



TSB ARENA

Venue Information Document



**Venues
Wellington**

DOCUMENT REVISIONS

Version	Publish Date	Published by	Notable Changes
V1	Feb 2015	MMS	First edition
V2	Dec 2015	MMS	
V3	Jan 2018	NW Group Ltd	Rebranding for both Technical teams and Venue teams, Local Hotel updates, Rigging docs checked.
V4	Feb 2019	NW Group	Revised to match all other documents

DOCUMENT OVERVIEW

This Information document has been created to aid clients hiring our venues with general information and production integration to the space. Every effort has been made to ensure information is as accurate as possible at the time of revision. For general information about Wellington, or our fleet of venues, please visit <https://www.venueswellington.com/>

All images, plans and pictures used in this document are compressed to maintain a manageable file size. Full Resolution images, plans and pictures are available on request.

TO MAKE A BOOKING

If you would like to discuss a booking with Venues Wellington then please contact us on email venues-sales@wellingtonnz.com; or call our sales team on +64 4 801 4207.

VENUE OVERVIEW

The TSB Arena (formerly known as the Queens Wharf Events Centre) is Wellington's largest indoor venue.

It's a go-to venue choice for conferences, exhibitions, international concerts and indoor sporting events, and it is home to the annual World of Wearable Arts Show (WOW®).

With 2,186m² of floor space, the arena can be configured in whatever setup you need. Retractable tiered seating and portable floor seating can be added to the fixed mezzanine seats.

Take advantage of the flow created by the Arena's large entrance foyer spaces. Plus, you can instantly transform the interior environment from a daytime conference venue to a themed gala setting with luxurious black perimeter drapes.

LOCATION

The TSB Arena is located on Wellington's picturesque waterfront, just a short stroll away from world-class dining, coffee and shopping in the heart of the city. Close to hotels, all main public transport routes and major highways, the Arena is easily accessible to productions and audiences alike. Access to the venue is via the North End, with a loading dock situated at the southern end of the building, for easy roll in and roll out access.

Shed 6 Location



DELIVERY & PHYSICAL ADDRESS

TSB Arena
4 Queens Wharf
Wellington 6011
New Zealand
+64 (0)4 801 4231
0800 20 23 24

POSTAL ADDRESS

Venues Wellington
P.O Box 2199
Wellington 6140
New Zealand

LOAD IN ACCESS AND DOCK

Location

The TSB Bank Arena dock way is located at the Southern end of the venue, located off Jervois Quay. The dock way can accommodate two trucks flat loading directly from the truck straight into the back of the venue. Both truck parks are number labelled in paint on the concrete for allocation purposes. Further trucks *may* be unloaded on the waterfront with prior permission. The dock way also has a large ramp for smaller vehicles to unload from, or to wheel items from the waterfront up to the ground floor level of the building.

Forklifts

Forklifts can be provided by the venue, along with staff do operate these. Your VW Event Manager can assist you with the booking of forklifts if required.



Image depicting the south end of the building including the main dock way area

PARKING

Clients and Guests

Limited car parking is available at the South end of the TSB Arena upon request. Your VW Event Manager can assist you with booking these spaces. Please note - A fee may apply for these parks.

Audience and Delegates

Many public car parking structures are all within short walking distance of TSB Arena, the closest being directly underneath the Arena, with lift access directly up into the TSB Arena main entrance foyer.

CRITICAL DIMENSIONS

The Arena has 2186sqm of flat floor space for exhibitions and concerts.

The custom designed sports floor is marked with an international-standard centre court for larger sporting events.

Standard Dimensions (Flat Floor)

Length	55.7m
Width	39.3
Clearance to Roof Catwalks	12.4

Dock-way Dimensions

Maximum opening width	13.0m
Maximum opening height	5.37m
Truck Dock Height	1.10m

Production Obstructions

Obstruction points to note:

- Maximum trim height to low steel 12.4m
- Retractable Seating blocks

LAYOUTS & CAPACITY

TSB Bank Arena is Wellington CBD's largest indoor, pillar free, flat floor venue, making it the ideal choice for tradeshow, gala dinners and rock concerts. The combination of fixed, loose floor and retractable seating offers multiple configuration setups.

Theatre	3972
Classroom	1560
Cocktail	1200
Banquet	1200
Performance – Standing	6000
Performance Seated	3972
Floor area (m ²)	

Capacities depend on technical setup and final stage size/position

Refer to Appendix 1 – Venue Seating Map Flat Floor and Permanent Seating

Refer to Appendix 2 – Venue Layout Ground Floor

HEATING AND COOLING

Full heating, cooling and air movement is available in this space.

