

EXHIBITOR FREQUENTLY ASKED QUESTIONS

A – Z GENERAL INFORMATION

ACCEPTANCE OF GOODS

It is the responsibility of the exhibitor themselves to ensure the goods have arrived at the venue. To avoid delays during pack in at the venue, we suggest you confirm with your freight company that all goods have been delivered as scheduled or contact your events allocated Conference Co-ordinator at the hotel.

ACCESS

The hotel is accessible from three main entrances. From either Mayoral Drive, Vincent Street Service/Goods lift or from the carpark entrance, via level 10.

Mayoral Drive Loading Dock: Please call your allocated Conference Co-ordinator or see our Loading Dock staff for direction to the Service Lift.

Mayoral Drive Lobby Entrance: Take the first set of escalators located on the right of the lobby to the first floor, from here cross the Atrium Lounge to the second set of escalators on the right and this will bring you to the Pre-Function Area of the Ballroom.

Vincent Street entrance: *This location is by appointment only as it is closed off to the public.*

The Vincent Street loading area is our dedicated contractor car parking location, long-term parking is not guaranteed. This location is the recommended drop off/ loading area.

If you wish to use Vincent Street load as your event pack in please contact the dedicated Conference Coordinator to ensure this access point is unlocked and accessible.

Guest carpark, Level 10: All exhibitors that have a vehicle height of 2m or under can gain access directly to the ballroom from our carpark building, level 10 is the closest proximity to the ballroom entrance. From each level of our parking building we have elevator access through to the ballroom level, Select B for the Ballroom.

Car parking fee \$5.00 per hour until \$25.00. \$25.00 for 24-hours.

ASSISTANCE

If required, the Grand Millennium Auckland Loading Dock staff or Banquet Supervisor can assist with directing goods to storage or the Exhibition Area. Please phone your events allocated Conference coordinator to organise this.

BANNER HANGING/RIGGING

Exhibitors may hang banners only within the perimeter of their stand. Lightweight posters can be hung using removable, non-damaging adhesions products eg: 3M Command Hooks. Any damages that occur will be charged to the applicable exhibitor directly by the hotel. No cellotape type products are to be used on the function room walls, pillars or carpets. If you do require special requirements please contact your events allocated Conference Organiser to talk through options.

BATHROOMS

Bathroom are available on the ground floor in the lobby by the Concierge Desk, in the Atrium Lounge located on level 1 and in the Pre Function Area located on the second floor across from the Ballroom.

EXHIBITOR FREQUENTLY ASKED QUESTIONS



BUSINESS CENTRE

The Business Centre is located on the ground floor of the hotel by the Reception desk. It features three computers with a printer.

CEILING HEIGHT RESTRICTION

Millennium Ballroom:	3.5 m
Tasman Ballroom:	2.5 m
Annexe:	2.5 m
Pre Function Area:	2.7 m
Aucklander:	3.0 m
Coromandel:	2.4 m

CLEANING

Cleaning is included in the charge for exhibition space. Stand floors are cleaned and rubbish bins emptied daily by the housekeeping staff. You are also responsible for any additional cleaning requirements which the Hotel considers to be in excess of general cleaning.

CIRCUMSTANCES BEYOND THE CONTROL OF THE HOTEL

If the Hotel is unable to provide the facilities or any other arrangements for your event or any part of it or cannot otherwise perform the terms of the Banquet Event Order due to circumstances beyond the Hotel's control, the Hotel is not responsible for any costs, damages or expenses that you may suffer or incur.

DAMAGE

Grand Millennium Auckland will not accept responsibility for damage or loss of goods left in the Hotel prior to, during or after an exhibition. All goods belonging to exhibitors must be claimed and removed from the Hotel by the next day, after the event. Grand Millennium Auckland also reserves the right to inspect vehicles leaving the Hotel during move-in/move-out of the exhibition.

Clients are financially responsible for any damage sustained to the hotel and its contents and property owned or in the care or custody of the hotel by the Client, Client's guests, Exhibitors, invitees or other persons attending the event, whether in the area reserved or any area or part of the hotel.

DELIVERY LABEL

Your events allocated Conference Organiser will supply you with a Delivery Label to go with this FAQ sheet.

EXHIBITOR FREQUENTLY ASKED QUESTIONS

DELIVERY OF GOODS

The cost of conveying goods to and from the exhibition shall be the responsibility of the exhibitor. Whenever possible, every facility will be given to trucks, vans and cars to unload at the exhibition venue. The Hotel reserves the right to request the removal of any article or vehicle, at any time, in the interests of the exhibition.

Any damage to part of the exhibition venue must be reported immediately to the Banquet Supervisor on shift.

DELIVERIES

The loading dock is open from 0800 to 1500 Monday to Friday. Please ensure that the good sent to Grand Millennium Auckland arrive no earlier than 3 days prior to your event unless prior written arrangements have been made.

The loading dock is accessible from Mayoral Drive 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 Grand Millennium Auckland should be clearly marked for efficient processing by the loading dock staff. A delivery dock is attached to the email of this guide.

The organisers and Grand Millennium Hotel will not accept any responsibility for the safety or well being of any such items on, or delivered to, the site in the absence of the exhibitor or his/her agent or contractor

FIRE EVACUATION

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 hotels forecourt.

In the event of fire:

- On the discovery of fire, immediately activate an alarm and notify a Grand Millennium Auckland staff member.
- Upon hearing alarms, evacuate immediately. Further instructions may be given from Grand Millennium 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 Grand Millennium Auckland.
- 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
- Block open fire or smoke doors or any doors leading to fire stairs

EXHIBITOR FREQUENTLY ASKED QUESTIONS

FLAMMABLE PRODUCTS

All materials used in stand construction and decoration are to be fire retardant and conform to Local Statutory Building Regulations.

The storage of any flammable liquids or fuel within the exhibition is not permitted. Motor vehicles or other mechanical appliances displayed within the exhibition venue must contain a minimum amount of fuel. Fire extinguishers and fire hose reels must at all times be visible and accessible and must not be removed from its correct location.

FIRE FIGHTING EQUIPMENT

Should construction of stands and exhibits create a potential smoke-locked area or create an area not serviceable by the existing sprinkler systems, the management of the hotel may require the smoke detection, emergency lighting, and exit lighting systems be extended to cover the stand or exhibit areas.

FIRE PROOF MATERIALS

Any materials used in stand construction or for display purposes must conform to the following standards:

- Non-combustible and inherently non-flammable material
- Durable flame-proof fabric
- Self-extinguishing plastic
- Plywood, hardwood, pulp board or fibreboard is to be rendered flame-resistant by a process deemed acceptable by fire authorities

FOOD AND BEVERAGE

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

Should you wish to order any food and beverage for your stand, please inform your events allocated Conference Organiser.

GOODS LIFT DIMENSIONS

In general, items will need to be transported in a service elevator. The lift dimensions are as follows:

Weight:	1000 kg max
Inside lift dimensions:	2.1 m long
	1.0 m wide
	2.0 m height

EXHIBITOR FREQUENTLY ASKED QUESTIONS

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 Grand Millennium Auckland. If shipment value is over \$1,000 NZD, customs client code is required from the sender, not the venue.

Shipper may apply for the code in advance (takes up to 48 working hours to get the code from NZ Customs). Owner of importer code must be the same as importer name and not the Grand Millennium Auckland contact person. The Grand Millennium Auckland importer code will not be used or issued.

GST is applicable for shipment values 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 taxes are paid by shipper).

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

INTERNET

Grand Millennium Hotel provides complimentary wireless internet for all hotel guests and event attendees. Our current bandwidth in the hotel is MBPS 413 upload / 458 download. Personalised or Private wireless internet codes can be created for multiple users for \$50.00. This custom code needs to be created prior to the event start date and is arranged through your events allocated Conference Organiser.

Connection to our standard network is open.

Network name: Millennium or Millennium Conference

When you connect to this network a splash page will appear, from here you do not need to enter a password just click the green button that reads "Connect".

**If a splash page does not appear, sometimes it helps to open your devices default browser for this to pop up.*

LIABILITY AND INSURANCE

Exhibitors are responsible for all their exhibits and contents and are advised to carry their own insurance for the loss, theft, and 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. Grand Millennium 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.

