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# 

# Introduction

The Queenstown Lakes District boasts stunning venues and locations perfect for a wide variety of events – from sports, arts, and cultural celebrations to commercial, community, and family gatherings. Queenstown Lakes District Council (QLDC) aims to ensure these events are successful, use sustainable practices, and have a positive impact on the district's communities, visitors, economy and environment.

Planning an event can be exciting and challenging. This handbook attempts to simplify event planning by:

- > Breaking down requirements
- > Providing key contacts
- > Detailing the events process and timelines
- > Outlining document requirements

All of this while offering practical tips to ensure your event runs smoothly.

# 02

# Where to start?

All events permited by QLDC will need to meet or be working towards the Events Policy objectives. Ensure you take a moment to read the policy and the guidelines to look at how your event will be assessed and to ensure your event aligns.

#### THE POLICY OBJECTIVES ARE:

Event delivery objectives:

Respect QLDC's statement of Diversity, Equity and Inclusion.<sup>1</sup>

Ensure the safety of event participants, workers, residents and audiences.

Minimise the adverse impacts of events on the district, including the environment.

Community building objectives:

Maximise the local economic benefit that events bring by attracting visitors to events and using local suppliers where possible.

Bring people together in ways that help create a positive sense of community.

Create opportunities for residents and visitors to participate in and attend events.

Respect and celebrate Mātauraka Kāi Tahu.<sup>2</sup>

Protect and celebrate the unique identity of this place.



knowledge, wisdom, understanding, skill. Use of 'k' instead of 'ng' is in line with linguistic differences between standard Māori and Southern Kāi Tahu dialect.



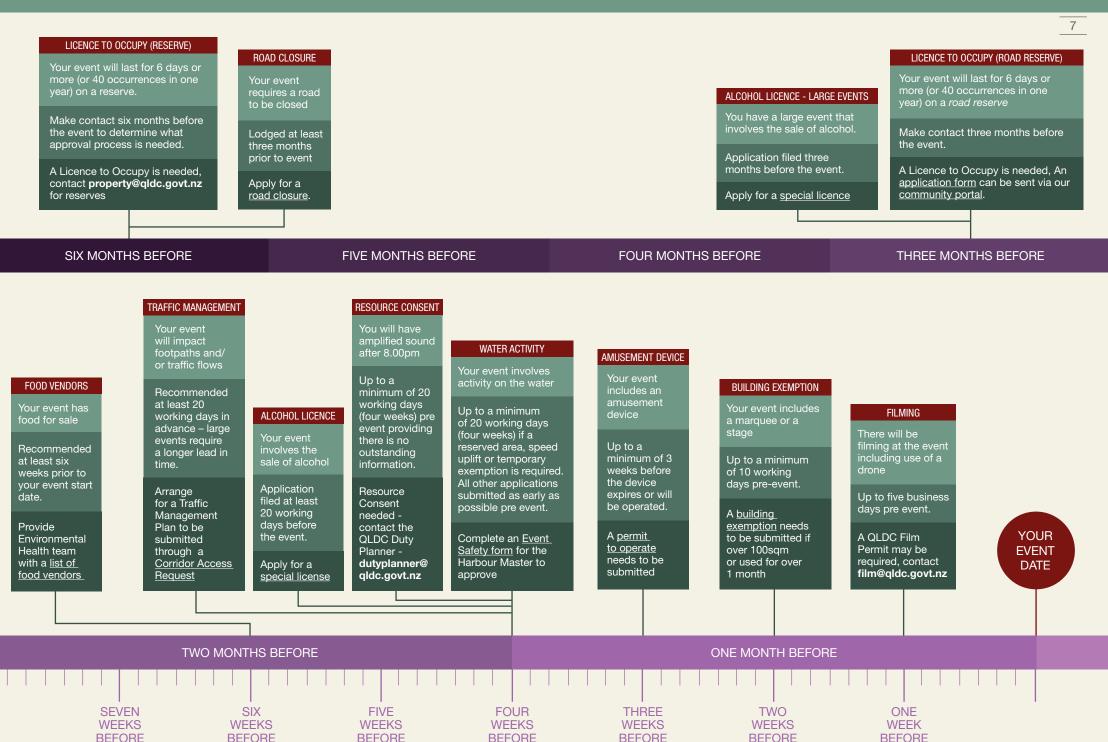
OLDC's Diversity, Equity and Inclusion statement ensures we are a place where all staff, residents, visitors, and partners feel valued, respected, and have equal opportunities for growth and success.

