

Exhibitor Guide 2016

Horncastle Arena

Make life
more eventful.

Horncastle
ARENA 

+  HAGLEY
OVAL

+  CHRISTCHURCH
TOWN HALL

+ AIR FORCE
MUSEUM
of New Zealand

+  oru
stadium

+  ilex
BOTANIC GARDENS

vbase



VBASE EXHIBITOR GUIDE

Vbase understands connections are what make life more eventful. It's about having the right spaces for people to connect, supporting technology to drive the creativity, and fresh award-winning food made in-house to fuel the desire. Bringing it all together are the people with the skills and experience - that is Vbase.

This document aims to provide you with everything you need to exhibit with us.

This guide is separated out into three different sections, as below:

SECTION A - VBASE POLICIES AND PROCEDURES

This section contains information relating to Vbase's policies and procedures. This is important stuff because if these areas are not understood or followed when you are onsite, you may be denied entry to our venue.

SECTION B - IMPORTANT INFORMATION ABOUT YOUR VENUE

This section contains the information you need to know about the specific venue where your event is being held.

SECTION C - RELEVANT FORMS

Depending on your requirements some or all of the following forms will be made available to you:

- Venue Delivery Labels
- Technical Services Pre Order Form
- F&B Dispensation Form

VBASE EXHIBITOR GUIDE 2016

SECTION A - VBASE POLICIES & PROCEDURES

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1. HEALTH AND SAFETY AT VBASE

We all have a legal responsibility to provide a safe environment for those working at your event.

In accordance with relevant legislation, New Zealand standards and codes of practice, we've developed stringent safety procedures and policies that must be followed by all persons inside our venues. This includes event organisers, event participants, exhibitors and contractors.

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 at all times.

1.1. Reporting Accidents and Near Misses

All accidents or near misses must be reported immediately to the on duty Vbase Hosting Manager or their delegated person.

If there are no Vbase staff in the immediate vicinity to the incident or near miss, Vbase staff can be reached on (03) 339 3599.

Should you require emergency attention, please call 111 first and then notify the on duty Vbase Hosting manager.

1.2. Health & Safety Inductions

All visitors' onsite during a build or exhibitor pack in and/or pack out will be required to sign in and receive a short health & safety induction before being allowed access to the venue. This includes Contractors, Exhibitors, Suppliers and Exhibition Staff.

A map showing where exhibitors need to go will be distributed in advance to the exhibition organiser. When onsite each person must first head to the induction site. Once completed a wristband or other form of identification will be issued to each person who has received the induction and this will allow them to proceed to set up or take down their stand. Any person without a wristband will be prevented from accessing the site until they have completed the induction.

1.3. Pack in and Pack Out Requirements

In terms of Health & Safety, pack in or pack out times are deemed **HIGH RISK** and the area is classed as a construction site. Therefore we have very strict requirements during these times, as outlined below.

1.3.1. High Visibility Requirements

During pack in or pack out times, all people onsite must be wearing high visibility clothing (at minimum a High Visibility vest). This includes all exhibitors, exhibition staff, contractors, suppliers and Vbase employees. Failure to wear such gear will result in removal from the venue.

Each person is required to supply their own High Visibility vest, some events may have the option to purchase them onsite for \$5.00. Please contact your Vbase Event Coordinator to see if this service will be available for your event.

1.3.2. Footwear Requirements

Closed toe shoes must be worn at all times during an exhibition pack in or out.

1.3.3. Pack in / Pack out Timings

Exhibitors will only be allowed access to the venue during the specified exhibitor pack in / pack out times. The exhibition build must be complete before any access to exhibitors will be permitted. During the exhibition pack down exhibitors must have cleared the site before the shell scheme build can be packed down.

Vbase will restrict access to the venue if we feel that it is unsafe for exhibitors or other members of the public to access, even if it is during specified exhibitor pack in times.

1.3.4. Children onsite

No Children under the age of 16 are permitted to be onsite during a pack in or pack out period.

1.3.5. Consumption of Alcoholic Beverages

Consumption of alcoholic beverage is not permitted within an exhibition area during a pack in or pack out period.