FACILITIES

Dressing Rooms/Bathrooms

TSB Arena is supported by three private, lockable dressing rooms, directly adjacent to the auditorium. These feature separate showers and bathrooms

TSB Bank Arena also features four large changing rooms to accommodate large sports teams and bands and additional performers.

All of these rooms have plenty of 230v power sockets and the ability to add cabled internet or telephone lines as required.

Laundry / Wardrobe Facilities

A basic coin operated laundry is located in the TSB Bank Arena. This Laundry includes 1 x Maytag Commercial Washing Machine, and 1 x Maytag Commercial Dryer

There is an area in the BOH side store available for the temporary connection of additional washing machines. Up to 3 additional units can be installed here.

No dedicated separate wardrobe area exists in this building.

Additional Rooms

The TSB Arena has a small number of additional rooms that can be utilized for additional functions, meetings and office areas. All rooms are fully air conditioned and have many 10 amp outlets and internet/phone line ports around the walls. Talk to your VW Sales Team Contact or Event Manager for further information.

Pianos

The TSB Arena has no on-site pianos, but these can be provided from our other venues upon request. Your VW Event Manager can assist with this.

Centre Cluster PA System

The TSB Bank Arena has a semi-permanent flown PA system installed in the middle of the Arena which can be used to make announcements via a wireless handheld microphone, or to play background music via a 3.5mm jack input. Costs apply for the use of this system. This cluster can be removed for larger events and additional costs may apply.

Please enquire with your Technical Representative for further information

Assisted Hearing

An Induction loop assisted hearing system is installed in limited areas of the Arena. This is fed via a line level input from the upstairs follow spot booth.

The seats covered by this loop are Block 8, Rows C-M Seats 1-22

This system does not have a permanent house mic feed setup; this can be activated on request.

INTERNET AND PHONE

Cabled Internet

Extensive cabled internet with DHCP is available throughout all rooms in the venue. High user quantities, data capacity and speeds in excess of 50Mb/s are standard.

Guest and client internet systems run independent of venue business and staff services.

Additional charges *may* apply for some services

Wireless Internet

Extensive wireless internet (DHCP only) is available throughout all rooms in the venue. High user quantities, data capacity and speeds are capped at 15Mb/s currently.

Guest and client internet systems run independent of venue business and staff services.

Additional charges *may* apply for some services

Telephone

A limited number of direct dial, non-toll barred analogue phone lines are available for guest and client use. These can be installed on request to all rooms in the venue.

Additional charges *may* apply for some services

HOUSE STAFFING

The venue can arrange and supply many different personnel to assist or support your event. Some crew may incur additional charges.

Venue Technician

A Venue Technician will be required for production integration to house technical infrastructure and to oversee safe production operations during bump in and bump out.

Depending on the scope of the production one or more venue technicians may be required for the entire duration of the event.

Production Crew

Your Technical Representative can arrange for local production crew who are familiar with the venues to meet your requirements.

Security

PWV holds an exclusive security supply contract with First Contact Security. Your VW Event Manager can help you with recommended quantities of security required.

Stage Door

A stage door or dock-way security person is recommended for load in and production times. Your VW Event Manager can help you with this.

Hosts

Minimum quantities of VW FOH ushers are required for ALL performances. Your VW Event Manager can indicate this quantity based on sold maps and audience numbers.

Venue Supervisor

A venue supervisor is required at most times clients are in occupation of the venue. This supervisor comes at no additional charge. Their role includes being chief safety warden, a liaison for all venue related matters and assisting with changes on the day.

VW Event Manager

As part of your venue rental, an Event Manager will be allocated to arrange specific details your event requires leading up to the event. They will create and distribute event and information sheets to venue staff to ensure your requirements are met.

Technical / Production and Catering advisors

Your VW Event Manager can direct you to various contacts in the venue team who have specific knowledge and experience in integrating and staging events in our spaces. These can include Technical and Production, Catering, Security and Hospitality teams.

TECHNICAL PRODUCTION

There is no production equipment included in your venue rental. Our onsite Technical Production Team can arrange all production services including labour to meet your budget and requirement. Venues Wellington's technical provider is NW Group www.nwgroup.co.nz



NW Group incorporates two well-known and highly respected New Zealand businesses - [Oceania](http://www.oceania.co.nz) and [Spyglass](http://www.spyglass.co.nz). Providing rental and production services across audio, lighting, staging & vision, NW Group is the largest supplier of technical services in Australasia. They pride themselves in bringing a significant depth of experience and first-rate equipment to provide impeccable client service and delivery.