# 03

# Before your event

# Flowchart of Events Permissions

This chart sets out the related permissions you might need depending on the nature of your event. Details on each element are included in this handbook and can be discussed with the Events Office when you make contact.



## **EVENTS OFFICE**

If you intend to run an event in our district, the first thing to do is make contact as early as possible with the team at the Events Office through our <u>Events enquiry form</u>. For large events, we suggest making contact at least six months in advance, smaller events we'd suggest 20 working days.

Initial information we're interested to know includes location, timing, numbers and any special features such as food trucks, alcohol sale, structures and amplified sound.

We can then understand more about your event and advise you what approvals you might need and information you would need to provide.

You'll hear back from us within five working days to let you know what your next steps are.

You can also email us at **events@qldc.govt.nz**. The rest of this document outlines what our response might include and how to navigate event organisation in our district.

# **EVENT LOCATION**

Understanding your location is key, especially in the Queenstown Lakes district. The QLDC District Plan guides the permitted use of land for your proposed event location. It sets out activities you're allowed to do and those that will need a resource consent. It also covers things like noise and activities on rivers and lakes.

To understand where your event's location might sit within the District Plan, please reach out to the Events Office at **events@qldc.govt.nz** and we can check what your requirements are.

Your event may also need permission from Department of Conservation (DOC) or Land Information New Zealand (LINZ) depending on who owns the land. Please see the below sections on DOC and LINZ to view maps and understand their processes.

## DO I NEED AN EVENT PERMIT?

The QLDC Events Office will check if you need to complete an event permit. If you do, we'll send you an application form to send back at least 20 working days before the start of your event.

An event permit could be required when you use public land for any event. This does not apply to Council venues if the event is contained within the building.

#### You'll probaby need an event permit if your event:

Will be on any public open space like a park, road or the water

Will involve alcohol, excessive noise and/or fireworks

Needs access to Council facilities on site (e.g. power, gates)

Has food stalls or vendors (including catering or food trucks)

Will have large structures like bouncy castles, stages, marquees or signage.

You won't need an event permit if your event is held within a Council building or has minimal impact on the community. You'll receive a hire agreement with it's own set of requirements that will share similarities between an event permit.



See QLDC Event Permit in this document for more information.

## **FUNDING**

There are many opportunities for events funding in the district. We've compiled a list of QLDC opportunities and other funding options available to event organisers.

#### **QLDC EVENTS FUND**

You can apply to QLDC for funding to run your event – please note that events promoting and incorporating environmental sustainability will be prioritised.

You can apply once a year, in April, for funding over \$5,000 and for events starting after 1 July that year to 30 June the following year. Applications usually open on 1 April and close 30 April.

Applications are received through the online platform <u>SmartyGrants</u>. You'll need to create an account to log in and start an application.

The Events Fund guidelines detail eligibility, funding criteria, and what we can and can't fund. More information can be found here on our event funding web page.

Before you apply, contact the Events office via **events@qldc.govt.nz** to discuss your potential application and to get guidance.

#### **QLDC LOCAL COMMUNITY SUPPORT FUND**

Funding is available to support local events, fundraising and community projects that sustain community health and wellbeing in our district.

Local community support funding can include:
'In kind' contributions of QLDC services or resources
QLDC venue hire
QLDC equipment hire
Traffic management and associated fees
QLDC permitting fees
Waste reduction items
Toilet hire and associated cleaning costs

If you've already received an Events Fund grant for your event, you're not eligible to apply for Local Community Support for the same event. Here is some more information from the QLDC website.

You'll need to submit the <u>online application form</u> at least 20 working days prior to your event.