1.4. Over Head Rigging

All overhead rigging within any Vbase venue must be installed and/or approved by a Vbase Venue Technician to ensure the Best Practice Guidelines for Working at Height issued by WorkSafe NZ are met and maintained. Please contact your Vbase Event Coordinator to arrange. Any unapproved access to the venue catwalks is strictly prohibited. All overhead rigging work carried out will require the following;

1. All overhead rigging will require a **task analysis (TA)** to be provided to the Vbase Venue Technician outlining the "Safe Work Method" of carrying out the works that will be used. This form must be provided to your Vbase Event Coordinator no later than 14 days prior to first pack in day.
2. Upon approval of the Task Analysis (Sign off by the Vbase Venue Technician) the work may be carried out providing the following requirements are adhered to:
 - a) When rigging is in progress, the Vbase Venue Technician will place warning signs at all egress points.
 - b) While the trusses and/or line arrays are being rigged or de-rigged, any persons entering the venue **MUST** wear a hi-visibility vest
 - c) Any persons working within a 5 metre radius of trusses or line arrays **MUST** also wear an approved hard hat until all trussing and line arrays are raised to their full height.
 - d) The Vbase Venue Technician will determine when the overhead rigging is complete and the PPE rule can be relaxed and the warning signage removed.

Any additional overhead work after the initial rigging period will be conducted under "one up, one down" condition where a dropping hazard exists; a PPE equipped floor crew (hard hat & hi-visibility vest) will monitor and maintain a 5m safety radius under the work until that work is complete.

1.5. Fire & Safety Awareness

All our venues are protected by an integrated smoke detector and sprinkler system connected to, and monitored by the New Zealand Fire Service. In the interest of public safety, all fire exits, air conditioning vents, lighting and sound controls, fire appliances, fire hose reels and power distribution boards must remain clear at all times.

It's illegal to:

- Block or congest emergency exits
- Block the access route to an emergency exit
- Block aisles within the exhibition – these must remain clear at all times
- Obscure or cover emergency exit signs
- Use fabric and display materials which are not fireproof

Vbase will not accept the above practices within our venues and adherence will be strictly enforced.

1.6. Emergency Evacuation Procedures

A fully compliant evacuation scheme is maintained onsite to enable the successful evacuation of staff and visitors in the case of a fire or other emergency. Boards displaying the emergency procedures are located throughout all Vbase venues with maps to assist in directing you to your closest exit from that point. It is good practice to observe where the nearest emergency exit is in relation to your stand when arriving onsite. An emergency egress map of your venue is provided in Section B of this guide

In the event of an emergency remember, stay calm and make your way to the nearest exit. Vbase staff will assist in the evacuation of the venue should this become necessary. Please follow the instructions of Vbase staff at all times.

1.7. Smoke alarm system activation

If any exhibitor or person acting under an exhibitor's control (such as a contractor or supplier) causes an activation of the venue's smoke alarm and subsequent evacuation, the exhibitor will be responsible for any costs incurred to Vbase including, but not limited to, call out fees from the New Zealand Fire Service.

1.8. Assembly Area Locations

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.

1.9. Stands with Roofs

Stands with roofs are strictly prohibited as they obstruct the venue sprinkler system in the event of a fire.

1.10. Lighting

All stand lighting must be 2.2 metres above the floor level. Any variation must be approved through your exhibition event organiser.

High powered lights such as flood or spot lights must not be placed within 500mm of flammable material. All portable light fittings must have a Certificate of Approval from New Zealand Electrical Safety Regulators.

1.11. Use of electrical equipment

Every piece of electrical equipment that is brought onsite must be tested and tagged in accordance with New Zealand Electrical Laws.

Exhibitors must ensure that all loose cables are secured to avoid tripping hazards.

1.12. Motor Vehicles/Mobile Plants

Prior approval is required from Vbase to display motor vehicles/mobile plants and these must adhere to the safety guidelines below:

- Vehicles/mobile plants in exhibitions cannot be started and run without prior permission from Vbase
- Flooring must be protected by drip trays under each vehicle and a mat placed under each tyre
- Under no circumstances is fuel to be decanted or vehicles/mobiles plants filled within the venue or its footprint (10m radius around the perimeter of the venue)
- Ignition keys are not to be left with the vehicle/mobile plant and are to be strictly controlled by the exhibitor during the exhibition.
- Every car must have at least 1 x 2.3kg A:B:9E) dry powder extinguisher mounted in a prominent location in accordance with NZ 2444:2001 portable fire extinguishers
- No silicone sprays are to be used on the tyres of display vehicle(s)/mobile plants within the venue as they create a health and safety hazard. If these sprays are used, the exhibitor will be asked to leave and Vbase has the right to invoice the exhibitor for any extra cleaning costs incurred.

