

Christchurch **HOME SHOW**

**FRI 16 APRIL – SUN 18 APRIL
CHRISTCHURCH ARENA**

EXHIBITOR MANUAL

This Exhibitor Manual contains important information, regarding setting up your stand key supplier details & operating information about exhibiting.

Please take the time to read through the exhibitor's manual to ensure all staff are up to date with the show procedures before coming onsite.

**If you have any questions regarding the information contained in this manual, please don't hesitate to contact: The Christchurch Home Show Team
09-394 8120 / 021 619 902**

SHOW CONTACTS

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1 SHOW INFORMATION

1.1 LOCATION

**CHRISTCHURCH ARENA,
55 Jack Hinton Drive, Addington
Christchurch**

1.2 ACCESS TIMES

Please arrive within the allocated time frame below to begin your stand build, you may select your arrival time inside our exhibitor portal.

If you are unable to build within the given time frame, or need to stay onsite longer,

Please contact: Janelle Nicholas – 09 394 8120 / 021 619 902
janelle@christchurchhomeshow

EXHIBITOR BUILD

Thursday 15 April 8am-8pm

SHOW DAYS

exhibitors are allowed access from 9am

Friday 16 April 10am – 5pm

Saturday 17 April 10am – 5pm

Sunday 18 April 10am – 5pm

All exhibitors are required to exit the show, 15 minutes after show closure on Friday & Saturday.

BREAKDOWN

Sunday 18 April 5:15pm – 8pm

Monday 19 April 8am-Midday

Once all visitors have cleared the venue on Sunday, breakdown will commence. Please wait for an announcement before breaking down your stand.

1.3 ONSITE HELP

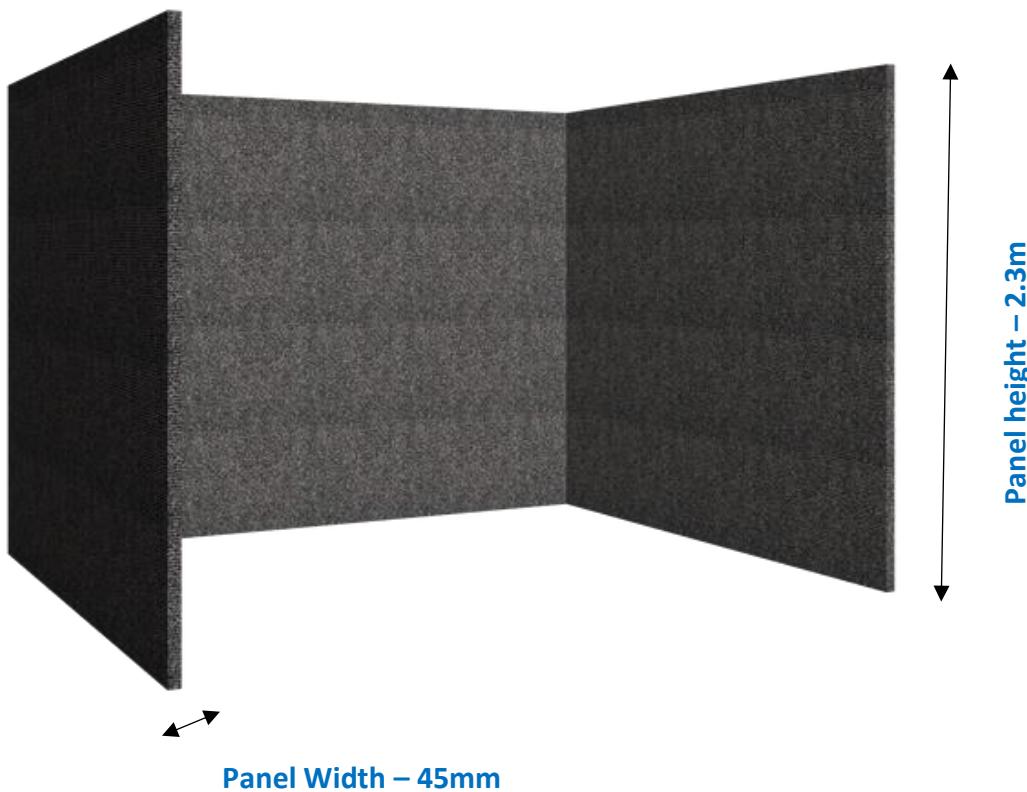
“Our show information counter is located in the foyer outside, for any onsite issues or queries”

2 EXHIBITOR STAND INFORMATION

“What will be on your stand prior to build up”

2.1 PANELS

Each exhibitors stand is lined with Black Corinthian Panels. The Panels are 2.3m high, and 45mm in width. Stand measurements are taken from the centre of the panel. If your stand display exceeds more than 2.3m, please email janelle@christchurchhideshow.co.nz with your stand design & dimensions to discuss further.



