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## *Operations Manual*

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Your venue guide lines to running an event at Te Papa

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## Welcome | Haere Mai

The contents of this operations manual will provide you with the guidance and current information needed to plan your event at Te Papa. Key information is included; such as operational procedures, building and facilities services and housekeeping details.

We ask you to follow the requirements set out in this manual as you plan your event, and while working on site. Please ensure all necessary information is passed on to the relevant people, such as third-party clients, delegates, planning staff, contractors, exhibitors and volunteers.

There may be cases when this manual will need to be updated and/ or changed to reflect the current situation we are in. Your dedicated Account Manager or Function Coordinator will provide you with the latest information for your event or you can visit [Tākina Events](https://www.takinaevents.co.nz) website to see all the latest offerings.

If you need further information or have any queries, please contact our Venues line on +64 4 381 7272.

We look forward working with you to create and deliver a successful event at Te Papa.

## Te Papa under Traffic Light Framework

Te Papa is following the advice of the New Zealand Government's [Covid-19 Protection Framework](#) | [Te Pou Tarāwaho Ārai Kowheori](#)

The Wellington Region is currently under the **Orange** Traffic Light setting.

If we change to the **Red** or **Green** settings, we will follow Government advice for these settings.

When visiting Te Papa, we still need you to:

- **Wear a face mask.** You legally must wear an acceptable face covering while inside the museum, unless exempted with the right documents to prove this. When inside your hired venue space, mask-wearing is encouraged.
- **Sanitise.** Dispensers are located throughout the museum, and we're also cleaning continually.
- **Follow Covid-19 health measures.** Stay home if you're sick, cover coughs with your elbow, and wash your hands regularly.

You can ask your Account Manager or Function Coordinator for the Venues' COVID-19 Standard Operating Procedures for full details of Te Papa's response to the Traffic Light Framework if required.

For latest news and information please go to the [Te Papa website](#).

## Getting Here

You'll find us on the waterfront, right in the heart of Wellington, where most amenities are within a 20-minute walk. The museum is open from 10am until 6pm to the general public.

**Physical address of Te Papa is [\(Google Map\)](#):**

55 Cable Street, PO Box 467

Wellington, 6011

New Zealand

### Directions: How to get to Te Papa

#### By bus

Most Wellington buses (including those from the airport and railway station) stop along Courtenay Place and Willis Street. From these stops, it's just a few minutes' walk to Te Papa.

[Metlink bus routes and timetables](#)

[Parking at Te Papa for tour coaches and buses](#)

#### By bike or kick scooter

The waterfront around Te Papa is bicycle and kick scooter friendly. **Please don't bring them inside the museum** but park your bike or kick scooter at our racks – found behind *Quake Braker*, near our main entrance.

[Parking at Te Papa](#)

#### By train

From Wellington Railway Station it's a 20-minute walk to Te Papa. Alternatively, you can catch a bus or taxi nearby.

[Metlink train routes and timetables](#)

#### By car

Take the Aotea Quay exit when driving south into central Wellington along the SH1 motorway. Continue along Waterloo, Customhouse, and Jervois Quays, which lead directly into Cable Street and Te Papa's convenient car park.

[Parking at Te Papa](#)

#### Taxis

[Wellington Combined Taxis](#) have a stand outside Te Papa.

## From the airport

You can catch a taxi, share ride or bus from Wellington Airport to Te Papa, or follow the directions below to drive here.