To obtain an approval to display a motor vehicle/mobile plant, please contact your **Vbase Event Coordinator**.

Motor vehicles/mobile plants powered by flammable gas (LPG) may be displayed under the following conditions:

If a car or other mobile plant is on display at your stand please arrange a specific delivery time with your Vbase Event Coordinator

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

1.13. Smoke and/or Fog Machines

Smoke or fog machines are prohibited as these could cause an activation of the venue's smoke alarm system and interfere with other exhibitors.

1.14. Building Consents

Contractors and Exhibitors intending to erect external marquees and other structures exceeding 30m² within or adjacent to the complex are required to obtain the necessary Building Consent from the Christchurch City Council.

Vbase must be satisfied that all consent conditions, Health & Safety considerations and additional insurance coverage have been dealt with satisfactorily before build-in commences.



1.15. Attachments and Adhesives

Many display adhesives are damaging. Any display items must be contained within your stand footprint. Please refrain from adhering items to the venue structure.

Where damage to the building is incurred, or specific cleaning required, Vbase reserves the right to on charge the exhibitor for any costs incurred in cleaning up or repairing the area.

2. EXHIBITS REQUIRING PRE APPROVAL

2.1. Approval is required for

Exhibits which contain:

- Animals
- Explosive devices
- Gas
- Naked flames including cooking equipment
- Helium balloons
- Laser transmitters
- Smoke/fog
- Food and beverage tastings / samples / give-aways or sales
- Motor vehicles/Mobile plants
- Overhead Rigging

Please submit a proposal in writing to your Vbase Event Coordinator outlining the purpose of the display and how it will be used, no later than **three weeks (21 Days)** prior to the event to allow time for approval to be issued.

More specific details are outlined below.

2.1.1. Animals

No animals or pets are permitted within our venue(s) except as part of an approved exhibit, activity or performance legitimately requiring the use of animals.

Seeing Eye and Hearing Dogs are permitted.

Please contact your Vbase Event Coordinator for further information

2.1.2. Naked Flame

Within our venues, only the Horncastle Arena has a fully functioning smoke isolation system. Therefore any stands within this venue with any naked flame must be approved in advance by Vbase and require consent from your exhibition organiser.

Naked flames include but are not limited to:

- Cooking equipment
- Barbeques
- Heaters
- Candles
- Oil Burners

These are strictly prohibited without written permission from Vbase as they may interfere with the venue's fire protection system. Please contact your Vbase Event Coordinator for further information.

Please note at our other venues - Air Force Museum, Hagley Oval and Ilex smoke isolation is not possible.

2.1.3. Motor Vehicle/Mobile Plant Display

Review information on clause 2.12

2.1.4. LPG Gas Cylinders

LPG and other flammable gas bottles on stands are only permitted at the Horncastle Arena subject to stringent conditions and prior written approval from your Vbase Event Coordinator. For further information please refer to section B of this guide.

2.1.5. Food & Beverage

No exhibitor or person shall distribute, sell or give away any item of food or drink to event attendees without the prior written approval from your Vbase Event Coordinator. Please review clauses 4.1-4.4 for the full policy.

2.1.6. Overhead Rigging

Any stand requiring overhead rigging must be pre-approved in writing by your Vbase Event Coordinator subject to the conditions as noted on clause 1.4.

Your Vbase Event Coordinator can provide you with further information and a template for a Task Analysis (TA) form.

2.2. Marketing Opportunities at the venue

All marketing opportunities must be pre-arranged with the exhibition organiser. This includes:

- Signage other than within your stand footprint
- Branded vehicles parked outside of designated exhibitor parking areas
- Product giveaways
- Flyers

No brochures or marketing material may be placed under guests' windscreens in the car park or surrounding streets at any time.

3. WHAT VBASE CAN OFFER YOU

Vbase have a variety of services which we can provide to you at your stand, these are listed below. All of these services must be booked at least **two weeks (14 Days)** in advance of the event with your Vbase Event Coordinator.