#### OTHER EVENTS FUNDING YOU CAN APPLY FOR

- > Central Lakes Trust
- > Major Events NZ
- > Community Trust South
- > Otago Community Trust
- > Sky City sponsorships
- > Lion Foundation

#### **LOCATIONS**

Review potential venues/spaces early so you have time to ensure you have the right fit for your event. QLDC has many different indoor and outdoor spaces available.

#### **VENUES**

Our venues guides outline what you need to know about our available indoor venues and if they are suitable for your event. You'll need a hire agreement with us to use one of these venues.

You can check out the venue guides here.

Bookings are on a first come first served basis. You can get in touch with the team via our online booking form.

#### **RESERVES**

The definition of a reserve is 'any land set apart for any public purpose' (you can read the full definition via the Reserves Act 1977's interpretation section).

For an outdoor event, you can check out our reserve guides to get information on all the available parks and reserves and their suitability for an event. You'll need a reserve permit to use one of these spaces.

You can look at the <u>reserve guides here</u>.

A reserve permit application form is available on our website.

All reserve permit applications can be sent to: **services@qldc.govt.nz**. They should be sent in at least four weeks before the event.

Reserve permits are processed by the QLDC Property team, and assessed and approved by our senior parks staff.

QLDC reserves are governed by the 1977 Reserves Act, and individual Reserve Management Plans for each site. The Parks team will assess if your request for the use of a reserve fits with these plans.

More information on page 14 of this handbook – QLDC Reserve Permits.

#### SITE PLAN

It's important that we know your plan so we can assess and advise. To help us, a Site Plan must be submitted with your Event Permit application and clearly show the following:

- > The geographic location covered by your event including all QLDC reserves, facilities, road reserves, waterways, and private and conservation land being impacted.
- > Location, orientation and size of any stages, temporary structures, fencing and barrier locations, marquees, stalls, seating, screens, and scaffolding or shade structures.
- > Entrances and exits.
- > Accessibility access points, transport options, services and facilities.
- > Location of any vendors.
- > Pick-up and drop-off areas for parking, transport to the event. This can be included in a separate parking plan. You can contact a Traffic Management service to put together a parking plan, see the section in this handbook on Traffic Management.
- > Toilets, including numbers.
- > Signage, including type, location and number.
- > Generators or electrical equipment locations.
- > Waste stations including rubbish and recycling bins.
- > The route collection vehicles will use to access the waste storage facilities during the event (if applicable).
- > Back-of-house waste hub and waste sorting or storage facilities.
- > Drinking water sites.
- > Drop off points for reusables.
- > Food or drink vendors and preparation areas, and merchandise vendors.
- > Entertainment sites/stage locations.
- > Amusement devices.

Site plans are available on request to help you plan these elements of your event.

## **VOLUNTEERS**

Volunteers transform a good event into a great event and regardless of the number of volunteers an event needs, we recommend careful consideration of key factors before embarking on recruiting volunteers.

Volunteers' experience of recruitment, training and interactions with others will affect what results you get from your volunteers and the likelihood of them returning to support an event in future years.

Event organisers working with volunteers should aim to provide them with a meaningful, satisfying and memorable experience. If you look after your volunteers they will speak highly of you, and your job of recruiting for future events will be easier.

Most organisations have health and safety duties for looking after volunteers under the Health & Safety at Work Act 2015. You can check if this applies to your organisation and for more information on your H&S duties for volunteers here.

Volunteer South is a local organisation that provides information on how to connect with and work with volunteers.

## **ACCESSIBLE EVENTS**

In the early stages of event planning, you should consider how accessible your location will be for disabled people as either a participant, spectator, crew member, contractor, supplier, volunteer or employee.

#### TIPS FOR ACCESSIBLE EVENTS:

- > Consider how all people (disabled people, ages, ethnicities or religions) may access the event.
- > Accessible communication ensures that everyone can participate and contribute on an equal basis. Consider different ways of communicating with the community about the event, such as using clear and concise plain language, images or radio and ensuring compatibility with assistive technologies in online content and other media.