Oceania & Spyglass have been working with Venues Wellington for over 30 years and are our choice for seamless and cost-effective technical solutions.

For technical support contact venues@nwgroup.co.nz

Venues Wellington allows other technical suppliers to access the venues from time-to-time. Contact your VW Contact for further information.

TECHNICAL INFRASTRUCTURE

House Lights

The TSB House light system consists of 117 individually addressed RGBW LED fixtures. DMX input (for console based control) is used to control these fixtures for shows. A metal halide discharge lamp system exists for work or exhibition lighting. Sports court lighting exists for the sole purpose of sporting events on the Main court.

Follow spots

There are currently no permanently installed follow spot lighting fixtures installed up in the TSB Arena follow spot booth. These can be brought in upon request and arranged through your Technical Representative. Please note additional costs may apply. The follow spot booth is located halfway up to the catwalks on the Northern End. This space provides good sightlines and lighting coverage for both sporting events in the centre of the room, and also for stages installed in the Southern End.

Power

Numerous 10Amp supplies are found around the Arena itself, and also in most walkways and supporting spaces.

There is extensive 32A PDL 56 series 32 Amp Three Phase sockets throughout the venue. There are two x 63A Ceeform supplies in the South Western end of the venue. Additionally, one can be also found in the stairwell leading up to the catwalks on the Northern End. One x 400Amp power-lock supply, and an additional 250A Supply (400A plugs) can be found at the South Eastern end of the venue.

Refer to Appendix 3 for power plan

Pyrotechnics

Pyrotechnics are often possible but only by *significant* advance notification and written confirmation. Our production team can assist in supply and co-ordination of this as required.

Smoke / Haze Isolation

Smoke and haze isolation is possible in all rooms. Leading up to your show, please inform your Event Manager or Technical Account Manager if you require isolation. On the day, please inform your Venue Technician and confirm isolation prior to turning on your machines to avoid fire alarms and evacuation.

RIGGING

Accessibility / Load Ratings

Seven roof trusses span the width of TSB arena. Rigging on these is done through steel or fibre slings. The maximum combined service loadings range from 1000kg on the northern truss, 6000kg on each of the second and third roof trusses, and to 13,000kg on the Southern 4 trusses. Your Technical Representative can provide you with further details on this.

Refer to Appendix 4 for catwalk grid layout

House Riggers

Specialist Riggers are essential in the TSB Arena.

You may bring your own industry recognised, friendly riggers or our production team can arrange riggers for you.

Please note – a brief site-specific induction will be required for any crew accessing the grid. Please allow for 5-10mins for this induction if you are bringing your own crew.

Safety / Redundancy

Venues Wellington require adequate redundancy on all suspended loads. In normal circumstances this is to be achieved by secondary steel wires on all loads and bypassing hoists. If applicable, additional redundant hoists may be used in place of a pulled wire.

All redundancy solutions must be approved by a Venue Technical representative.

Our production team can advise on redundancy requirements and assist with supply and install as required.

RIGGING SIGN OFF PROCEDURE

Venues Wellington requires that **all suspended loads** are detailed in a clearly labelled rigging plot following industry standard guidelines.

Depending on the total loadings presented, rigging sign off may be required by a qualified structural engineer prior to commencement of any rigging taking place within the venue.

All touring production rigging plots should be submitted to your VW Event Manager for sign off by the Venue Technical Representative and Engineer (if applicable) no later than 10 working days in advance of commencement.

“In House” Rigging Equipment

Our Technical Production Team can supply rigging equipment as required for all applications.

A variety of truss and rigging equipment is available. Charges apply.

Height Access Equipment

The venue has one Genie AWP 40S powered portable access platform. This is a powered push about style platform. The unit comes at no charge for productions to use, and is available for use by any production. In the case where it is required by more than one production, timings may need to be worked out for sharing the unit. A brief onsite induction by the Venue tech is required before use, even if you hold a current formal EWP certification, this must be produced before commencing operation. Advance booking for this unit is recommended.

The platform height of this unit is 12.29m (Working height 14.29 m)

Max Lift Capacity: 136kg

HEALTH AND SAFETY MANAGEMENT

Venues Wellington believe in the H&S production values as documented by Entertainment Technology New Zealand (ETNZ) and DONESAFE.

ETNZ produce and maintain “A Guide to Safe Working Practices in the New Zealand Theatre and Entertainment Industries”. Our expectation of all staff and venue guests is to work to best industry practise as described in the guide.

A current version copy of the guide can be downloaded from the ETNZ website www.ETNZ.org.nz

Our team will request copies of production schedules, plans, loadings, method statements to ensure best practise is followed.

Our team are happy to advise you in preparing Safe Work Method Statements (SWMS) plans for the safety of all in our venues.

We reserve the right to force stop work action at any time, of any person, if a valid health and safety concern is recognised.

Electrical Safety Requirements

All electrical equipment bought into our venue is required to conform to AS/NZS 3760:2010 In-service safety inspection and testing of electrical equipment

Records of safety testing must be produced on request.

CAD / VENUE PLANS

Visio, .DWG, and .PDF floorplans are available upon request. Please contact our Technical Production Team for more detail.

DECOR AND FINISH

Floor

The TSB Bank Arena flat floor area is one large sprung maple wood sports floor. A single court is marked for both Netball and Basketball to international standards. Additionally, the Arena floor can be covered in grey-style carpet tiles, or Grey vinyl flooring where required.

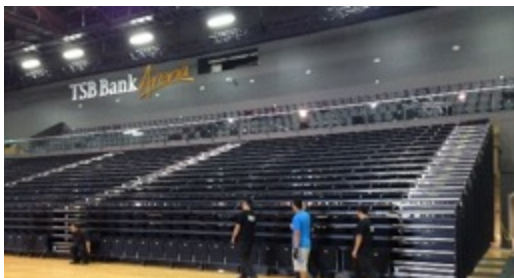
Maximum floor loadings exist on this floor. Significant point loading must be distributed to avoid damage to the floor.

Maximum floor weight loading 500kg/m²

Walls

The walls around the auditorium are painted in a dark Iron Sand colour; this colour also features behind each seating block. Doors are painted in a dark Grey finish.

Full height black cotton flame retardant drapes are permanently installed at the edges of the flat floor. These are generally bagged out of the way, and can be installed for your concert, dinner or corporate function quite efficiently. Additional charges apply for the draping system.



Seating

Tiered Seats - There are two styles of tiered seating in the TSB Bank Arena. The upstairs tiered seating is all permanently fixed, and is Red as shown below.

The fixed retractable and portable retractable seating on the floor level is all finished in black.

There are 6 Large (82seat) and 2 small (49 seat) mobile retractable seating blocks in the venue, which can be setup as linked or freestanding units as required.

Temporary Seats - Black “square back” style interlocking seats are provided for the flat floor, or where additional seating is required



CONTACT DETAILS

For most aspects of your production planning, your VW Event Manager can direct any enquiry to the appropriate team members to assist your query.

VW Main Contact line:

0800 20 23 24

+64 (0)4 499 4231

info@vw.co.nz

Technical Production and Integration Specific Details

NW Group Wellington

+64 (0)4 472 7770

Venues@nwgroup.co.nz

PRODUCTION ASSISTANCE INFORMATION

Medical

IN CASE OF EMERGENCY – CALL 111 for Police, Fire or Ambulance

Hospital

Wellington Hospital

Riddiford St

Newtown Wellington

04 3855 999

3.5km – 8 Minutes Drive

Doctors

After Hours Medical Centre

City GPs

17 Adelaide Road
Newtown
04 38 44 944
2.7km – 7 Minutes Drive

Pharmacy

Life Pharmacy James Smith
James Smith Corner
Wellington CBD
04 499 1466
Less than 300m – 2 Minutes walk

Physiotherapist

CBD Physiotherapist
L5 Hot Yoga House
139 Featherston St
Wellington CBD
04 916 6404
1.3km – 5 mins Drive

Chiropractor

Chiropractic Balance Wellington
L1, 64 Dixon Street
022 347 4508
1.2km – 4 mins Drive

Dental

Gentle Dental Centre
104-108 Dixon St
Wellington CBD
04 384 6046
600m – 4 mins drive

Airport

Wellington International Airport
Stewart Duff Drive
Rongotai
Wellington
04 385 5100
7.5km 16 Minutes in off peak traffic (25+ mins
in peak traffic)

Hotels

There are approx 2000 Hotel beds within 5 minutes walk from the MFC. Over 4500 within 10 minutes drive.

QT Museum Hotel
90 Cable Street
Wellington

189 Willis St
Wellington CBD
04 381 6161
Less than 1km – 4 Mins Drive

Unichem Pharmacy
100 Courtenay Place
Wellington CBD
04 384 8333
Less than 1km – 4 Mins Drive

Optometrist

Focal Point Optometrists
AMI Plaza
342 Lambton Quay
04 472 6662
1.2km – 4 mins Drive

Osteopath

City Osteopaths
166 Featherston St
Wellington CBD
04 499 1439
1.1km – 4 Mins Drive

Massage

City Osteopaths
166 Featherston St
Wellington CBD
04 499 1439
1.1km – 4 Mins Drive

Intercontinental Hotel
2 Grey St
Wellington

04 802 8900
Reservation free phone 0800 994 335 (within
NZ) 600m, 3 Minute Drive

04 47 22 722
900m, 3 Minute Drive

West Plaza Hotel
110 Wakefield St
Wellington
0800 731 444
Less than 200m, Less than 2 minutes walk

Rydges Hotel
75 Featherston St
Wellington
04 499 8686
1.2km – 4 mins Drive

Eateries

The Wellington CBD hosts a huge variety of quick and easy or high-class eateries. Within 10 Easy minutes walk you can find everything from a burger joint, to 5 Star A-La-Carte dining. Our diverse cultural makeup provides vast options when selecting your dining experience. Wellington is well known for its cafe culture and great coffee and many accessible cafes.

TICKETING

Venues Wellington has exclusive ticketing arrangements with Ticketmaster. Many of our venues have on-site box offices. All sell tickets for sport and entertainment events held within our venues, or any other venue within New Zealand and Australia where Ticketmaster is the ticketing agent. Ticketmaster can provide a range of ticketing services including:

- Event ticketing
- Box office selling
- Ticket sellers
- Event marketing

MERCHANDISE

VW has exclusive merchandising arrangements with Venue Merchandising Services. Merchandising booths can be setup in all our spaces, and staffing and inventory management is looked after by their experienced team.

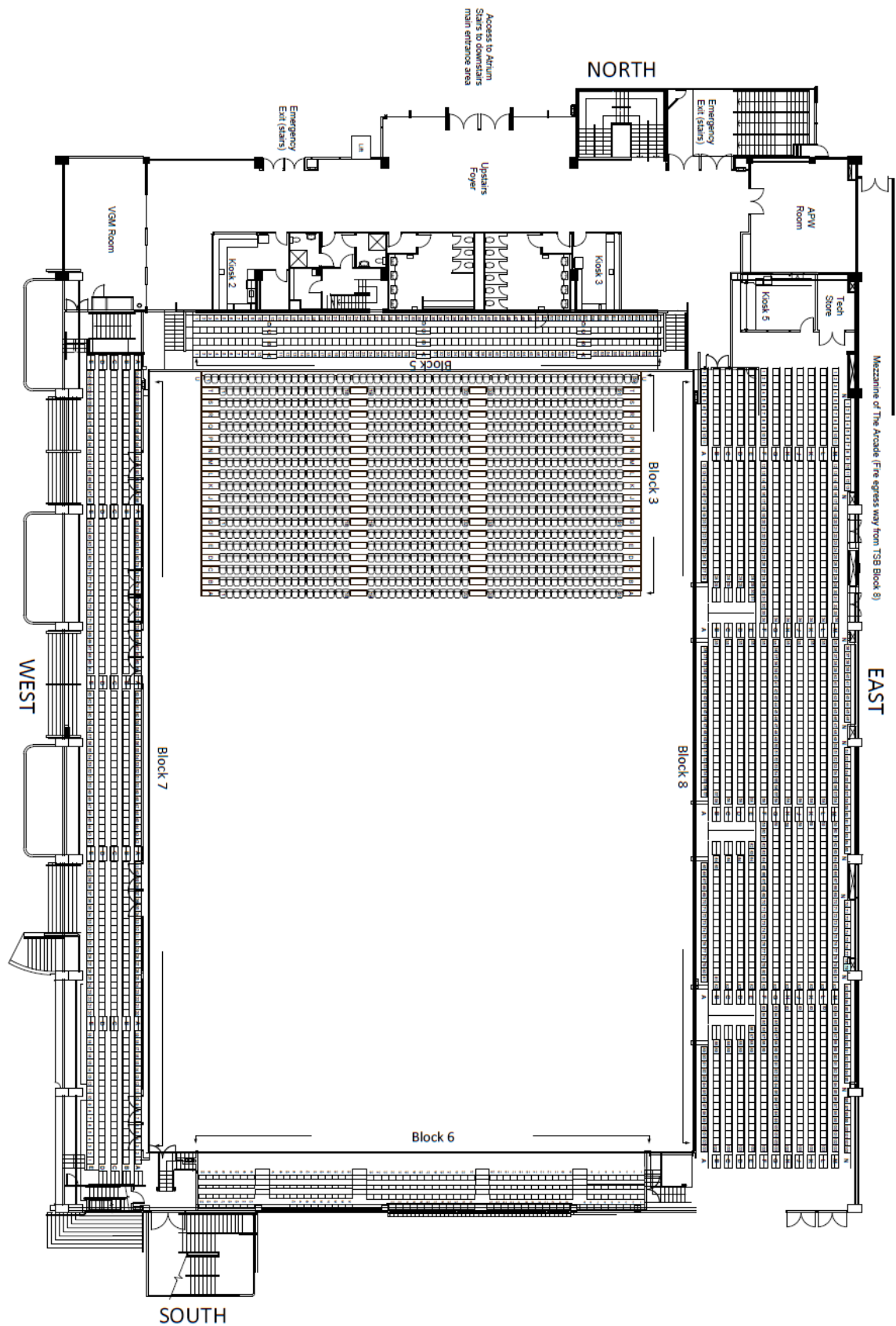
CATERING

In-house catering providers and preferred suppliers can easily cater for your food and beverage requirements. From backstage catering riders, to hostings, public bars and foodservice or Convention catering we can do it all.

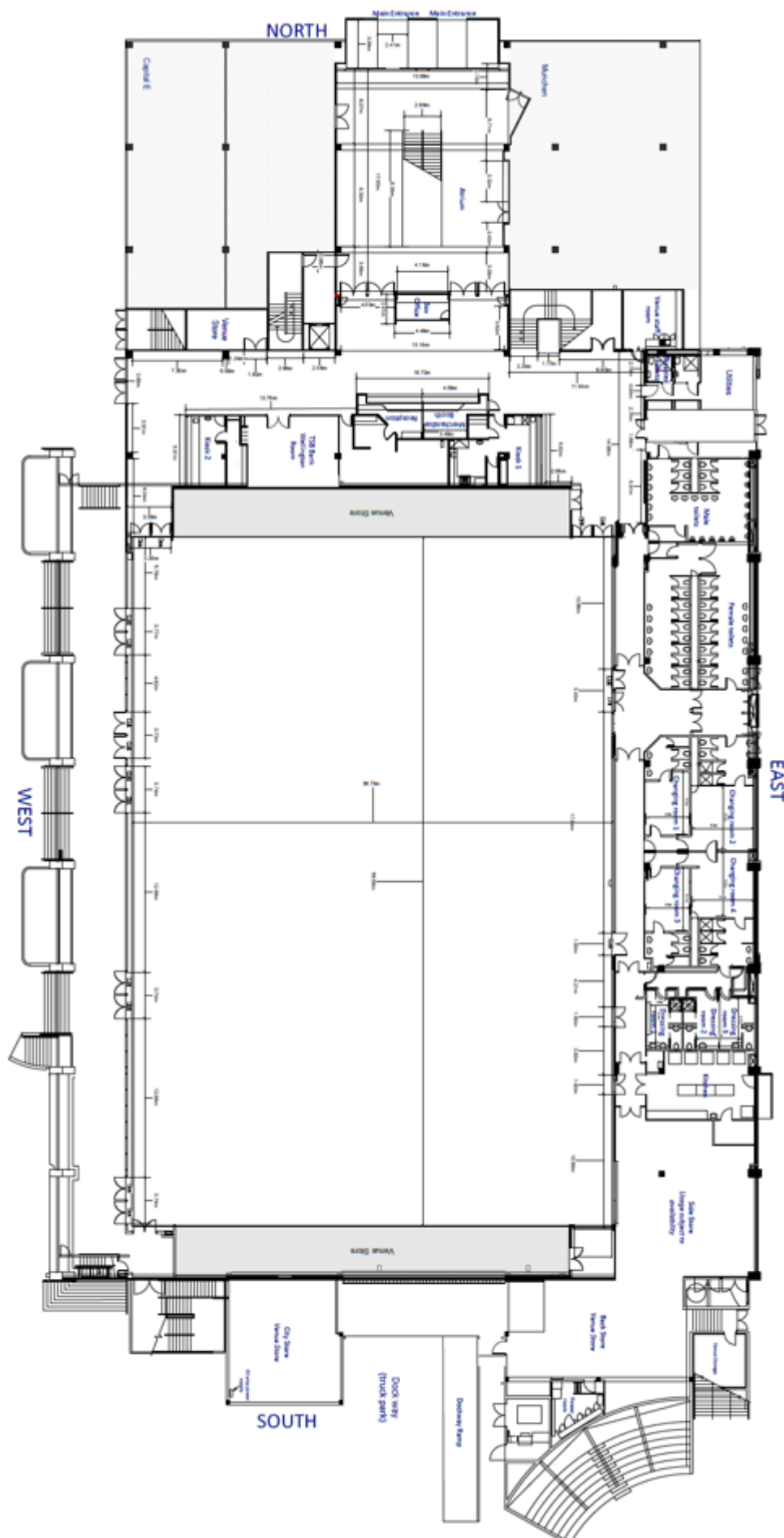
The TSB Arena has an onsite kitchen down the southern end, providing efficient service to the auditorium area, perfect for expo catering, conferences and dinners alike. 2 small reheat kitchens are located in the FOH kiosks (one upstairs, one downstairs)