Panels are velcro (hook) receptive, but not used for weightbearing any heavy items. You may also attach signage with staples, tacks or drawing pins. **DO NOT** use nails, screws or duct tape. Any damages will be charged to the exhibitor.

2.2 CARPET

Each stand is carpeted with Ebony Black carpet tiles (black with white flecks)

To change carpet or add additional flooring click [HERE](#). To order additional panels click [HERE](#).

Alternatively, email, Annie Lister at Exhibition Hire Services,

annie@exhibitionhire.co.nz

2.3 POWER & LIGHTING

Show Light & Power provide each stand with a 4 plug 10-amp multi box for power, and one LED light per 12.96sqm approximately.

POWER

You are allocated power on your stand via a 10-amp multi box.

Please note, heaters or other items which may use up more power than the standard appliance, can overload the temporary power system.

Be mindful to what items are plugged in, as it will not only affect your stand but surrounding stands power.

There will be **NO 24-Hour power** available except for refrigeration on special request. Please speak to the show organisers for requirements.

Please ensure all loose cables are secured to avoid any tripping hazard.

Should you require additional power, 3 phase or heavier, click [HERE](#).

LIGHTING

All stand lighting must be 2.2m above floor level. High powered lights such as floods or spots must not be placed within 500mm of flammable material.

All portable light fittings brought onsite must have a certificate of approval from the New Zealand Electrical Safety Regulators.

For additional lighting click [HERE](#).

If you have any further queries regarding the information provided, please do not hesitate to contact Rueben from Show Light & Power to discuss, orders@showlight.co.nz

2.4 STAND BOUNDARIES

Please ensure that you are working within your stand boundaries at all times. Please keep the aisle way clear at all times, in case of an emergency.

3 GETTING SHOW READY

“ The Home Improvement Expo team, have a range of preferred suppliers who are more than happy to assist in adding the final touches to your stand”

3.1 Internet & Wifi

All visitors to Christchurch Arena have access to free public wireless internet.

For information on dedicated internet for your stand please Click [HERE](#) for **Technical Solutions Form**.

3.2 Exhibition Hire Services

For a wide range of furniture hire options, please contact Annie Lister,

annie@exhibitionhire.co.nz or download an order form [HERE](#).

You can visit their website for [https://exhibitionhire.co.nz- Christchurch](https://exhibitionhire.co.nz-Christchurch), or check out their catalogue <https://exhibitionhire.co.nz/content/christchurch-catalogue.pdf> for a comprehensive list of all furniture products.

If you wish to add additional signage to your stand to stand out onsite exposure to our visitors, contact Annie; annie@exhibitionhire.co.nz or see an order form [HERE](#).

3.3 Audiovisual

Shipleys , can help with any audiovisual requirements you may need, TV screens, projectors, monitors, microphones and much more.

Please contact shipleys@shipleys.co.nz or call 03 379 5166

3.4 Banner Hanging

All banner hanging can be done through the vbase team.

Please Click [HERE](#) to fill out a Technical Solution Form, ensure to state your stand number and banner specifications.

3.5 Eftpos Terminals

Should you require eftpos facilities please contact Kiwi Eftpos. 03 338 7672,or 0800 72 73 74

www.kiwieftpos.co.nz

Each eftpos machine will require a paymark number. This is provided by your banks merchant service department by calling your banks 0800 number. This ensure the funds get deposited into the correct allocated bank account.

If you need further assistance with this, contact Kiwi Eftpos, who will be more than happy to help on your behalf.

3.6 Plant Hire

To further dress your stand for show, Jakes Jungle have a range of plants to help decorate your stand. Please call Chris, 021 345 575 to discuss.

3.7 Stand Cleaning

Vbase will be onsite to vacuum your stand each night including show opening.

If you wish to have additional cleaning to your stand or do not want this service, please contact elizabeth.taylor@vbase.co.nz with your company name, stand number and requirements.