3.1. Internet

3.1.1. Free Wifi – Vbase Guest (Free)*

All visitors to our venues have access to free public wireless internet. There is no password required for access. Before you can connect you are required to accept the Terms & Conditions and after a period of inactivity you may need to reconnect.

This option is typically suitable for general internet browsing, tablets and smartphones. If you require more bandwidth for larger downloads, video streaming or have devices on your stand that require a continuous connection a premium option is recommended.

*Subject to network availability and an acceptable policy applies

3.1.2. Premium Internet Options*

- **Premium High Speed Internet - Cabled:** This is a fibre fed, high latency service. No firewall. A Cat5 cable will be run to your location. Connection to multiple pc's /laptops may incur extra charges for labour and hardware
- **Premium High Speed Internet - Wireless:** No firewall. A password will be provided for access
- **Specialised Services** - Subject to quote. Private networks, visible/invisible - open/secure.
- **Phone Line - Direct Dial-In (DDI)** - Phone lines can be used for voice calls, EFTPOS, or fax. Please note calls are charged at Spark standard rates. Some numbers can be published in advance.

*Subject to network availability and an acceptable policy applies

Should you require any of the above options, please fill out a **Vbase Technical Solutions Pre- Order Form**.

3.2. Banner Hanging

Banner Hanging options are available from \$80 + GST. Final costs are dependent on Stand / Banner location and/or design of the banner(s) please fill out the Banner Hanging Service on the **Vbase Technical Solutions Pre-Order Form**.

Please make sure you note the following on the form:

- Stand number
- Banner specifications

3.3. Audiovisual Solutions

For all AV solutions to your stand we recommend Shipley's Audiovisual. Shipley's can provide you with TVs, screens and projectors, monitors, PA's and a range of other audio-visual hire solutions.

Please contact the Shipley's Audiovisual team on the details below to discuss your requirements:

Phone: 03 379 5166

Email: shipleys@shipleys.co.nz

3.4. Vbase Technical Solutions

Vbase can provide a range of technical solutions for your exhibition stand. If we have not mentioned your particular requirements above do not hesitate to get in touch with your Vbase Event Coordinator and we will endeavour to provide a solution.

3.5. Power, Electrical Devices and Cables

All electrical requirements are handled by your exhibition organiser and their chosen contractor.

Any electrical equipment brought on site **must be tagged and tested**. Vbase reserves the right to remove from the venue any electrical equipment which is deemed to be non-compliant.

3.6. Stand Cleaning

The regular venue cleaning covers the public areas only and **does not include** cleaning of your stand. We can provide a stand cleaning service if you require it, please contact your Vbase Event Coordinator directly to discuss further.

Stand cleaning is a daily rate of \$6.00 + GST per square metre. This includes vacuuming and dusting all available surfaces on your stand.

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 or waste removal 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. Forklift

There is limited forklift availability onsite at some of our venues, access to which is shared between all exhibitors and venue operations staff. Only forklift drivers who have the appropriate forklift licence and have received a forklift specific induction from a trained Vbase employee are permitted to use forklifts within Vbase Venues. All forklift drivers must wear High Visibility vests and only travel at walking speed when operating the forklift. Vbase safety protocols must be adhered to at all times when in control of a forklift.

If you require a forklift please confirm with your Vbase Event Coordinator whether or not there will be one available at your venue.

3.8. Trolleys

Each venue has a limited number of courtesy trolleys available for use. Availability cannot be guaranteed; therefore if your time is limited it is recommended you bring your own trolley and/or barrow to avoid delays.

3.9. Lost & Found

Any lost or found items should be handed in to a Vbase staff member as soon as possible. All reported items are recorded and held. The maximum time items are held for is three months. Claimed items will need to be signed for by the owner upon collection. If you think you may have lost something at our venue please call us on (03) 339 3599.

3.10. Privacy

Vbase respect your privacy and are committed to protecting the personal information you share with us in compliance with the Information Privacy Act 2000.

We will only collect this information when you place an order with the Vbase Event Coordinator. Without this information we are restricted in our ability to service your requirements.

If you have any concerns and/or you wish to access your personal information please contact your Vbase Event Coordinator.