- > Consider event ticketing options that allow disabled people to advise the event organisers of any support needs they may have e.g. lower cost ticketing for a support worker if they are required to attend the event along with the disabled person or appropriate seating close to accessible venue facilities.
- > Make your event sensory-friendly by considering options such as:
- > Identify a quieter, dim, separate space where attendees can have a visual/auditory break from the noise, lights and bustle of the event. Adjust lighting in conference rooms to be less bright when possible and appropriate.
- > Offer fidgets and earbuds for your guests, or make it clear in your event invite that fidgets/coloring sheets/weighted blankets are welcome at your event.
- Include movement breaks in the schedule and freedom to stretch/get up throughout sessions.
- > Avoid scented air fresheners, lotions and perfumes/cologne.
- > Identify how disabled people or those with limited mobility will travel to and from the event and provide journey information such as public transport options and provide adequate accessible parking or drop-off/pick-up areas.
- Consider how to make it easier for disabled people to move around the event (if it is large), such as by providing maps and volunteers to help them navigate the event, including the location of lifts, accessible toilets and identifying any barriers the venue has.
- > Consider the cost of the event, relative to what the target market for the event can afford to pay.
- > Ensure there is adequate staff training to ensure that support personnel can assist attendees with disabilities effectively and respectfully.
- > Evacuation and emergency plans must include provisions for people with mobility or hearing impairments.
- > Ensure that your food offerings meet common and varied dietary needs, including those of attendees with disabilities.

There are a number of sites with additional information on how to make your event accessible for everyone.

QLDC website, accessible events

Barrier Free New Zealand Trust

Blind Low Vision NZ

Sport NZ event accessibility

# RESPECTING MĀTAURAKA KĀI TAHU

We want our community events to reflect we are in Aotearoa by honoring māturaka kāi tahu. Mātauraka means knowledge wisdom, understanding and skill. Kāi Tahu is the Mana Whenua Māori iwi of the Queenstown Lakes District.

It is expected that events supported or funded by QLDC will adhere to the below foundational assumptions:

- > Te reo Māori is an official language of New Zealand.
- > Event organisers must protect the environment, in particular waterways, flora and fauna.
- > Mana / Tangata whenua artistic talents are fostered and successful.

Smaller events could think about:

- > Opening with a karakia.
- > Using te reo Māori during the event or on signage.
- > Inviting a kapa haka group from one of the local schools to perform we suggest reaching out to the schools closest to you.

Ngā Manu Hou are a Queenstown waiata group you could contact about performing at your event:

#### Ngā Manu Hou

Cory Ratahi – Main contact cory.ratahi@gmail.com 0211208203

Larger scale events might want to have a partnership with Iwi, particularly if the event takes place on a lake, is a Māori celebration, or is on land that is significant to Kā Paptipu Runaka o Kāi Tahu, noting there will be a financial cost.

Please contact <u>Aukaha</u> for consultation with local iwi: phone: (03) 477 0071 or <u>Te Ao Mārama Inc</u>: phone (03) 9311242 or email office@tami.maori.nz.



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# Consents, Permits and Licences

Did you see the handy chart at the beginning of this handbook? It can help identify what consents, permits and licenses your event may need. The information here is what is required for each one. If you're unsure, then simply fill out the event enquiry form and the events office will help guide your event.

## **QLDC RESERVE PERMIT**

A reserve permit gives you permission to use a public park or reserve for your event.

See Page 10 of this handbook – <u>Locations – Reserves</u>.

You will need to submit a reserve permit as part of your event permit if you are holding your event on a park or reserve.

To receive a reserve permit, you'll need to provide:

A completed reserve permit application form.

A site plan that shows the area of the reserve you intend to use. Council's GIS Property Info Maps may be of assistance.

A Risk Management Plan/Health and Safety Plan.

A copy of your Public Liability Insurance certificate.

Harbour Master approval – required for any activities on/in the water (see page 20 of this handbook).

Your permit will have a fee attached and also a bond may be required. You will be sent a form to complete for the bond, and credit card details are held but no monies are removed unless there is damage.

Contact the QLDC Property team to discuss an enquiry at property@qldc.govt.nz.

Fee information can be found in the  $\underline{\text{Venue Pricing Guide}}$ . All applications should be emailed to  $\underline{\text{services@qldc.govt.nz}}$ 

Outdoor weddings and civil ceremonies using public land or reserve also require a permit. Guidelines and the application form can be found <a href="https://example.com/here">here</a>.

# **QLDC EVENT PERMIT**

See page 4 of this handbook - Do I need an Event Permit?

Contact the QLDC Event Office via our <u>event enquiry form</u> to discuss in the first instance.

You'll probaby need an event permit if your event:

Will be on any public open space like a park, road or the water.

Will involve alcohol, excessive noise and/or fireworks.

Needs access to Council facilities on site eg power, gates.

Has food stalls or vendors (including catering or food trucks).

Will have large structures like bouncy castles, stages, marguees or signage.

An event permit is a checklist of all the permissions you need to put on an event in these circumstances.

If you do need an event permit, we'll send you an application form for you to send back at least 20 working days before the start of your event.

Depending on the size, scale and requirements of your event, an event permit may require the following to be submitted:

NB - if there are approvals pending notify the Events Office that you have made the application.

Site Plan
Plan B
Course Map
Reserve Permit
Licence to Occupy (LTO) accepted submission
DOC approval (concessions, permit or approval letter)
LINZ approval (concessions, permit or approval letter)
Resource Consent
Neighbours or interested parties notifications
Harbourmaster approvals and Water Safety Plans
Health and Safety Plan
Security Plan
Venue Hire Agreement
Toilet and Trade Waste Plan
Event Waste Minimisation Plan (as per template)
Emissions Reduction Plan (as per template)
Parking Plan
Approved Traffic Management Plan
Approved Temporary Road Closure
Signage Plans
Event Equipment and Structure Information
Engineering certificates for temporary structures
Sound/Noise information
Food safety information
Food vendor operator registration details
Drinking Water Plan
Alcohol licence
Amusement Devices Permit approvals
Approved application of registration of camping ground
Fire permits
Fireworks certification and permits
Film permits
Insurance - Public Liability Insurance
Smokefree Plans
Accessibility plans
Approved Helicopter landing permits

Tree protection plan

## **ALCOHOL LICENCE**

If you want to sell or supply alcohol at a one-off event or series of events, you need a special licence.

A special licence allows the sale or supply of alcohol at certain events or series of events (e.g. a wine and food show, concert, market, and some types of private functions).

A special licence may also be required if the cost of alcohol is included in the ticket price paid to enter any event.

The application must be filed at least 20 working days before the event. However, people should file the application even earlier to help ensure it is processed in time. All special licence applications as part of processing will be sent to local Police and Health New Zealand agencies.

For large scale events of more than 400 attendees, an Alcohol Management Plan, a Drug Management Plan, and an Event Management Plan (pertaining specifically to alcohol related matters) will be required with the special licence application.

The QLDC website has the application form and more information about the process.

For further information and enquiries, please contact the alcohol licensing inspectors regarding licensing your event (note they can't advise about the content of applications). Phone 03 441 0499 (Queenstown) or 03 443 0024 (Wānaka). Or email **alcoholinspectors@qldc.govt.nz**. This service is free of charge.

## **QLDC BUILDING CONSENT EXEMPTION**

Building consent exemption may need to be sought for large temporary structures. Large temporary structures include large marquees over 100sqm, lighting towers, music stages, and large mechanical structures etc.

For temporary events a Building Consent exemption may be possible and the application form can be found <a href="https://example.com/here">here</a>. All building consent exemptions for anything over 100sqm needs an engineering certificate provided.

# **FOOD SAFETY PERMISSIONS**

Whether you're running a large scale commercial event or a small community fundraiser, as the event organiser you're responsible for food safety at your event. No one wants people to get sick from food they eat at an event, and it's certainly not something you want associated with your event.

As an event organiser, you have an obligation to ensure any food operators at your event are registered and complying with food safety regulations, and that they have adequate facilities to comply with regulations.

If any food operators need more information about how the Food Act 2014 affects them, or the transition timetable, you can put them in touch with our Environmental Health Team or refer them to the Ministry for Primary Industries (MPI) website.

Contact the Environmental Health team at environmentalhealth@gldc.govt.nz

#### **OUR REQUIREMENTS**

Event organisers must provide our Environmental Health Team with a list of food operators working at their event, and include the following information:

Specify whether food operators are commercially registered, community food vendors or a 'once a year' food vendors

All food operator contact details

Commercial food operator registration details. We've provided a simple spreadsheet to help make sure you provide all the appropriate information. Please download the spreadsheet, fill it in and email it to **services@qldc.govt.nz**. You'll also need to include this as part of the events documentation.

Our website has more information about how to make sure food at your event is safe, including a <u>checklist and food safety tips</u> for event organisers in multiple languages.

#### WATER:

Event organisers must provide a safe supply of drinking water for everyone including event participants, volunteers and contractors.

If you are offering drinking water that is not commercially bottled or from an onsite reticulated supply, it needs to be provided by a registered water supplier.

QLDC has a purpose built 1,000L water trailer for hire, contact Britt Race at Brittany.race@qldc.govt.nz.

## **QLDC FILM PERMIT**

If your event is on Council land or road reserve, and you intend to film the event, you may need a QLDC film permit. In some instances filming may be integrated into your other Council permits.

If you are using a drone for filming your event, and your event is on Council land, you will definitely need a film permit, along with evidence that the drone operator has a Part 102 Certificate from the Civil Aviation Authority.

Please contact the Film Office for more information at **film@qldc.govt.nz** or go to the <u>Film Permit webpage</u>.

# QLDC TEMPORARY PARKING PERMITS

A Temporary Parking Permit means event organisers and film production companies can legally place cones to reserve parking spaces to assist in the running events or for film equipment vehicles.

These permits do not reserve individual parking spaces but allows for parking along that street. You can put out cones to cordon off parking, but spaces are on a first come first served basis.

For events that already have a Traffic Management Plan, any parking that is required should typically be incorporated in this plan and a temporary permit may not be required.

Depending on the impact determined by Council officers, parking requests may require consideration from QLDC Infrastructure staff which will be managed internally.

The fee is \$20 per day or \$100 per week and may be limited based on determined needs.

Contact services@qldc.govt.nz

<u>Application form</u>

#### RESOURCE CONSENTS

A resource consent is a written decision from Queenstown Lakes District Council about something that may affect the environment or your community.

Some events will need resource consent depending on the District Plan zoning rules, for example your event involves loud music, or other amplified sound or excessive noise, there are more than 500 people attending, the hours the event runs are outside of permitted hours or if the event changes the site in a significant way.

#### Resource Consent is **NOT** needed if:

The number of people partaking in the event at any one time on private land does not exceed 500 people

The duration of the temporary event does not exceed 3 consecutive calendar days (excluding set up and pack down); and

In the Rural Zone the event does not operate outside of the hours of 0800 to 0000 (midnight). In all other zones the event does not operate outside of the hours of 0800 to 2000. Set up and pack down outside of these hours is permitted.

No site shall be used for any temporary event more than 7 times in any calendar year.

All structures and equipment are removed from the site within 3 working days of the completion of the event.

The event complies with the relevant noise standards of the zone between 10.00pm and 8.00am.

#### Further, Resource Consent is **NOT** needed if:

Temporary events are held within the Open Space and Recreation Zones or any other Council-owned public recreation land, provided that Noise Events do not occur during hours in which the night-time noise limits of the relevant Zone(s) are in effect, except for New Year's Eve.

Each event is different and resource consent application fees may vary as they are assessed on a case-by-case basis.

Our Duty Planners are available to chat and can provide free basic advice – 10 minutes of advice is free-of-charge.

For larger events that might need a consent, we'd suggest you undertake a pre-application meeting - the first hour is free!

For any queries relating to planning rules for temporary events, and resource consent requirements, contact the Duty Planner - **dutyplanner@qldc.govt.nz**. In Wāṇaka, the Duty Planner is available in person on Wednesdays between 10.00am and 2.00pm.

More information is on the QLDC website.

# **QLDC TEMPORARY ROAD CLOSURES**

If you need to close a road for an event you will need to apply for a Temporary Road Closure.

QLDC needs to assess your application and the affects of the closure. It will be signed off by a QLDC Road Corridor Engineer. There is a charge for this time.

#### Here's a brief rundown of the process:



A Council officer assesses your application based on the potential impact on the community and local businesses.



The office prepares a recommendation for the QLDC Chief Executive or the Wanaka-Upper Clutha community board (depending on the proposed location).



A decision is issued, and if approved certain conditions will be applied.

Applications must be lodged at least three months prior to your event. This allows time for review, query response and approvals.

The Wanaka-Upper Clutha Community Board consider applications during meetings every six weeks.

For large events attracting over 1,000 people, we recommend submitting your application at least six months before the event, to allow time for public notification and to address any concerns from QLDC or the community.

#### SOME THINGS TO CONSIDER:

#### Community feedback:

Have you considered any feedback from past events, and how will you address concerns for this event? All effected parties will need to have signed approval forms that show they are happy with the conditions and times proposed.

#### Parking spaces:

Will you be closing car park spaces before the closure begins? If so, please provide details including evidence for the need to close parking spaces and any alternative parking arrangements being provided.

#### Large events:

For large events, consider providing a park-and-ride option to help reduce traffic congestion.

#### INFORMING THE PUBLIC

As per the Local Government Act 1974, all approved temporary road closures will be notified in local newspapers. QLDC will notify approved temporary road closures in the Mountain Scene or (for Wānaka Upper Clutha) the Wānaka Sun at the applicant's cost.

#### APPLICATION FORM AND GUIDELINES

Application form and guidelines can be found here on the QLDC website

For more information, please refer to the contacts below.

QLDC Roads: engineeringapprovals@qldc.govt.nz

NZTA Roads (State Highways): <a href="https://www.nzta.govt.nz/contact-us/call-us">www.nzta.govt.nz/contact-us/call-us</a>

# LTO (LICENCE TO OCCUPY) - RESERVES

If your event is being held on a reserve for more than six consecutive days, or more than 40 days in the calendar year, you will need a Licence to Occupy (LTO). This is a requirement of the Reserves Act.

In this case, contact the Property team at **property@qldc.govt.nz** for a discussion and to access the application form.

# LTO (LICENCE TO OCCUPY) - ROAD RESERVES

If you need to utilise any part of a Council Road Reserve for any period of time, and you have not applied for a road closure, you'll need to apply for Licence to Occupy Road Reserve.

The road reserve or road corridor includes the road carriageway, footpath, berm or grassed area and it's the area from boundary to boundary - usually the front fence of a property boundary across the road to the opposite property front boundary.

Each application incurs a \$739.00 initial application fee.

Council will assess the proposed occupation and how it will impact on the community and surrounding business, while considering council policies, strategies, and bylaws.

If the LTO is granted, a specific set of conditions will be imposed which need to be adhered to throughout the occupation.

You can contact engineeringapprovals@qldc.govt.nz for advice.

The application form is at the end of <u>this page</u> and can be sent through via our <u>community portal</u>.

Please note an LTO would not replace a temporary road closure.



## WATERWAYS AND HARBOURMASTER – EVENT WATER SAFETY

If you're wanting to run a sports event, training, or any organised water activity then you may need to notify the harbourmaster and develop a safety plan.

If you are unsure about your event and need to know if the Harbourmaster should be informed, please reach out to harbourmasterwaterways@gldc.govt.nz.

#### Here's a deeper dive into what must be done for an event featuring our waterways:



Notify the Harbourmaster in every case; and



- Develop a safety plan and obtain approval from the Harbourmaster if the activity meets one or more of the following criteria:
- i. The activity is likely to affect normal operation of another vessel(s) or any other user(s) of the water; or
- ii. The activity requires a temporary suspension of any clause of the Navigation Safety Bylaw 2025; or
- iii. The activity requires an area to be temporarily reserved for a specific purpose; or
- iv. The activity requires the temporary suspension of a reserved area or access lane; or
- v. The activity requires temporary installation of course markers or similar such objects in the water.