## Driving to Te Papa from Wellington Airport

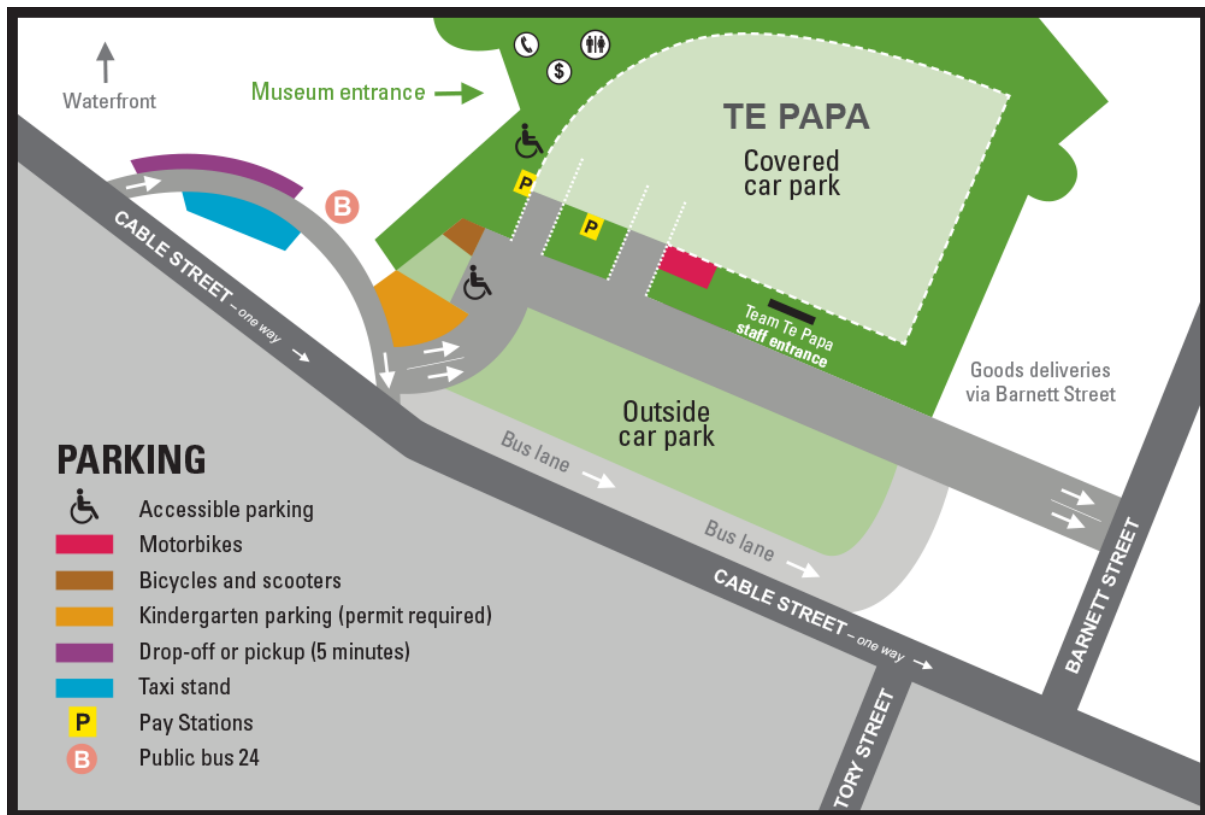
**Driving time:** About 15 minutes (traffic dependent)

1. Follow SH1, turning left along Cobham Drive.
2. At the Evans Bay Parade lights, turn right. Continue around the harbour and along Oriental Parade.
3. Turn right into Wakefield Street.
4. Turn right into Taranaki Street, then right again into Cable Street. Te Papa's [car park](#) is on your left.

## Parking

Te Papa has covered and uncovered parking spaces for all museum visitors. You can pay with cash, EFTPOS or credit card.

Te Papa does not reserve any parking spaces.



### **Discounted Rate – User Pays**

Tākina Events at Te Papa offer a special day delegate parking rate at \$12.00 from 6am until 6pm. The rate is \$2.00 per hour after 6pm.

*A small parking validator machine is available at the event registration desk. The delegates will need to bring their parking ticket from the Te Papa parking barrier arm to the desk to have it validated. The special day delegate rate will apply at the pay station on departure.*

Tākina Events at Te Papa also offers a flat parking rate of \$8.00 from 6pm to 2am (when exiting before 2am, or up to \$24 before 8am the next day). The maximum charge on a 24-hour period is \$40.00. There is no need to validate your parking ticket for these charges.

### **Complimentary Vouchers – Charged Back**

We are able to issue complimentary parking vouchers should you choose to pay for the parking charges for some of the delegates and the cost will be added to your final invoice. These will need to be requested ahead of time through your Function Coordinator.

### **Coach or Bus**

Coach pick up and drop off can either be by the front entrance or in the designated bus lane. Coach parking at the front entrance is not permitted and parking at the bus lane is a first come first served basis.

The bus lane can accommodate up to 6 buses. This cannot be reserved and buses cannot park overnight in the bus lane.

### **Please advise your Function Coordinator if:**

- There is need to park a vehicle for longer than 24 hours, otherwise it will get towed or clamped at the owner's expense.
- You have booked buses or coaches for the delegates. Extra charges will apply should you require facilitation or management of the coaches.
- You need complimentary parking vouchers to be charged back and how many.

Click [here](#) for more information and current pricing for parking at Te Papa.

## Facilities

General museum enquiries: +64 (04) 381 7000

Venues enquiries: +64 (04) 381 7272

**Map of Te Papa** – Click [here](#) to download a Te Papa map.

## Coats & Bags

There is no dedicated cloak room facilities at Te Papa and the self-service lockers on Level 1 are not for the use of any function attendees. Unmanned coat racks are available in the hired venue space.

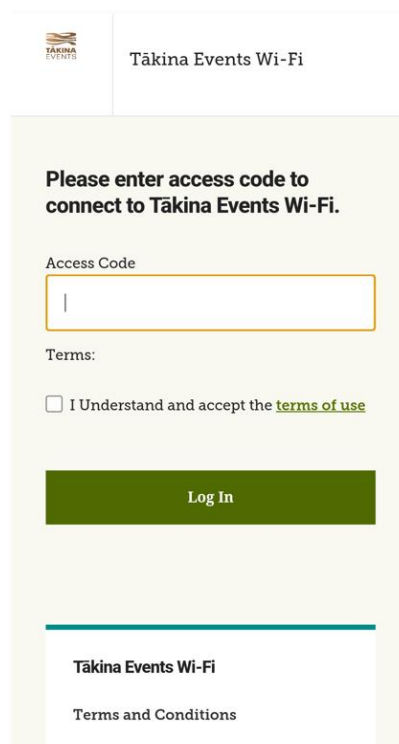
Any personal items such as coats, bags, umbrellas, luggage, etc. can be left inside the hired venue space. It is the responsibility of the owner and event organiser to manage and look after any items or belongings left in the event space.

For large events of more than 300 people, dedicated and manned cloak room facility can be set up within the hired venue space. This is subject to availability and extra charges may apply. Please inform your Function Coordinator if required.

## Internet Access

Te Papa offers complimentary Wi-Fi and is shared by all function attendees. It is suitable for basic internet browsing such as checking emails and social media accounts. There is a maximum of 2GB per 24 hours allowed per user.

*To access the correct Wi-Fi, connect to **Tākina Events** on your device. A Tākina Events internet page will pop up when you open your browser, type in the access code – **events** – and accept the T&Cs.*



The screenshot shows a mobile web interface for connecting to Tākina Events Wi-Fi. At the top, there is a header with the Tākina Events logo and the text 'Tākina Events Wi-Fi'. Below this, a yellow box contains the instruction 'Please enter access code to connect to Tākina Events Wi-Fi.' followed by a text input field labeled 'Access Code'. Underneath the input field is a 'Terms:' section with a checkbox and the text 'I Understand and accept the [terms of use](#)'. A green 'Log In' button is positioned below the terms. At the bottom of the yellow box, there is a white box with the text 'Tākina Events Wi-Fi' and a link to 'Terms and Conditions'.