3.11. Photography, Film & Media

Vbase reserves the right to photograph or film any events held on the premises and use the images for its own historical records and for marketing and promotional purposes.

4. VBASE CATERING SOLUTIONS

4.1. Food and Beverage Policy

Vbase has exclusive rights for the sale and distribution of all Food and Beverage within our venues. No exhibitor or person shall distribute, sell or give away any item of food or drink to visitors inside our venue(s) without the prior written approval from your Vbase Event Coordinator.

4.2. Stand Catering

Vbase can offer a range of catering selections for your stand. Your Vbase Event Coordinator can assist you with any stand catering requirements. Please contact them for a copy of current menus and to discuss available options.

4.3. Café Account Cards

Exhibitors can purchase coffee, lunch and snacks from the onsite cafe within its opening hours and charge back to a pre-paid account card. The friendly café team will be able to assist in setting these up for you on the day. A credit card is required.

4.4. Host Responsibility

You may be aware that NZ's licensing laws have recently changed, meaning that if you are deemed to be '*intoxicated*' (i.e. drunk, tiddly, on-your-way) on our premises, or as you arrive, we are required to ask you to leave.

The law also states that if we have intoxicated guests in our venue, our liquor licence is likely to be removed.

The rules go on to define '*Intoxicated*' and criteria includes; impaired coordination, behaviour, speech and affected appearance.

So in the eyes of the law, even a 'little bit drunk' is not okay and we don't want to have to break out our breathalysers to prove a point.

The short end of the rules are:

- If a guest arrives intoxicated they will not be admitted
- If a guest becomes intoxicated they will be removed from the venue and not be allowed back in
- If a guest brings alcohol into our car park they will be asked to leave or dispose of it immediately
- If a guest brings contraband into the venue they will be removed and not allowed back in
- The only acceptable forms of ID are HANZ18+ Card, NZ Driver's Licence or International Passports



5. CONTACT DETAILS

5.1. Exhibition Organiser

This will be filled in following event confirmation

5.2. Vbase Event Coordinator

This will be filled in following event confirmation

VBASE EXHIBITOR GUIDE 2016

SECTION B - HORNCastle ARENA

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1. WELCOME TO HORNCastle ARENA



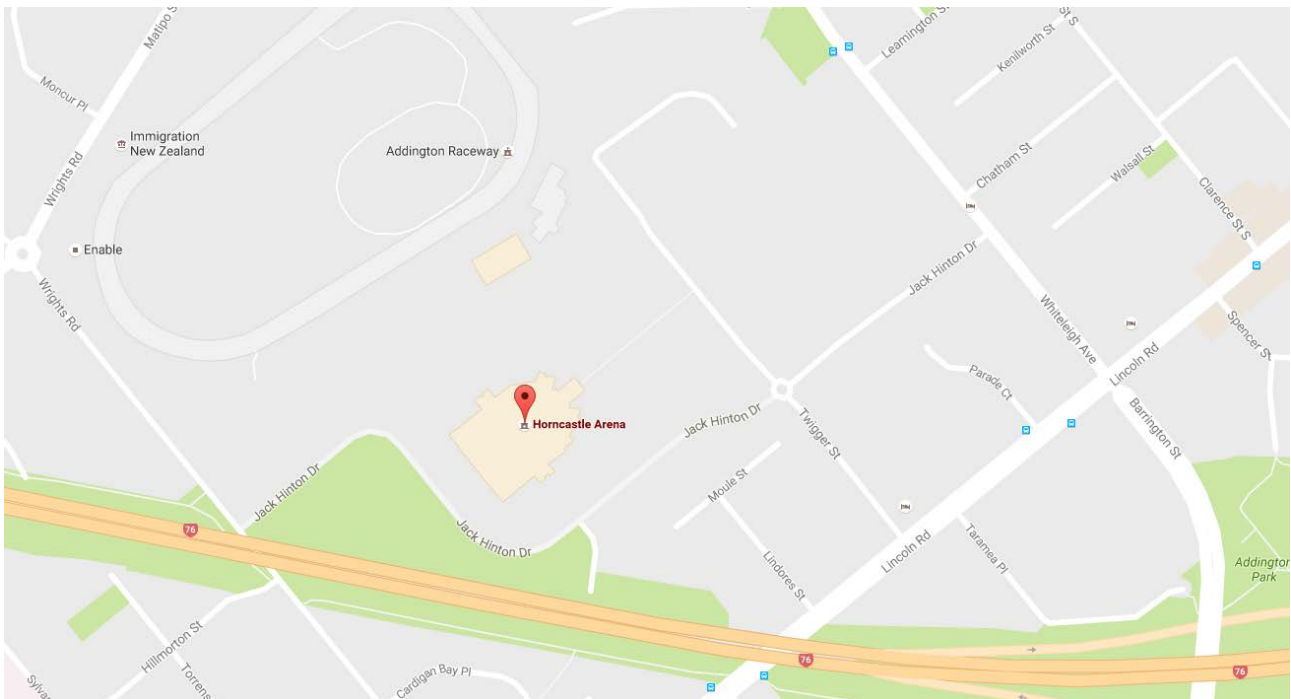
Horncastle Arena is one of New Zealand's largest purpose built indoor entertainment and sporting venues and is host to Christchurch's major events. Many of the world's leading artists, performers and sports teams play here, attracting fans from throughout the country.

Easily located in Addington, it has over 4,000m² of space ideal for exhibitions, tradeshow and large scale special events however can adapt easily to host many mid-sized events.

To find out more about the Horncastle Arena, visit our website <http://vbase.co.nz/venues/horncastle-arena>

1.1. Location

Horncastle Arena
55 Jack Hinton Drive
Addington
Christchurch

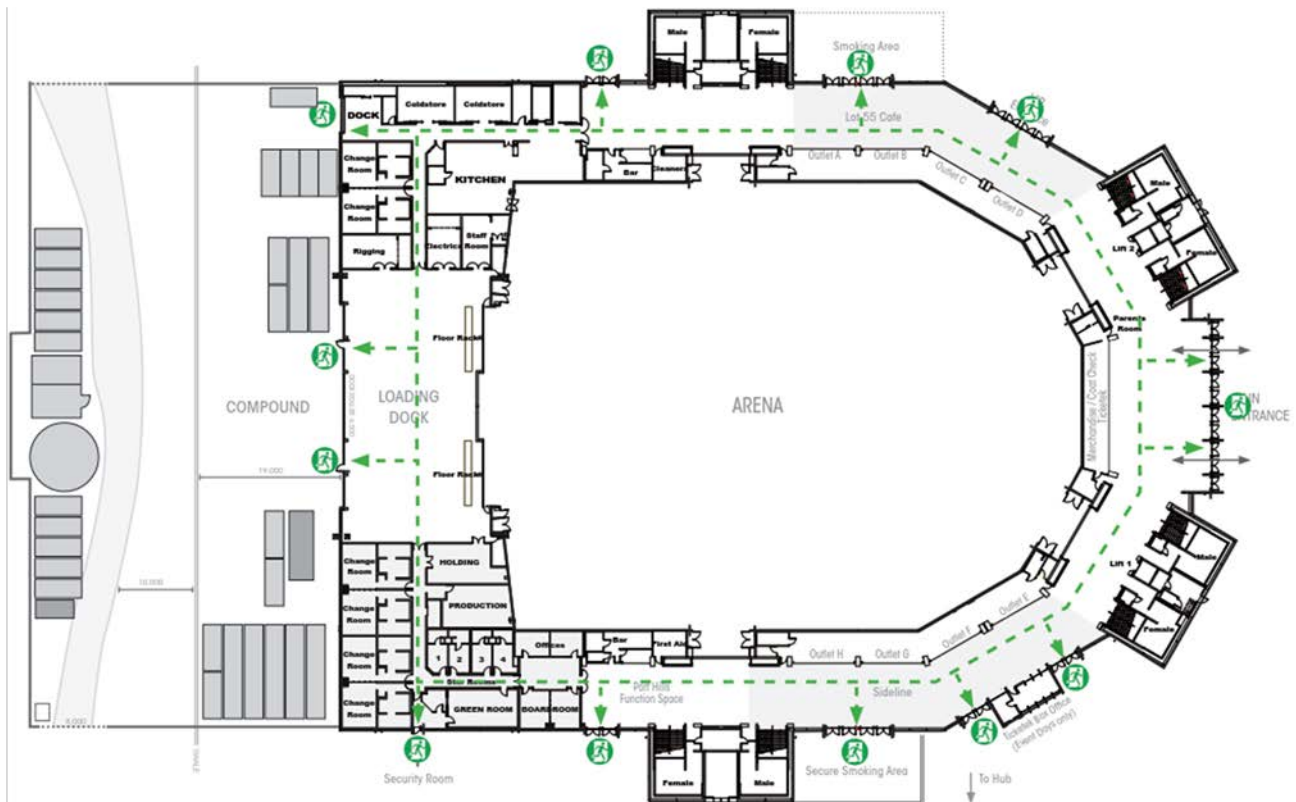


2. EMERGENCY EGRESS

A fully compliant evacuation scheme is maintained onsite designed to enable the successful evacuation of staff and visitors in the case of a fire or other emergency. Boards displaying the emergency procedures are located throughout the venue with maps to assist in directing you to your closest exit from that point. It is good practice to observe where the nearest emergency exit is in relation to your stand when arriving onsite.

Remember, stay calm and make your way to the nearest exit. Vbase staff will assist in the evacuation of the venue should this become necessary. Please follow the instructions of Vbase staff at all times.

2.1. Horncastle Arena Emergency Exit Map



3. HOW TO MAKE DELIVERIES TO HORNCASTLE ARENA

3.1. Freight Deliveries - Sending Goods to the Venue

All goods delivered to any Vbase venue must display the Vbase event specific delivery consignment note filled out and attached to all items of freight. Please print out the **Arena Incoming Delivery Label** supplied with this guide.

Due to limited storage onsite, deliveries will only be accepted **one working day prior to the pack in** of your event.

It is the responsibility of the individual exhibitor to arrange the freight of all material to and from the venue, incurring all relevant charges (including GST and customs clearance charges). Any goods incurring charges will not be accepted by Vbase and will be held by your Freight Company and/or customs pending payment. This may cause you several days delay in clearance and receiving your goods.

Whilst all care will be exercised, Vbase accepts no responsibility for items delivered to or left within the venue before and/or after an event.

3.2. Freight Collections - Sending Goods from the Venue

Exhibitors are responsible for the removal of all goods from their stand after the event.

At the conclusion of your event, please ensure that all items are carefully packed, have the Vbase dedicated consignment notes attached and are left at your stand. Please ensure you bring all relevant packing equipment for your freight – the venue does not have these supplies onsite.