It is each exhibitor's responsibility to ensure that their stands are kept in a tidy manner during the event and that all rubbish is disposed of post event. Vbase reserves the right to on-charge an exhibitor for any excessive cleaning costs incurred.

Should exhibitors be using liquids or gels on their stand, it remains the responsibility of the exhibitor to clean the area back to existing standard should any liquid be spilt.

3.7 Electrical Test & Tag

*Every piece of electrical equipment that is brought on-site MUST BE tested and tagged in accordance with AS/NZS 3760 In-service inspection and testing of electrical equipment. Testing and tagging service will be available for any last-minute testing. Please ensure all items are tested prior to coming onsite. Any piece of electrical equipment that is tested and tagged is at the expense of the exhibitor.

4. EXHIBITOR BUILD UP

Thursday 15 April

8am-8pm

4.1 Induction

All exhibitors, staff and contractors are required to sign in, receive a short Health & Safety briefing before receiving a wristband to gain access. Any persons onsite without a wristband will be removed from the venue, until induction is complete.

Please ensure all your team members are in Hi Vis vest, are 16 years and over with closed toe shoes during build up and break down.

As the organisers we have hired the venue, and all involved in the Home Improvement Expo must comply. An induction form will be emailed out shortly.

If you request any further information, or have any queries of the above information.

Please contact Sam: elizabeth.taylor@vbase.co.nz

4.2 Deliveries and Collections

All goods delivered and removed from Horncastle Arena, must have the Vbase specific consignment note filled out and attached to all items of freight. It is the responsibility of the exhibitor to arrange freight for their material and have all relevant payments finalised.

Due to limited storage onsite, deliveries will only be accepted **one working day prior to pack in** of your event. At the conclusion of the event, please ensure all items are packaged and labelled accordingly for collection. Goods left onsite after an event will only be held at the venue for 3 days.

Please [CLICK HERE](#) for an incoming consignment note.

It is the responsibility of the individual exhibitor to arrange the freight of all material to and from the venue. Whilst all care will be exercised, EENZ & Vbase accepts no responsibility for items delivered to or left within the venue before and/or after an event.

Please [CLICK HERE](#) for an outgoing consignment note.

4.3 Loading Dock Location

Christchurch Arena has one loading dock located at the rear of the venue compound via an access gate. This gate will be open for the duration of the dedicated build up / breakdown hours.

Please Note, to comply with health & safety legislation we cannot allow build up via the Arena front doors or Lot 55 Café as this puts undue risk on members of the public using the café. *The front doors is the primary emergency egress route and cannot be blocked at any time.*

SOUTH CONCOURSE ACCESS:

For events that use the south concourse for exhibition displays, build up / breakdown access is available via the south concourse doors provided:

- *No vehicles, trolleys or equipment are to obstruct any emergency exits or egress routes:*
- *The area in front of ticketek box office is to be kept clear at all times*
- *Build up / breakdown is during the designated time as confirmed by your exhibition organiser*

- *The dimensions of the south concourse doors are:*
 - *Height 2.23m*
 - *Width 1.53m*
- *Upon request, and prearranged, south concourse doors can be removed:*
 - *Width 3m*

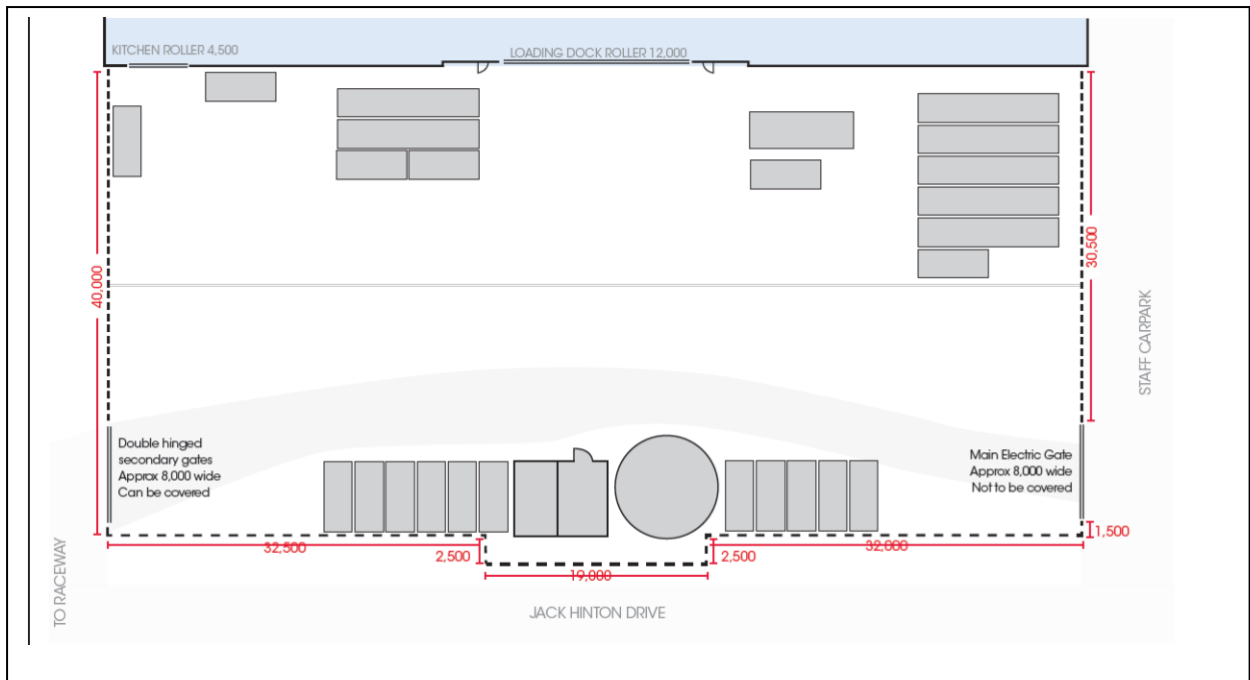
Compound Access:

To allow the safe movement around and access for all exhibitors the following conditions apply to all exhibitors using the compound during build up / breakdown:

- A strict **20 minute parking limit** applies within the compound for drop off / pick up of goods during the build up / breakdown process.
- Only **ONE** vehicle is allowed in the compound at any one time per exhibitor.
- As soon as the vehicle is unloaded / loaded it must be immediately removed to the allocated exhibitor parking area
- Do not park on any yellow lines or in front of coned off areas.
- The directions of any Vbase staff must be followed at all times.

The specifications of the loading dock access doors are:

- External loading dock door is 4820mm high x 8100mm wide
- Internal arena access door is 4500mm high



4.4 Where to Park

There are a number of options for exhibitor car parking including:

- West side of the building by the Lot 55 Café
- Back grass behind Christchurch Arena (access via security room)
- On the grass out the front to the side of the building by the southern concourse. Please ensure you only park on the grass and keep all concrete walkways and access doors clear



4.5 Forklift, Pallet Jacks & Hand Trolleys

Forklifts will be available onsite to assist in carrying any stock or equipment to your stand. There is limited forklifts availability onsite, access to which is shared between all exhibitors and venue staff on a first come first served basis.

There is a limited number of pallet jacks and trolleys for all exhibitors to use onsite. Availability may not be guaranteed, it is best to bring your own to avoid delay.

Please note, pallet jacks, or similar pieces of equipment needed to carry in oversize items, **must not** be brought in via the front entry doors. This is to ensure public safety. Please use the rear entrance or the south concourse entry.

4.6 Storage

There are no storage facilities onsite at Christchurch Arena. Exhibitors are advised to make provision for the removal, of all materials not required for their stand for the period of the event.

4.7 Utilities Water/ Waste

Water Connections and waste systems can be made available from specific locations inside the Arena. Please discuss any requirements you may have with your Vbase Event Coordinator at least 30 days before the event.

It is the responsibility of the exhibitor to arrange connection from the service point to the equipment and this must be done by a licensed plumber. The connection size is 15-20mm.

5. SHOW DAYS

Friday 16 April	10am – 5pm	<i>exhibitors are allowed access from 9am</i>
Saturday 17 April	10am – 5pm	
Sunday 18 April	10am – 5pm	

All exhibitors must vacate the halls within 15mins of closing times. If you wish to come earlier or stay later than the given times, please come see us at the Show Information counter.

5.2 Exhibitor Lounges

Exhibitors are provided with complimentary tea, coffee & water during show days please ask at Show Information location of exhibitor lounge.