It is not allowed to set up personal Wi-Fi hotspots via Wi-Fi Hubs or Routers as this interrupts our servers and may cause an outage across the museum. A dedicated wired internet connection can be supplied at an extra cost if required.

Please contact your Audio Visual Coordinator to discuss your internet requirements further.

## **Food & Beverages**

All catering services are done in house including a dedicated barista coffee machine if required. Our menus include good selections to cater for standard dietary requirements. Please talk to your Function Coordinator should there be any requests for special dietary meals or bespoke special menus to arrange with our kitchen team prior the event.

Click [here](#) to see our current food and beverage menus.

**All food and beverages must be consumed within the hired venue space.** There are two public cafes available inside the museum and function attendees are not permitted to bring any food or drink from these cafés to the hired venue space after 10am, once the museum is open to the public.

### *Te Papa Café on Level 1*

Opens from 9am until 5pm, seven days a week. Our café offers sit down and takeaway menus, including breakfast items, hot and cold cabinet food and a kid's menu. Indoor and outdoor seating is available where function attendees can take a break for the day but must not consume any conference catering here. Takeaway items are not allowed to be brought to the hired venue space after 10am.

### *Espresso on Level 4*

Opens from 10am until 4pm, seven days a week. A sit down café setting close to museum exhibition spaces that offers hot and cold cabinet food items and delicious house made cakes. No takeaway service is offered here. All food and beverage orders must be consumed within the Espresso area only.

## **Photocopying Services**

There is limited service available for photocopying and printing. Extra cost might apply to be charged back to the event account depending on the amount of photocopying and printing you require. Please check with your Function Coordinator or Floor Supervisor for the available services and current prices.

## **Security**

Building security services are included in the venue hire charge. This is to look after the operations of the museum building and assist with wayfinding while the event is happening.

General site and access security to the hired venue space is the responsibility of the event organiser. Security of individual trade exhibition sites within the confines of the stand itself are the responsibility of the exhibitor. All exhibitors should have their own insurance that covers any valuable items that are to be left on the stand.

The hired space will be locked down at the end of the day. We still advise all event attendees to not leave any valuables unattended or unsecured at any time. Tākina Events accept no responsibility for any loss or damage suffered by anyone.

Dedicated security services can be pre-arranged should your event require this service for an extra charge. Please speak to your Function Coordinator for more information.

## Smoking

Te Papa is a non-smoking environment. Smoking is only permitted outside the confines of the building and away from the museum main entrance doors.

All types of electronic smoking devices are also not permitted inside the museum building.

## Toilets & Accessibility

There is only one entrance to the museum for all visitors. Should there be a need to access a different entry or exit points you will be advised by your Function Coordinator.

For events in:

- **Icon, and Amokura Gallery** – Dedicated toilets are available within the venue space.
- **Soundings Theatre**– Toilets are outside the venues spaces near Story Place and Whale Heart display.
- **Oceania** – Toilets are back out of the venue, turn left before the staircase. Another set of toilets available just after the bridge to Te Huinga Centre.
- **Te Huinga Centre** – Set of toilets are available across from the Angus rooms.
- **Main Entrance Lobby and Wellington Foyer** – Toilets on Level 1 and near the Story Place and Whale Heart display can be accessed.

Parents' room are available on Levels 1, 2 and 5. Our parents' rooms have nappy-changing facilities, breast-feeding chairs, and sinks. You can also find nappy-changing facilities in the women's toilets by Te Marae, Level 4.

Accessible toilets are available on Levels 1, 3, 4 and 5. Please ask a member of the Visitor Services team for any assistance required.

Certified assistance dogs have the right to access Te Papa when assisting a disabled person. Please ensure the dog wears the appropriate coat and carries a valid ID card.

The event organiser is responsible for advising us of any attendees that are using wheelchairs, mobility scooters and anything a-like for evacuation purposes. Tākina Events is committed to providing for any accessibility needs but we will need prior notice to make sure of requirements.

