completed form is returned to your conference organiser **no later than 10 working days prior to the first day of your event.**

EVENT DETAILS	
Event Name	
Exhibiting Company	
ONSITE CONTACT	
Name	
Job Role/Title	
Company	
Phone	
Mobile	
Email	
Date completed	

WHAT ARE YOU BRINGING INTO THE VENUE?

Please let us know what you are bringing into the venue, including any subcontractors you may be using as part of your stand/display/activity.

NAPIER CONFERENCES & EVENTS
NAPIER WAR MEMORIAL CENTRE
48 MARINE PARADE
NAPIER 4110



Event Name:	
Event Date:	
Contact person:	
Exhibiting Company:	
Booth Number (if applicable):	Box # ____ of ____

COURIER COLLECTION PICK UP FORM

Please fill out and hand back to venue staff after you have organized your courier. All packages must be labelled

Exhibitor Name:

Contact Person:

Phone number:

Courier Company:

Time of expected pick up:

Number of boxes:

Booth number (if applicable):

Destination: