

# Accessibility Guide



# Accessibility Guide

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## WELCOME TO TE PAE CHRISTCHURCH

Te Pae Christchurch Convention Centre is committed to providing safe, equitable and inclusive access for all visitors. All entries and publicly accessible areas of the Centre are seamlessly connected, accessible and step-free.

There are three entrances: Cathedral Square, Oxford Terrace and Armagh Street. All are accessible at street level or by ramps. Entry to the building is via automatic sliding doors.

Our team are ready to welcome and assist all guests visiting our world-class venue.

## GETTING TO TE PAE CHRISTCHURCH

There are more than 2,000 car parks in close vicinity of Te Pae Christchurch Convention Centre.

The Centre itself does not have onsite parking; however a list of nearby parking facilities can be found in the [Venue Guide](#) in our online toolkit, under section 6.6 Carparking.

Electric vehicle charging bays are available at the Lichfield Street Carpark, located at 33 Lichfield Street, Christchurch Central.

### Public transport

- Plan your journey – [www.metroinfo.co.nz](http://www.metroinfo.co.nz)
- The closest bus stops to the Centre are at the Bus Interchange and the Manchester Street super stop.

### Drop off and pick up zones

Te Pae Christchurch has three set down points located within 30 metres of the relevant closest entrance. These are large enough to accommodate buses, vans, and taxis.

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- Armagh Street adjacent to the Armagh Street Entrance
- Colombo Street adjacent to the Cathedral Square Entrance
- Oxford Terrace adjacent to the main entrance to the Centre.

## Accessible parking

There are a few mobility carparks on Colombo Street, with additional mobility carparks located in close proximity of the centre.

## Access Map

Te Pae Christchurch is fully accessible. Please refer to our Access Map in Attachment B for more information on wheelchair access points.

For more information on mobility carparks please visit:

<https://ccc.govt.nz/transport/parking/mobility-and-disabled-parking>

## ENTRY POINTS

All Te Pae Christchurch public entrances are wheelchair accessible via low gradient ramps and automatic doors.

### Oxford Terrace Entrance – Ceremonial Entrance

Steps and a 1:20 grade accessible ramp lead from Oxford Terrace to Te Pae Christchurch's ceremonial entrance.

Entry doors are automatic and door measurements: height x width: 3000mm x 2500mm.

### Cathedral Square Entrance

Direct access from street level.

Entry doors are automatic and door measurements: height x width: 3000mm x 2200mm.

### Armagh Street Entrance

Steps and a 1:20 grade accessible ramp lead to the entrance on the corner of Armagh Street and Oxford Terrace.

Entry doors are automatic and door measurements: height x width: 3000mm x 1900mm.

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## ACCESSIBLE AMENITIES AND SERVICES

Inside the Centre all areas are levelled offering unlimited access to all areas and upper floors are accessible by spacious passenger lifts.

### Access to Stage

Stage lifts are available in the Auditorium, on each side of the stage, front and back of house, with a total of four lifts.

The Centre can also offer ramps and one portable electric lift for wheelchair access to stage in other spaces.

### Accessible Seating

Dedicated wheelchair and companion seats are available in the Auditorium. Please notify the Event Coordinator if you have prior knowledge or requiring one. To collect a wheelchair, a form of photo identification must be supplied to the Guest Services Assistants at reception. This will be returned when the chair is returned.

Requirements for accessible seating can be discussed with the Centre's Event Coordinator and with Ticketek for ticketed events in the Auditorium or the Exhibition Halls.

The Te Pae Christchurch team will be happy to assist where required.

### Accessible Restrooms

Accessible gender-neutral restrooms are located throughout the Centre, adjacent to the halls and meeting rooms.

All accessible restrooms have hand basins and are fitted with handrails.

Restrooms have been designed to meet or exceed New Zealand Building Code guidelines and measurements.

### Carpet

Carpet style varies from room to room. Please refer to information below to assist with planning.

Area	Carpet material	Pile height
------	-----------------	-------------

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Bealey rooms	Broadloom carpet 100% New Zealand Wool	7mm pile height
Conway rooms	Broadloom carpet 100% New Zealand Wool	7mm pile height
Rivers room (Waitaki and Rakaia)	Broadloom carpet 100% New Zealand Wool	7mm pile height
Level One pre function area	Broadloom carpet 100% New Zealand Wool	7mm pile height
Auditorium	Broadloom carpet 100% New Zealand Wool	7.5mm pile height
VIP and Hospitality Lounge	Hand tufted multi texture, 90% NZ Wool +10% viscose	10mm pile height
Exhibition Halls	Nylon	3mm pile height
Dobson rooms	Nylon	3mm pile height

## Emergencies

Te Pae Christchurch Convention Centre's staff are trained to respond to emergency situations.

If the Centre needs to be evacuated public address system announcements will be broadcasted across the venue. In addition to audible alarms, evacuation messages will be displayed on the Centre's digital screens and our team will be able to assist.

## First Aid

The Te Pae Christchurch First Aid room is located on the Ground Floor near the Bealey rooms. Please ask our friendly team members for assistance.

During an event, selected team members are trained in first aid and in the use of the onsite defibrillators. They can assist with emergency situations.

## Floor Plans

All event floor plans are developed in collaboration between our team and our clients. Please let us know if any of your delegates or guests have accessibility requirements to ensure event set up and delivery provides the best experience for all.

### Food and Beverage

Te Pae Christchurch Convention Centre can cater to special dietary requirements by prior arrangement with your event organiser.



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Accessible drinking fountains are available in the Ground Floor Foyers as per locations below.



## Foyers and Corridors

All centre foyers and corridors are sufficiently easily accessible for wheelchair users. Rest areas are available in the foyers on both levels.

## Hearing Assistance

InfraRed Hearing Augmentation is installed in all meeting rooms and Auditorium and is available on request in the Exhibition Halls.

Complimentary hearing augmentation devices (hearing loops) are available to guests at the Guest Services desk located on the Ground Floor by the Oxford Terrace entrance. To collect a hearing augmentation device, a form of photo identification must be supplied. This will be returned when the device is returned. We do ask that the device

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remains on the premises, and that the hirer return the device to the Guest Services desk when it is no longer required and/or prior to departure.

## Guest service desk

The Guest Services Desk in the main entrance foyer is fully staffed and accessible during events, where our friendly team can assist as required.

## Lifts

All lifts are equipped with signage and control panels that are easily accessible for wheelchair users.

Along with braille, each lift is fitted with an announcement service and visual cue for each floor as well as an intercom facility activated by an alarm button.

There are two lifts located in the Ground Floor Auditorium Foyer on either side of the Guest Services desk, both go to Level One and offer easy access to the Conway Room, the Auditorium Level One foyer and the Waitaki and Rakaia function rooms.

The Exhibition foyer lift, outside Hall E2 provides access to the Rakaia Room Foyer on Level One.

Lift measurements – Ground Floor Foyer to Level One Foyer – Sides of Reception	
Load	1,600 kg
Passengers (No.)	21
Inside car measurements (W x D x H)	1.65m x 2m x 2.7m
Door measurements (W x H)	1.1m x 2.1m
Lift measurements – Exhibition Foyer to Rakaia Foyer	
Load	3,000 kg
Passengers (No.)	34
Inside car measurements (W x D x H)	1.8m x 2.6m x 3m
Door measurements (W x H)	1.8m x 2.4m

## Parents room

Te Pae Christchurch Parents room is located on the Ground Floor near the Auditorium entry A2. The parent's room is wheelchair accessible and equipped with a feeding area, change table and food preparation area.



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## Vision impairment

Braille is provided on lift call buttons, internal lift buttons, push button plates throughout the venue, hearing loop signage and low level fixed directional signage throughout the venue.

The venue design includes colour definition between walls, doorways and floor coverings in all areas, with all signage graphics exceeding 30% luminance contrast. Directional signs for all public amenities incorporate universal symbols and tactile indicators have been installed in key areas of the Centre.

## Service animals/Assistance dogs

Guide, hearing and assistance dogs are welcome into the venue.

We do ask that as per the requirements of the Dog Control Act 1996 the dogs always wear their working vest whilst in the venue, identifying their role.

Should the service animal need to be taken outside to relieve itself, please ask one of our team for assistance.

## Accessibility ticket bookings

To request accessible seating information please contact your event coordinator or for Live Entertainment ticketed events please contact Ticketek.

Ticketek:

For special seating requirements such as hearing difficulties or impaired mobility please contact Ticketek on 0800 842 538

For wheelchair seating and inquiries, please call 0800 686 677. Please note: This contact number is for wheelchair seating only.

## ATTACHMENT A: FLOOR PLANS

### GROUND FLOOR



- |   |   |  |
|---|---|--|
| <span style="color: purple;">●</span> Meeting Rooms | <span style="color: lightblue;">●</span> River Rooms                    | <span style="color: orange;">●</span> Boardroom, Hospitality Suite & Te Pae Lounge |
| <span style="color: darkblue;">●</span> Foyers      | <span style="color: teal;">●</span> Halls                               | <span style="color: darkblue;">●</span> Circulation Front of House                 |
| <span style="color: yellow;">●</span> Auditorium    | <span style="color: red;">●</span> Speaker Prep and Organisers' Offices | <span style="color: grey;">●</span> Back of House                                  |

### LEVEL ONE



- |                    |                      |
|--------------------|----------------------|
| Stairs             | Toilets              |
| Escalator          | Toilets - Accessible |
| Passenger Lift     | Parents Room         |
| Back of House Lift | Operable Walls       |

## ATTACHMENT B: ACCESS MAP

### City Centre Parking Map

#### KEY

-  Parking
-  Accessible
-  Bike Rack
-  Retail & Hospitality

#### PARKING

-  P5
-  P10
-  P60
-  P120
-  Loading Zone
-  Pick Up and Drop Off