Click [here](#) for more information about facilities and accessibility at Te Papa.

## Room Set Ups

All room set ups and floor plans must be discussed and confirmed by your Function Coordinator prior to the event start date.

Board room, U-shaped, theatre, classroom, cabaret and banquet style set ups are available. For banquet set ups, Tākina Events uses customised oval-shaped table to ensure no one will have their backs directly facing the screens. The maximum capacity for each banquet table is 10 people.

Your Function Coordinator can provide room floor plans, and will be able to advise any associated costs if you require multiple set ups and room turnarounds.

## Emergencies

### First Aid

The first aid room is located on Level 3 in the back of house area. Automated External Defibrillators are available at the Information desk on Level 2, at Espresso on Level 4 and back of house on Level 1 in the Security Control Room. First aid kits are also available from all floors. Please advise your Floor Supervisor for first aid assistance.

### Fire Evacuation

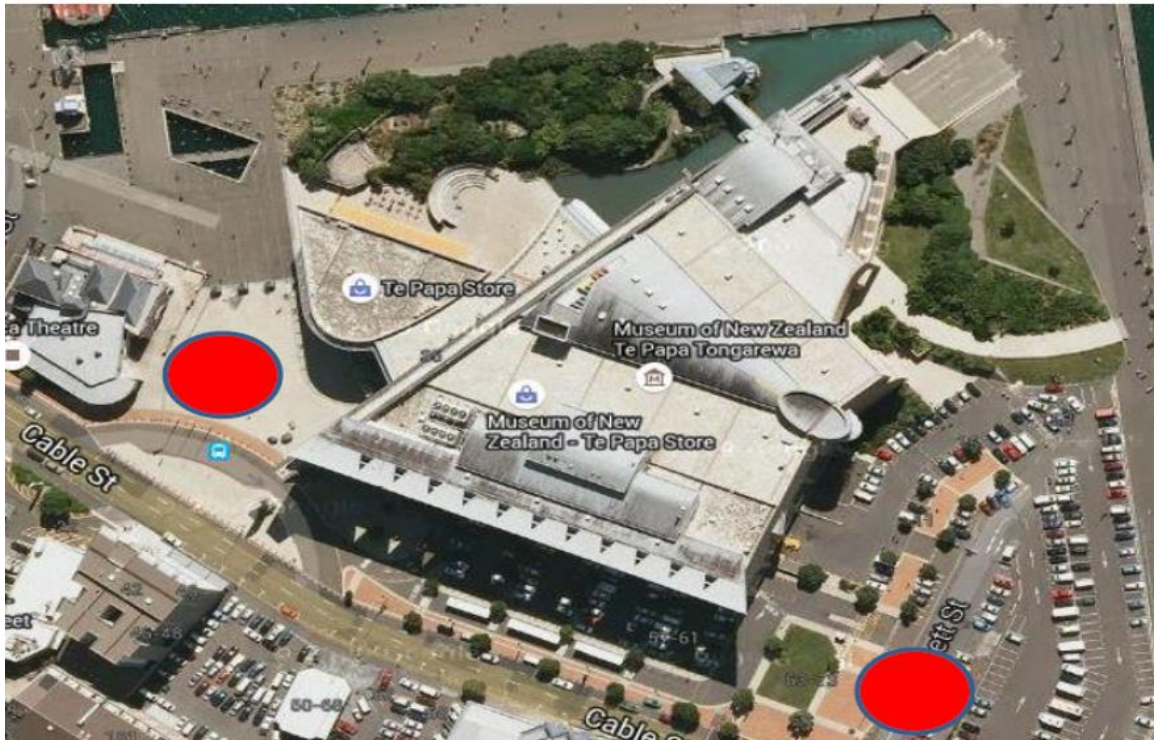
Evacuation is essential even if you cannot see or locate the fire. The continuous sound of fire alarms will be activated to notify all occupants to vacate the building immediately.

