

TE PAPA



VENUES

General Information Sheet

Fire Evacuation

Continuous sound of fire alarms will be activated all throughout the building and all occupants should leave the building immediately. Egress is available from all floors and areas in the building via the marked emergency exits or by the main staircase.

Evacuation is essential even if you cannot see or locate the fire. Te Papa Museum visitor services team will take full charge of the evacuation and will ensure the building has been fully evacuated. Our trained staff members will follow procedures to assist disabled visitors in the case of an evacuation.

The building is fitted with an automatic sprinkler system, manual fire alarms, fire hose reels and extinguishers on each floor.

The assembly points are either in front of Te Papa Museum near Circa Theatre or on Barnett Street corner Cable Street next to Waitangi Park. The visitor services team will advise all guests when the building has been cleared for re-entry.

Te Papa Emergency Assembly Points- Cable Street



Earthquakes

Please stay away from windows, find cover and remain until all tremors have finished. Should the alarm go off during an earthquake, please remain under the shelter or in the venue. Follow instructions from any visitor services team members or the emergency warden.

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

Te Papa would be among the safer places in Wellington in a major earthquake.

Tsunami Alert

The museum's visitor services team will ensure all guests are advised and guided to the higher levels in the building. This will be on Level 4 and above.

Smoking

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

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

Toilets & Accessibility

Oceania toilets are back out of the venue and then take the first left before the staircase. There is also another set of toilets just after the bridge towards Te Huinga Centre.

Amokura Gallery, Te Huinga Centre and Icon have their own dedicated toilets. Soundings Theatre, Blue Whale and Mahuki toilets are outside the venue near the Story Place.

Te Marae and Hinetitama also have their own set of toilets within the venue space.

Children's changing rooms are available on levels 1, 2, 4 and 5. Most toilets are accessible, and there are accessible toilets 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.

Coat & Bag

This facility on Level 1 is not for the use of function attendees. Any personal travelling items such as bikes, scooters, skateboards, etc. are not allowed inside the museum. The museum has a dedicated parking space outside for these items.

All personal items such as coats, bags, umbrellas, etc. can be left inside the hired venue. It is the responsibility of each individual and conference organisers to manage and look after any items left inside the hired venue space.

Any items that are left behind will be removed and stored at the Information Desk on Level 2 or phone +64 4 381 7000.

Car Parking

Te Papa offers a special day function attendees rate of \$12.00 from 6am to 6pm and a special evening rate of \$6.00 from 6pm to 2am the next day. The maximum charge on a 24-hour period is \$18.00.

A car parking validator machine is available inside the hired venue. Your guests need to bring their parking ticket from the barrier arm to the validator and pass it through the machine, then they will need to go to a pay station on departure and the special function attendees rate will apply.

Please advise your Functions Coordinator 3 working days prior the event date if you require a special “complimentary” parking voucher/s for your VIP guests to be charged back to your account.

Te Papa do not reserve car parking space/s for any function attendees.

There are five mobility parking spaces available on site – two spaces at uncovered and three spaces at covered parking lot close to the ground floor entrance.

Internet Access

Te Papa Museum offers a complimentary WiFi internet service to all function attendees.

To access, connect to “Te Papa Events” on your device, a Te Papa internet page will pop up when you open your browser, simply type in the access code – “**events**” – and accept the terms and conditions.

There is a maximum of 2GB per 24 hours allowed per user.

Please **do not** set up personal WiFi hotspots via WiFi Hubs/Routers as this interrupts our servers and may cause an outage across the museum.

Te Papa Events Wi-Fi

Te Papa Events Wi-Fi

Terms and Conditions

Please enter access code to connect to Te Papa Events Wi-Fi.

Access Code:

Terms: I Understand and accept the [terms of use](#)

Log In

Food & Beverages

No food or drinks are to be taken outside of the hired venue/s at all times.

No takeaway coffees can be brought from the café or outside coffee cart to the hired venue space after 10am once the museum is open to the public. If you have barista coffee machines inside the hired venue space then these coffees need to be consumed within the space only.

If you have any pre-requested special dietary requirements, then please discuss with your Catering Floor Supervisor on the day how these will be served.

A separate special dietary buffet can be organised with your Functions Coordinator prior the event day depending on the number of guests with dietary requirements.

For more information on your visit and to see a full map of Te Papa please go to this [link](#).