

## Venues Wellington Booking Guidelines

Thank you for considering Venues Wellington for your event. We host a wide variety of events, and to ensure that we manage the availability of the venues appropriately, the following information is important for you to know. Please let us know if you are unsure about any aspect of these guidelines.

### BOOKINGS

Our Booking Guidelines are designed to be in line with best practice in the venue industry.

Generally, bookings can only be confirmed up to two years in advance for all of our venues. We will accept bookings three (3) years in advance for large multi-day conferences and multi-day performing arts events. Bookings further out than this will be accepted only upon formal written agreement from Venues Wellington.

Single day bookings will not be confirmed more than six (6) – 12 months in advance of the hire period, however we will confirm earlier if possible. This policy excludes single day bookings at the St James Theatre and Opera House which is generally only given within three (3) months in advance of the hire period.

Venues Wellington reserves the right not to accept a booking if in our opinion the nature of the event could be detrimental to the best interests of Venues Wellington or Wellington City Council, or to the success of another event in our venues.

We receive regular **enquiries** for venue and date availability and whilst we capture all the details in our booking system they are given 'enquiry' status and do not constitute a pencil booking until acknowledgment of a booking is given in writing from Venues Wellington.

**Pencil bookings** (whether 'first' or 'second' etc) will generally only be held for a maximum of three (3) months without confirmation. At the end of this period the booking may be cancelled without notice.

### CONFIRMATION OF BOOKING

No booking is confirmed until Venues Wellington notifies a hirer that it has received a signed Venue Hire Agreement and the initial payment instalment as detailed in the payment schedule to the Venue Hire Agreement – Specific Terms (this covers the specific arrangements and obligations associated with your event), and returns to the hirer a co-signed Agreement.

Until a booking is confirmed by Venues Wellington, it may be subject to challenge from another potential hirer looking for those dates in that venue (refer **competition for dates**).

In order to confirm a booking Venues Wellington will also require the following information:

- The official event name
- Maximum numbers from a catering perspective (if applicable) - Your minimum number for catering purposes will be referenced in your Venue Hire Agreement – Specific Terms. You may increase catering numbers at any time up to five (5) working days prior to the event. If your catering numbers are less than your contracted number then Venues Wellington reserve the right to charge against the contracted number
- Debtor and company details, with name of official signatory

If a booking is confirmed for a particular event, the dates of the confirmed booking cannot be used for another event without the written agreement of Venues Wellington (pursuant to the process set out in the Venue Hire Agreement to be entered into).

## **COMPETITION FOR DATES – The Challenge Process**

When there is more than one potential hirer seeking dates, Venues Wellington may require the ‘first pencil’ booked client to secure their booking.

As the potential hirer holding “first pencil” you will be notified that there is another hirer looking to stage an event on your booking date(s) and given an opportunity to confirm your booking or release the date(s). Please note that Venues Wellington will not release details of either potential hirer to ensure confidentiality.

Should you wish to have your booking confirmed, you will be required to sign the Venue Hire Agreement and pay the Initial Payment Instalment within 2 working days of being contacted by Venues Wellington.

If you fail to comply with this requirement, the date(s) will be made available to the challenging hirer.

If you want to pencil book a date and the venue is already pencil booked by another potential hirer, but you are not ready to have the booking confirmed, Venues Wellington will note you as the ‘second pencil’ in the booking system.

## **TSB BANK ARENA/SHED 6 HIRE CONSIDERATIONS**

Toilet facilities - please note these are shared facilities for hirers of TSB Bank Arena and Shed 6 and the specific configuration during your event will be discussed with you prior to your event.

Kitchen facilities - Shed 6 has no dedicated kitchen facilities. Depending on your hire requirements and other events in the venues your caterer may need to make external arrangements for service.

Storage facilities - Shed 6 has no dedicated storage facilities, however Venues Wellington will accept and store deliveries up to two days prior to your event. Your Venues Wellington Event & Show Coordinator will liaise with you on the details for pack in and pack out including access times.

The Arcade - please note that this is a shared space unless you have hired Shed 6 in its entirety.

Noise bleed (between Shed 6 rooms and/or TSB Bank Arena and Shed 6) - for most events there is no impact of noise between these spaces, this however may change depending on whether there is a performance in the TSB Bank Arena. Generally this would be advised three months out from your event and at this time your Venues Wellington Event & Show Coordinator will contact you to discuss options, and any impact it may have on your event programme.

## **CANCELLATION, POSTPONEMENT OR REDUCTION IN HIRE PERIOD OF A CONFIRMED EVENT**

The Venue Hire Agreement sets out in detail the provisions that will apply in respect of any cancellation, postponement or reduction in the hire period of a confirmed booking.