Egress is available from all floors and areas in the building via the marked emergency exits or by the main staircase. The building is also fitted with an automatic sprinkler system, manual fire alarms, fire hose reels and extinguishers on each floor.

Te Papa Visitor Services team will take full charge of the evacuation and make sure the building has been fully evacuated. Our team will follow procedures to assist disabled visitors in the case of an evacuation.

Evacuation assembly points are:

- By Te Papa Museum forecourt near Circa Theatre, or:
- At Barnett Street corner Cable Street next to Waitangi Park



## Earthquake

Te Papa sits on 150 base isolators to protect the building from earthquake. The building will sway up to half a metre which is normal as it is designed to withstand an 8.5 magnitude and is a designated civil defence centre.

Te Papa would be among the safer places in Wellington in a major earthquake. All visitors must stay away from windows, find cover and remain under the shelter or in the venue. Our Visitor Services team will provide instructions should there be an evacuation.

## Tsunami Alert

Our Visitor Services team will ensure all guests are advised and guided to the higher levels of the building. This will be on Level 4 and above of the museum.

## Health and Safety

Everyone at Te Papa is responsible for their own health and safety, and for contributing towards the maintenance of a working environment. We are committed to ensuring the health, safety, security and wellbeing of all our teams, visitors to our business and the items and collections that have been placed in our care.

You share this responsibility as the event organiser, delegate, exhibitor, contractor or volunteer. We ask that as an event organiser you ensure that everyone working at the event maintain the highest standards of safety at all times.

All attendees are expected to comply in all respect to the requirements of the Health & Safety Acts including but not limited to:

- Following all safety instructions from Te Papa staff member at all times.
- All electrical gear must be PAT tested and tagged, and all electrical cords must be taped down.
- Fire egress routes must be kept clear at all times. It is illegal to block emergency exits and the access route to an emergency exit.
- You must not obscure or cover emergency exit signs or store equipment in the fire staircase.
- All fire call points and fire hose cabinets must be kept clear.

## Access and Access Times

General access must be through Te Papa Museum main entrance.

Team Te Papa entrance and loading Dockway can only be accessed for scheduled pack in/ pack out by exhibitors, external suppliers or inducted contractors.

Dockway Entrance at Barnett Street Entrance ([Google map](#)):

- Is not a general access way
- Is closed on weekends
- Requires appropriate footwear worn when accessing (ie. No open toed footwear)
- When dropping items off at the Dockway, please:
  - Do not leave vehicles unattended
  - Do not use the car parks in the Dockway area

All access times are based on the signed contract. Speak to your Function Coordinator if you require access outside your contracted times. Tākina Events cannot guarantee all special access requests will be accepted and additional charges might apply depending on final requirements.

## Deliveries

All large and heavy equipment and deliveries must be brought through Te Papa Dockway. All deliveries must include the following details using the Tākina Events Delivery Form ([See Appendix 1](#)).

- Te Papa Dockway, Barnett Street, Wellington
- Name & Date of the Event
- Sender Details incl. Exhibitor Company name and stand number (if applicable)
- Box number and number of items (i.e. Box 1 of 3)

A Dockway Manager or security officer is present to receive deliveries. There is an intercom available on the side door to contact our Security team in case assistance is required.

Deliveries are accepted between **8am to 4pm, Monday to Friday** (*closed between 12 noon to 1pm*).

All small and can easily be carried safely items can enter Te Papa via the Museum main entrance.

**Tākina Events does not offer courier services.** It is the responsibility of the sender to arrange courier delivery/ pick up and ensure all required documents are attached to the items. All items to be picked up must be clearly labelled and left at the Te Papa loading Dockway with a completed Trade Exhibitors Courier Form ([See Appendix 2](#)).

## Storage

**Te Papa has no storage space.** Goods can only be accepted and stored for **48 hours** before and after the event. Tākina Events reserves the right to dispose of any goods if not removed within the given timeframe, or a storage fee might apply to be charged back to the event account.