Please ensure you have arranged a courier to pick up your freight and have provided them with relevant delivery and contact details. Please attached the supplied **Arena Outgoing Delivery Label** consignment note to each individual parcel or item being collected.

Due to limited storage space, goods left on site after an event will only be held at the venue for no longer than 3 working days.

4. VENUE RESTRICTIONS

4.1. LPG and other Flammable Gas Restrictions

The Horncastle Arena has LPG gas restrictions therefore exhibitors requiring gas cylinders must submit full details to the exhibition organiser as soon as possible. The exhibition organiser will submit these details to the Vbase Event Coordinator for approval 14 working days prior to the event.

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

Gas cylinders delivered on-site will be refused if the delivery was made without prior approval of the exhibition organiser and Vbase.

LPG cylinders shall not exceed 9kg in size with a maximum of two per 3m x 3m stand. There is an overall limitation of the amount of gas allowed in the building at any one time, therefore it is important you register your requirements with your exhibition organiser. If extra gas bottles are found that Vbase have not been made aware of, will be removed immediately as this compromises the venue's insurance coverage.

The installation and use of gas appliance and gas cylinders shall be undertaken in accordance with New Zealand AS/NZS 1596:2008 The Storage and Handling of LPG Gas AS 5601 – 2004 Gas Installations.

4.2. Utilities (Water and 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 **one month (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. Vbase must be satisfied that the work undertaken has been done to a high standard. The connection size is 15-20mm.

5. PACK IN/OUT INFORMATION

5.1. Access Times

Please familiarise yourself with the agreed access times that have been allocated to your event. Your exhibition organiser will provide you with the designated pack in / pack out times.

Entry to the venue outside of these times is prohibited.

Entry to the venue will only be permitted to persons who have completed a Vbase site induction as per Section A of this guide.

5.2. Where to Park

Each event will have its own dedicated parking area for exhibitors. Please refer directly to your exhibition organiser for the correct location for this event. All exhibitors must park in this area during the entire event.