5.3 Lot 55 Café & Account Cards

Exhibitors can purchase coffee, lunch and snacks at Lot 55 Café during Exhibitor Build and throughout the show. You may also wish to set up a pre-paid account card for staff to use. The friendly café team will be able to assist in setting these up for you on the day. Please note a credit card is required.

5.4 Lost & Found

All lost and found items, must be reported to Show Information counter. All items are logged and held until claimed. The maximum time items are held is 3 months. Claimed items will need to be signed for.

6 Show Breakdown

Sunday 18 April	5.15- 8pm
Monday 19 April	8am-Midday

Breakdown will commence once visitors have cleared the halls.

6.1 Breakdown Procedures

At the conclusion of the event, please ensure all staff onsite are in Hi Vis Vests and close toe shoes. Reminder no one under 16 years of age are allowed to be onsite during breakdown.

All items must be carefully packaged, and labelled clearly with the relevant delivery address. Ensure the courier company are well aware of which items they are collecting.

Please refer to [4.3 Loading In and Out](#), for moving out of the venue.

*All items **MUST** be removed out of the venue no later than Monday 19 April at 12pm*

7 Health and Safety

7.1 Health & Safety

The Christchurch Home Show team with Vbase are obliged to provide a safe environment for all employers and visitors onsite.

In accordance with relevant legislation, New Zealand's standards and codes of practice we've developed stringent safety procedures and policies that must be followed by all persons inside the venue, during the Christchurch Home Show.

Health & Safety Signage will be placed at the front of all work sites, to remind visitors of our safety message and we appreciate your adherence to instruction from Vbase staff.

Health & Safety

- PPE (Personal protective equipment) high vis clothing or vests are to be worn at all times, including safety footwear and helmets when required.
- Closed toed shoes.
- No children under 16 years, or animals during build up/breakdown.
- Do not bring along any unauthorised persons onsite.
- Please note what the emergency evacuation procedure are onsite.
- Drivers are to observe speed limit, traffic flow, and clearance zones.
- Keep access ways and aisle clear at all times
- Erect warning signs where high risk activity is taking place on your stand.
- Ensure all tools and equipment are appropriate, and in good condition. All must be tested and tagged.
- All electrical work must be carried out by a qualified electrician.
- No welding, burning, or grinding is to take place onsite, unless prior approval from the show organisers.
- All scaffolding must conform to the MBIE heavy scaffolding standards.
- No alcohol is to be consumed onsite. Smoking is allocated to restricted areas only.
- All accidents/ incidents / near misses, hits, spills and any hazards must be reported to the Show Information counter immediately.

7.1 Fire Safety Awareness

Christchurch Arena are fully protected by an integrated smoke detector system and sprinkler system connected to and monitored by the Fire Service.

In the interest of public safety, all fire exits, air conditioning vents, lighting & sound controls, fire appliances and power distribution boards must remain clear at all times.

IT IS ILLEGAL TO

- Block or congest emergency exits.
- Block access route for emergency services, including ring road and fire lanes.
- Block aisle in the exhibition.
- Cover emergency exits signs.
- Use fabric and display materials which are not fireproof.

7.2 Emergency Evacuation Procedures

A fully compliant, evacuation scheme is maintained onsite and designed to enable the successful evacuation of staff and visitors. Vbase have boards located around the venue with maps to assist you, to the nearest emergency exit. In the event of an evacuation the assembly area is outside the main entrance in the car park, all occupants of the building are required to congregate at this point. The venue can only be re-entered on the instruction of Vbase staff.

7.3 Insurance

Neither EENZ, the venue, contractors, employees or other representative of EENZ shall be held accountable for liable for the following.

- Loss, harm or injury to the exhibitor, employees or other representatives of the exhibitor.
- Goods sent to the venue before, in transit or remaining after the exhibition.

It is a requirement that exhibitors have appropriate insurance to cover their stand, including public liability. All exhibitors should consult their insurance companies for proper coverage of their stand. Exhibitors are responsible for insuring their own goods throughout the duration of the show.

8 PRE-APPROVALS FOR SHOW

8.1 Food & Beverage Policy

Christchurch Arena has the exclusive rights for sale and distribution of any food, drink or tobacco product.

No exhibitor is allowed to distribute any food, drink or tobacco product without written approval from the Christchurch Arenan (vbase) catering manager.