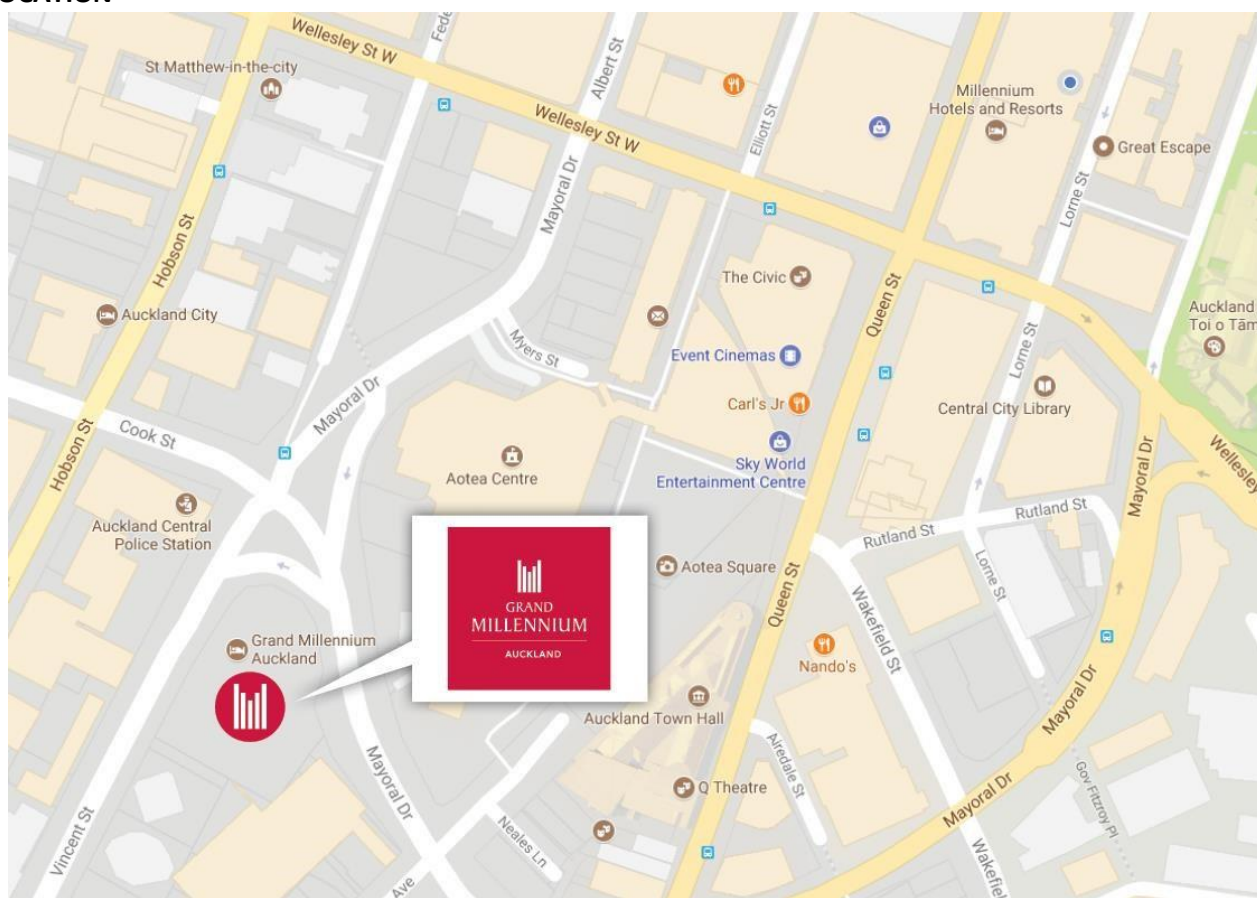
LOADING DOCK TIMES

The loading dock is open 0800 – 100.

Grand Millennium Auckland will not accept responsibility for the safety of any such items delivered to the site in the absence of the exhibitor or their agent. Exhibitors are responsible for the acceptance of all goods at Grand Millennium Auckland.

EXHIBITOR FREQUENTLY ASKED QUESTIONS

LOCATION



PARKING

Grand Millennium Auckland has its own parking; the entrance is located just past the lobby drive entrance on Mayoral Drive. You can enter direct from the covered parking building. Charges are as follows:

Guest Self-Park: \$5.00 per hour until \$25.00. \$25.00 for 24-hours.

Civic Car Park** – Operating during the hours Mon – Thu 6am – 1am, Fri – Sat 6am – 3am and Sundays or Public Holidays. 6am – 11:30pm. The entry is on Greys Ave and Mayoral Drive. Casual parking for \$5 an hour and a maximum day parking rate of \$24. Evening parking Monday – Friday: 6pm until close a \$12 flat fee applies.

Wilson Car Park** – 89 Greys Avenue \$30.00 per 12 hours, which is a two minute, walk away (the street next door to hotel). **Parking rates may vary from this document.

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POWER BOARDS/EXTENSION CORDS AND ELECTRICAL APPLIANCES

All power requirements are arranged through the Conference Co-ordinator.

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

Grand Millennium Auckland reserves the right to disconnect electricity supplies to any exhibitor whose installations are in violation of Grand Millennium Auckland 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 Grand Millennium Auckland. If for some reason, you require an external contractor for special arrangements - different voltages and frequency or special connections to equipment please liaise with the Conference Organiser.

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 Conference Co-ordinator within two weeks of the event.

Should cables need to run across floor areas, floor mats or cable covers must be used.

NB: Any person who suffers an electric shock from any piece of electrical equipment MUST report the incident IMMEDIATELY to the hotel staff.

SECURITY

Exhibitors must make provisions for the safeguarding of their goods, materials, equipment and displays at all times. Please be security conscious. Do not leave wallets, laptops, mobile telephones or any easily portable items unattended, at any time, in your stand.

THE PROTECTION OF YOUR PROPERTY IS YOUR RESPONSIBILITY.

SMOKING

Smoking is prohibited within the Grand Millennium Auckland. The nearest dedicated smoking balcony is located on level 1 of the hotel, behind the Atrium Lounge.

STORAGE

Minimal storage is available at Grand Millennium Auckland for storage for exhibits, or other items prior to your event. 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.

Grand Millennium Auckland 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 labelled with event details outlined in delivery instructions.

EXHIBITOR FREQUENTLY ASKED QUESTIONS



UNPACKING OF GOODS

Unpacking within the exhibition area must take place in your stand area and not in the aisle ways or at another exhibitors stand. Aisles must be kept clear at all times. Fire exits must not be utilised under any circumstances for storage. All packing crates are to be removed from the Grand Millennium and stored offsite by the exhibitor.

Fire Exits must be clearly visible and free from obstruction at all times.

If you have any further questions not included in this document, please contact your designated coordinator