## **PAYMENTS**

Payments must be made by the due date of the invoice. Failure to pay on time may result in cancellation of the booking and/or overdue interest charges. Payments can be made in the following manner:

- by cash, eftpos or cheque (payments made by cheque must be made available in cleared funds by invoice due date)
- by bank transfer

- by credit card (full and accurate credit card details must be provided with written authorisation from you. A merchant's fee will apply and will vary depending on the type of credit card used and fees will be on charged).

Our instalment payment terms are outlined on your Venue Hire Agreement but in general we require full venue hire price and up to 80% of all estimated event charges to be paid at least seven (7) days prior to your event commencement date. Generally these charges are to be made in three instalments. All final costs will be invoiced within seven (7) days following your event.

Credit is not extended unless pre approved by Venues Wellington. Please note that private individuals and international organisations are not eligible for Venues Wellington credit approval. For these hirers, the full venue hire charge and 100% of estimated event charges must be paid and received prior to the hire period.

If your event is ticketed by our nominated ticket agency, then all outstanding event charges and costs will be deducted by the ticketing service provider from the proceeds of ticket sales and paid to us before settlement with the hirer.

#### **Wellington City Council Venue Hire Subsidy:**

Wellington City Council offers assistance for some events held in Venues Wellington venues. Regardless of whether a subsidy has been approved or not, Venues Wellington will issue a contract to the hirer and standard booking and payment policies and procedures apply. Please note that if the confirmed event is subsequently cancelled, postponed *or reduced*, Venues Wellington's standard cancellation policy applies.

#### **ADDITIONAL CHARGES**

In addition to the venue hire price you may be charged for other costs such as, but not limited to, the following:

##### **Catering:**

If you are serving any food and beverages then you must use the Venues Wellington approved catering suppliers.

- Restaurant Associates are Venues Wellington's preferred caterers and can cater to all food and beverage requirements including performance bars and kiosks.
- Venues Wellington also have a selection of catering partners that work in our other venues including Ruth Pretty Catering and Sarah Searancke Caterers. You are able to work directly with our approved partner caterers or Venues Wellington can liaise as required.
- Venue hire agreements include reference to the contracted minimum numbers for catering purposes. If contracted numbers are reduced after agreement has been signed, Venues Wellington will invoice for the contracted number as stated in the agreement.

##### **Technical Services:**

Norwest Group (NWG) is the preferred supplier to all Venues Wellington venues. Technical costs are dependent upon your requirements and our technical suppliers are available for consultation. Technical requirements need to be confirmed not less than 5 days prior to commencement of the event.

Should you choose to utilise the services of an external technical provider, a venue technician may be required to supervise the venue and ensure compliance with any Health & Safety regulations. If this is deemed necessary by the venue, you will be charged for the venue technician throughout the pack-in, duration and pack-out of the event. If you choose to use our preferred supplier, NWG, then the venue technician requirements may be included with their quote at the discretion of NWG.

##### **Other Staffing Costs:**

Venues Wellington may determine that additional staff such as front of house attendants, first aid personnel, security staff or traffic management staff may be required during the event to ensure the safety of event attendees and the venue. If such requirements are applicable to your event these will be advised at the time of your

booking and any applicable staffing charges will be charged to you. Hourly personnel charge-out-rates are available on enquiry.

#### **Public Holiday Surcharge:**

Where the term of the hire, or part of the hire, includes any day that falls on a New Zealand public holiday or the Wellington Anniversary Day, Venues Wellington will charge you a surcharge for that day. The additional surcharge will apply on the venue hire price and other event charges such as catering, technical services and personnel.

#### **TICKETING**

If your event is to be ticketed to the general public then you will be required to use Venue Wellington's nominated ticketing service provider. Any exception is at the approval of both the venue and the ticketing service provider.

#### **INSURANCE**

##### **Public Liability Insurance**

You must hold sufficient public liability insurance (not less than \$5 million NZD for any one occurrence) with a reputable insurer which will provide indemnity against loss, damage, costs and expenses for which you may be liable in hosting an event. Venues Wellington can provide this cover where you are unable to obtain such cover for a nominal fee. If you provide your own cover then Venues Wellington require a copy of your insurance certificate that confirms this.

##### **Event Insurance**

In order to protect you against unforeseen circumstances, we recommend taking out other types of event related insurance (such as cancellation insurance) depending on the nature of your event. Please contact an insurance broker directly if this is a consideration.

#### **TO MAKE A BOOKING**

If you would like to discuss your booking with Venues Wellington then please contact us on email [sales@pwv.co.nz](mailto:sales@pwv.co.nz); or call our sales team on **+64 4 801 4207**. Our website also provides details on each of our venues, including capacities. Please go to [www.VenuesWellington.com](http://www.VenuesWellington.com).