Please note that it is up to each exhibitor to ensure they park in the correct, dedicated area. Cars parked in other areas may be towed or clamped at the owner's expense.

5.3. Arena Compound / Loading Dock Location

Horncastle 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 pack in / pack out hours.

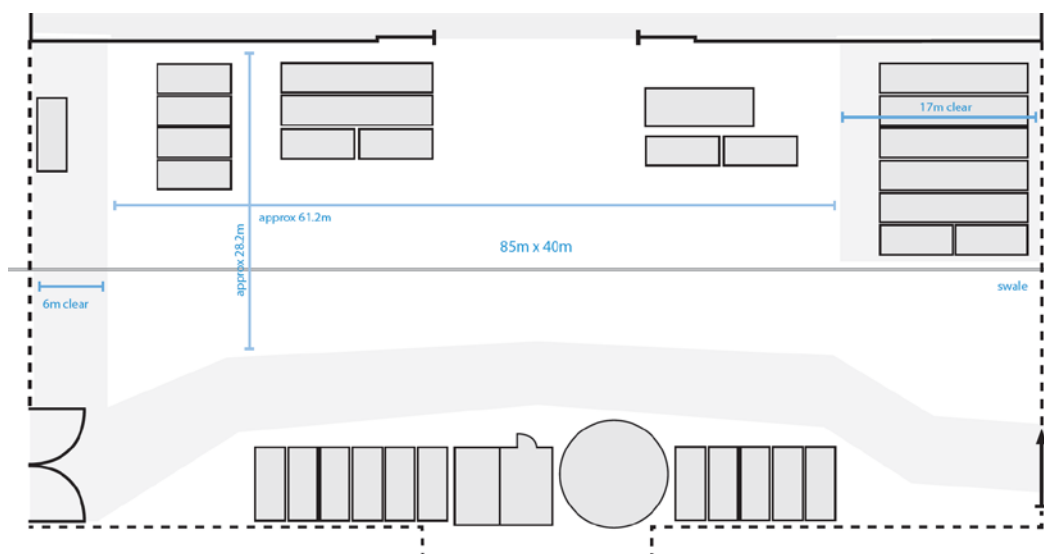
To allow the safe movement around and access for all exhibitors the following conditions apply to all exhibitors using the compound during pack in / out:

- A strict **20 minute parking limit** applies within the compound for drop off / pick up of goods during the pack in / pack out 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

5.4. Map of the Arena Compound



5.5. Pack in / out via Arena front doors or the Lot 55 Café

To ensure all visitors, staff and guests are kept safe we cannot allow pack in via the Arena main entrance or through the Lot 55 Café as these are public areas and this puts undue risk on members of the public using these areas.

Importantly the front main entrance is the primary emergency egress route and cannot be blocked at any time.

Please use the Arena Compound or South Concourse doors for all pack in / out activity as per clauses 6.3 and 6.6.

5.6. Pack in / out via South Concourse doors

For events that use the South Concourse for exhibition displays, pack in/out access is available via the South Concourse doors for exhibitors with stands in this area providing the following guidelines are adhered to:

- No vehicles, trolleys or equipment are to obstruct any emergency exits or egress routes
- The area in front of Ticketek Box Office must be kept clear at all times
- Pack in/pack out is only carried out 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 scheduled, South Concourse doors can be removed:
 - Width 3m

5.7. Storage Onsite

There are no storage facilities onsite at Horncastle Arena unless this is arranged by the exhibition organiser. Exhibitors are advised to make provision for the removal of all materials not required for their stand for the period of the event to other premises.

5.8. Forklift

There is limited forklift availability onsite, access to which is shared between all exhibitors and venue operations staff. Only forklift drivers who have the appropriate forklift licence and have received a forklift specific induction from a trained Vbase employee can use forklifts within Vbase Venues

All forklift drivers must wear an orange high-visibility vest and seatbelt whilst using the forklift.

The venue forklift specifications are:

- 3 tonne forklift which is rated to a maximum lift of 1.5 tonnes
- Fork lengths are 1200mm in length

If your requirements exceed the above specifications or if you require extended use of a forklift, please contact your exhibition organiser for approval to hire additional dedicated forklift(s).