If you intend to supply alcohol on your stand, for sale, sample or hospitality during the show, you must require a special license. This can be obtained from the Christchurch City Council website, before getting it signed off from the vbase catering manager.

Guidelines for distribution of food & beverage not purchased through the showgrounds are as follows.

- Samples must be given away free of charge to visitors
- Portion size must not exceed 50ml or fit nicely at the end of a tooth pick.

Any further issues, please contact Elizabeth; elizabeth.taylor@vbase.co.nz

8.2 Cooking Demonstration

If you intend to use heating or cooking appliances, please contact show organisers for approval.

You will need

- A bucket of clean water & soap
- Clean hand towel
- Current fire extinguisher and fire blanket

[Click Here](#) for further information.

8.3 Hot Surface Standards

Please ensure you abide by the following requirements.

- Fixed protective screening/railings must be placed no more than 500mm from face of fire.
- Non fixed protective screening/railings must be placed no more than 750mm from face of fire.
- Marine railing may be used, no less than two rails required. Topmost railings must be no less than 900mm from floor, with the second railing no less than 450mm from floor.
- All open flames must be placed 1 metre back from the aisle ways.
- Only the area heat needs to be guarded.
- The stand must be manned at all times, when appliance is operating
- No barrier/ screen or guard should become hotter than 65C. If this occurs the barrier must be moved back beyond 750mm.
- All stands must have a current fire extinguisher visible on their stand.

8.4 Motor Vehicles

Any motor vehicles that come onsite, require prior approval from the show organisers and must adhere to the safety guidelines below.

- Vehicles must not be switched on during the show
- Flooring must be protected by drip trays under each vehicle and mats under tyres
- Ignition keys must be left with the show organisers
- Every car must have at least 1x2.3kg A:B9E dry powder extinguisher mounted and in prominent location in accordance with NZ 2444:2002 portable fire extinguishers
- No silicone sprays are to be used on the tires of display vehicles within the venue as they create a health and safety hazard.

Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions.

- Vehicle must have their system fitted in accordance with the AS/NZS 1425:2007 LPG gas fuel system for vehicle engines.
- The LPG fuel tank must be isolated from the engine mechanically by closing the 'service tap' on the fitted fuel tank.

8.5 Gas Cylinders

The Christchurch Arena have restrictions on the use of gas cylinders in the venue. All exhibitors using LPG will need prior approval from the show organisers.

Each application is assessed with the safety of the public as its prime prerequisite

- Gas bottles must be turned off each night
- Gas cylinders delivered onsite will be refused delivery if prior approval haven't been arranged.
- LPG cannot exceed 9kg in size, with a maximum bottles per stand is determined by the show organisers
- Installation and use of gas cylinders shall be undertaken in accordance with New Zealand AS/NZS 1596:2008.

8.6 Other Pre Approvals

Any exhibitors who require any of the following will need prior approval from the show organiser, briefly outlining the purpose of display and how it would be use.

Gas, Naked Flames, Helium Balloons, Laser Transmitters, Smoke/Fog, Entertainment, Sharing Stands, overhead rigging.

9 E-DIRECTORY

Each exhibitor is given a unique username and password to gain access into the e-directory.

Via this portal you will be able to,

- Regularly update online company branding, which will be visible on our website.
- Upload your showguide description.
- Select which product categories your business falls under.
- Upload a company logo, images, brochures and you tube clips of your product.
- Upload staff names for exhibitor badges.

Exhibitor badges are use as identification to allow your staff entry into the show.

Security may check Exhibitor badge, against personal ID upon arrival.

9.1 Online Branding

Our website will give you and your company the opportunity to have a 100 word online description and the opportunity to include video and images about your company services. Be sure to include words that visitors will include in key word searches.

This will become your online listing, which will be live on our website.

9.2 Showguide

A printed showguide is handed to visitors upon entry to show.

The showguide will also highlight your company name, stand number, website or contact information.

9.3 Exhibitor Badges

All staff members working on your stand must have an exhibitor badge. This allows staff entry through the gates. No exhibitor badge no entry.

Ensure names are submitted before the given deadline, so they can be printed, and packed in your exhibitor pack accordingly

All badges available to pick up from the Show Information counter during exhibitor build.

Exhibitor badges are use as identification to allow your staff entry into the show.

Security may check Exhibitor badge, against personal ID upon arrival.