For any scheduled large pack in or pack out that requires significant storage space please speak to your Function Coordinator at least 14 working days prior the event to make pre-arrangements.

**Tākina Events is not responsible for any lost, stolen or damaged items.** Our staff will do their best to move all delivered boxes and banners but we would require the exhibitors or event organiser to move all large, heavy, expensive and not properly packed equipment to the hired space from the loading Dockway while guided by a staff member.

## Pack In and Pack Out

All pack in and pack out for events must be scheduled to avoid impacting museum operating hours and other events booked. A pack in/out schedule and plan must be agreed and confirmed by your Function Coordinator.

Te Papa has different sizes of trolleys and pallet jacks with weight ratings. Anyone packing in from the loading Dockway is welcome to use these if available. Trolleys and pallet jacks with loaded equipment must be removed and returned as soon as possible to the Dockway as these are heavily in demand across the building.

Please advise your Function Coordinator if you require:

- Access to forklift. Te Papa Security Team will generally operate the forklift if available.
- Access through the public museum space with trolleys during museum operating hours.
- Loading in a vehicle to the building. Your Function Coordinator will provide further information and discuss protocols.

Equipment	Capacity	Dimensions
Goods Lift	9 tonne	6m L x 2.5m W x 3m H
Dockway Lift	4 tonne	3m <sup>2</sup>
Fork Lift	2.5 tonne	N/A
Pallet Jack	2 tonne	1.15m L x 0.68m W x 0.07-0.19m H

## Restrictions

The Floor Supervisor or Logistics Supervisor will endeavour to check all set ups and stands before the event starts to ensure all complies under our health and safety protocols. Tākina Events reserves the right to request change or close any set up or stand if it seems to be a safety hazard.

The event organiser is required to provide a list of any items to be brought into Te Papa which fall into any of the following categories.

### **An approval from Tākina Events is required first before bringing in such items:**

- Potentially offensive material – posters, books, video, etc.
- Weapons or other equipment that may cause harm
- Food and/or beverage (for sale or sample) including coffee machines
- Animals including domestic pets
- Any large pieces of equipment over 2m x 2m and/or 300kgs
- Equipment or containers holding liquid (over 100 litres in capacity)
- Gas cylinders

### **The following items are prohibited to be brought in:**

- Flammable liquids or accelerants (i.e. Petrol, diesel, CNG/LPG)
- Items or equipment that produce open flames or extreme heat (including candles and cooking appliances)
- Smoke/ haze and bubble machines
- All kinds of balloons
- Glitters and confetti
- Untreated plants

You are not allowed to nail, screw, staple, put pins or holes into any wall, door or other parts of the building. Gaffer tape, double sided tape, Velcro dots or other adhesives are not to be used on painted, wallpapered, glass or fabric walls. A penalty charge will apply to the event's account for any damage caused.

## Signage and Banners

The following guidelines are provided to commercial venue hire clients to ensure you can safely and respectfully display branding and signage during your event.

- Clients are permitted to display up to one banner or promotional sign directly outside the entrance doors to their hired venue space. Banners must be no larger than 2m H x 1m W.
- The signage must be free-standing and must not be affixed to walls, doors or floors.
- It is not allowed to hang banners, signage or other materials from the ceiling, any rigging points or on the walls in the venue space and from any structure outside the venue building without approval from your Function Coordinator. This includes any projection from the exhibitors' space to areas outside the allocated space.
- This signage must not impede foot traffic or disturb the experience of general museum visitors.

- Signage may be displayed for the duration of the client's function, and for up to 1 hour before and after the event. The client is responsible for setting up, packing down and removing all signage within this timeframe.
- All signage and logos must be free of offensive language and imagery, and be suitable for display in a family-friendly environment. Tākina Events reserves the right to remove any signage it deems inappropriate.