Onsite are also five kiosks, two located downstairs and three upstairs. Your VW Event Manager can provide you with contact details for our caterers.

APPENDIX 1 – Venue Seating Map – Flat floor and permanent upstairs seating



APPENDIX 2 – TSB Bank Arena Layout – Ground Floor



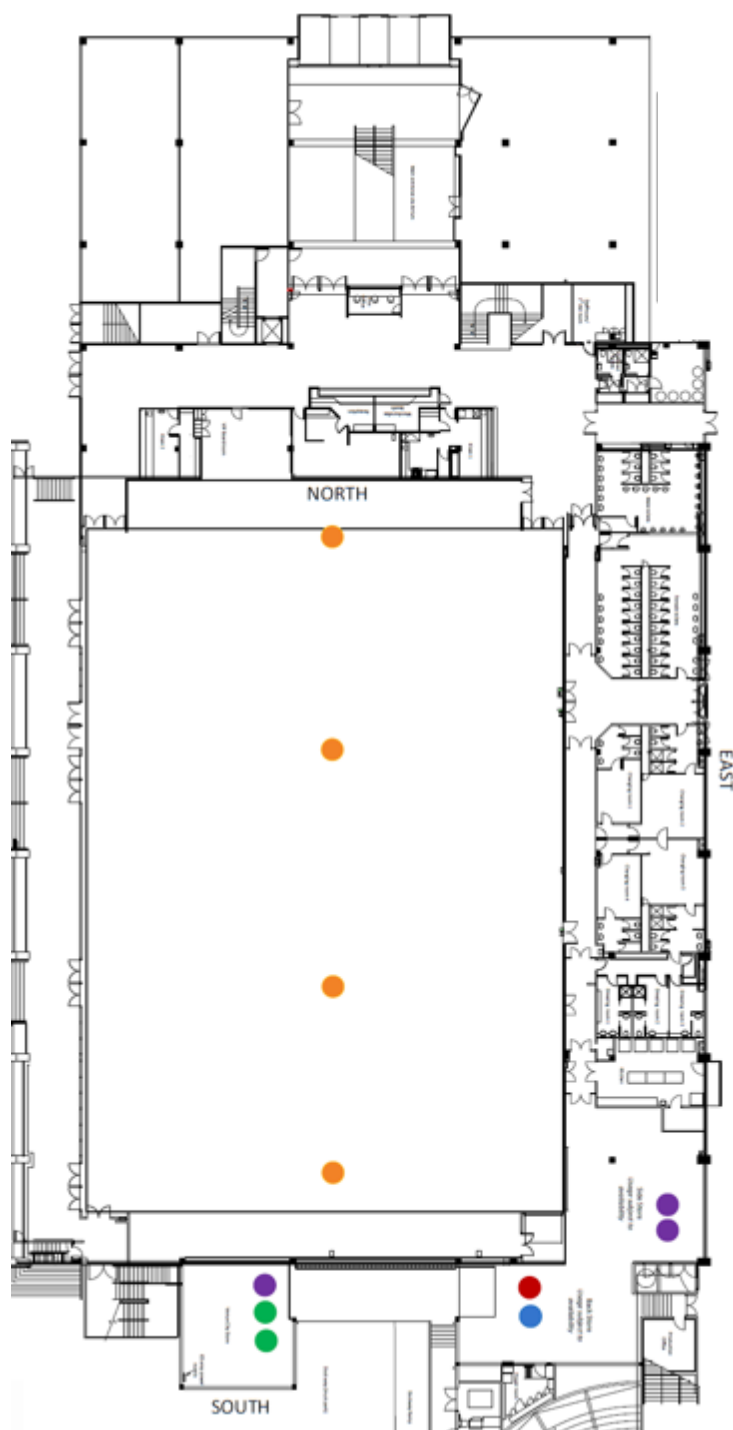
APPENDIX 3 – Power Plan

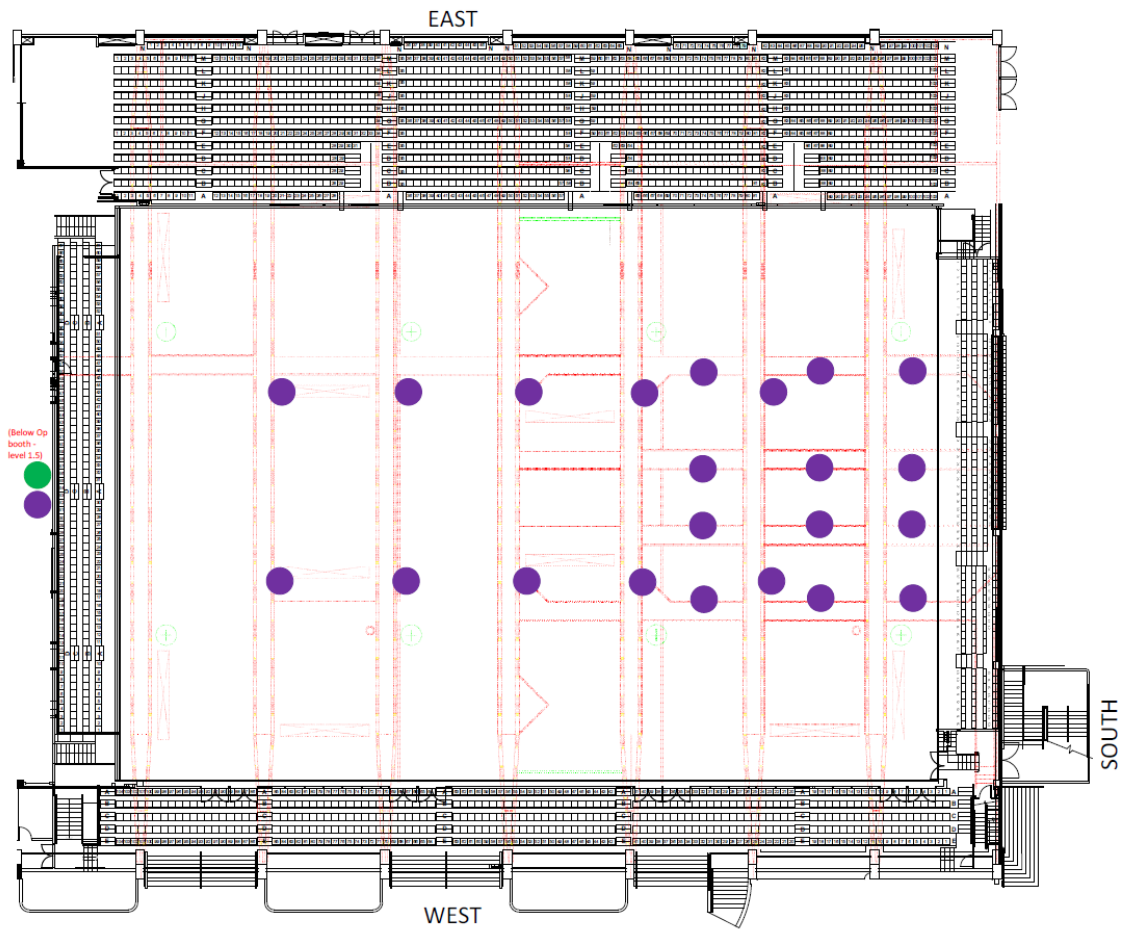
TSB Bank Arena – Power Plan

Key

- 400A Powerlock (Fused @400A) *NB fused total 500A shared with ●
- 400A Powerlock (Fused @250A) *NB fused total 500A shared with ●
- 63A Ceeform 5 pin
- 32A PDL 5 Pin
- 32A PDL 5 Pin (Under Floor – Not recommended for use)

(Limited quantities of 10A flat pin around the walls)





APPENDIX 4 – Catwalk Layout