## Photography and Filming

You are welcome to use your camera to take photos and videos for personal, non-commercial use at most areas in Te Papa. This includes photos of:

- People, with their permission
- Events
- Most collection items, including borrowed works
- Most exhibitions
- Te Papa interiors

A "No Photos" sign is visible to indicate objects and exhibitions that cannot be filmed or photographed. This may be for cultural reasons, because of copyright or to protect the objects.

Selfie sticks are permitted in Te Papa. The use of other equipment such as tripods, monopods and lighting in museum public spaces will require permission. You must not sell or profit from the photography, film or video you take at Te Papa, or use it for commercial purposes, unless you have received permission from us. Please send your request ahead of time to your Function Coordinator.

All filming, interviews and recording required at the event must be done inside the hired venue space only. Notify your Function Coordinator should you have any media coming to your event.

## Sustainability

Te Papa is an organisation tasked with protecting and sharing New Zealand's taonga. Extending our role as *kaitiaki* to the natural resources we use in our operations, and the communities we serve, is a natural extension of our work.

Te Papa is Carbon Emission Measurement and Reduction Scheme (CEMARS) accredited under what was Enviro-Mark Solutions. We are now accredited as a Carbon Reduce Organisation under the rebranded Toitu Envirocare.

We actively seek to reduce our carbon footprint and improve our sustainability through:

1. Replacing inefficient plant and equipment with highly efficient technology to reduce utilities consumption such as;
  - Replacing Hydraulic lifts with MRE Electric lifts that are 78% more efficient;
  - Replacing all lighting with LED lighting resulting in a 47% electricity saving and an unquantified saving from HVAC operation where the HVAC is not compensating for the heat produced by older technology lights.
  - Replacing Chillers and cooling towers with modern efficient plant; and
  - Replacing Fan oil Units with new technology units that are 84% more efficient;
2. Promoting recycling which has reduced waste to the landfill by 35%.

3. Programming the replacement of our petrol powered cars to electric cars by 2025.

Where possible, Tākina Events and Te Papa uses recycled products in our daily operations.

## Bicultural Protocols

Te Papa recognises the legislative, conceptual and Treaty framework within which the museum operates and reflects the international developments between the partnership of *Tangata Whenua* and *Tangata Tiriti*.

Food and drink are not allowed and must not be consumed at the back corridors of Level 3 due to our Māori 'Wahi Tapu' collection rooms in this area. The basins located in this area are not for the use of any event attendees in respect to our museum curators.

## Appendix 1: Tākina Events Incoming Delivery Form

**DELIVERY ADDRESS:**

*Te Papa Dockway  
Barnett Street, Wellington  
New Zealand 6011*



**ATTN:** *Name of Te Papa Function Coordinator & Mobile Number*

EVENT NAME			
EVENT DATE/S			
EVENT ROOM NAME			
SENDER DETAILS			
SENDER NAME		COMPANY NAME & STAND NUMBER	
ADDRESS		CONTACT NUMBER	
EQUIPMENT DESCRIPTION			
NUMBER OF ITEMS	1 of XXX		

## Appendix 2: Trade Exhibitors Courier Form



# Trade Exhibitors Courier Confirmation Form

ALL COURIER BOOKINGS MUST BE MADE DIRECTLY BY THE EXHIBITORS. THE ITEMS MUST BE REMOVED FROM THE SITE AS SOON AS POSSIBLE.

EXHIBITORS ARE TO COMPLETE THIS FORM AND ATTACH TO THE ITEMS TO BE PICKED UP BY THE COURIER.

<b>COURIER COMPANY</b>	
<b>PICK UP DATE BOOKED</b>	
<b>BOOKING NAME FOR PARCEL COLLECTION</b>	
<b>SENDER CONTACT PERSON</b>	
<b>SENDER CONTACT NUMBER</b>	
<b>DELIVERY ADDRESS</b>	
<b>DESCRIPTION OF ITEMS</b>	
<b>NUMBER OF ITEMS</b>	