# **EXPLANATORY**

Organised water activities typically include pre-planned events that involve multiple participants. This can include activities with a specified purpose such as regattas, races, group excursions, or any other event (including club events) that is coordinated and involves a group of people. They will not typically include spontaneous, impromptu, or ad hoc gatherings of a small group of friends or family who do not intend to undertake a coordinated competitive activity.

The Harbourmaster receives these safety plans and provides permission to carry out the activity on the water, in accordance with the Navigation Safety Bylaw 2025.

All enquiries for the Harbourmaster and the completed Event Water Safety application form need to go to the QLDC Waterways Regulatory Services via their inbox harbourmasterwaterways@gldc.govt.nz

Applications should be sent in advance up to a minimum of 20 working days (four weeks) if a reserved area, speed uplift or temporary exemption is required. All other applications submitted as early as possible pre-event.

# QLDC PERMIT TO OPERATE AN AMUSEMENT DEVICE

An amusement device is any mechanically powered unit used for rider entertainment. Traditionally, amusement devices were fairground machinery. For example: merry-go-rounds, ferris wheels, roller coasters and more.

However, today there are a number of devices that fall within the "amusement device" definition, including bumper boats, bumper cars, indoor go-kart operations and mini bikes (three and four wheeled all-terrain vehicles).

All amusement devices must have a Certificate of Registration issued by the Department of Labour, who can be contacted on 0800 209 020. The Department of Labour will inspect the mechanical aspects of the machinery to ensure it is safe to use.

Before a registered device is operated, the owner of the amusement device must obtain a permit from QLDC to operate the device. The QLDC Regulatory Support team looks after this permitting process, and require an application a minimum of 3 weeks before the device expires or will be operated.

This <u>application form</u> can be emailed to **services@qldc.govt.nz** More information and fees can be found on our <u>website</u>.

Bouncy castles and inflatable slides fall under the category of a 'Land Born Inflatable Device' and operators must comply with requirements outlined by <a href="WorkSafe NZ">WorkSafe NZ</a>. While bouncy castles and inflatable slides do not need a specific permit, Health & Safety considerations need to be included in your event Health & Safety Plans. It's important to note how they will be secured into the ground and approvals received.

## PERMITS FROM OTHER AGENCIES

Depending on where your event takes place or what your event features, you may need to seek permits from other organisations. Here is a summary of other permit types and the organisations that you need to approach.

### **DEPARTMENT OF CONSERVATION (DOC)**

A concession, permit or letter of approval is required before you can run an event on public conservation land. These can be applied for from the <u>DOC website</u>.

DOC suggest booking in a pre-application meeting, which is free-of-charge.

Contact: permissions@doc.govt.nz

Here is the link to the <u>DOC Maps</u> (turn on the Public Conversation Areas layer to highlight DOC areas in green) to check if DOC is the property owner.

One-off applications are generally processed in shorter timeframes, dependent on whether iwi consultation is required.

Complex applications could take a number of months to be processed.

lwi, hapū and whānau typically need 40 working days to respond to a formal DOC request for comment on an application.

#### LAND INFORMATION NEW ZEALAND (LINZ)

Many New Zealand lakebeds and riverbeds are Crown property and are managed by LINZ on behalf of the Commissioner of Crown Lands. There are also pastoral lands that are leased by LINZ.

Any Lands that are LINZ administered under the Land Act 1948 will require permissions. This is true whether it is river, lake front or inland properties.

Here is a link to the LINZ maps.

Contact LINZ: crownproperty@linz.govt.nz

Here is a link to their website

#### **FIREWORKS AND PYROTECHNICS**

If you are holding an outdoor pyrotechnic display, the fireworks company need to have a current certification. An application form and supporting documentation must be submitted to a compliance certifier approved for issuing pyrotechnic display compliance certificates.

For more information, head to WorkSafe here.

Depending on the location on land, this could involve permission from properties, venues and parks.

#### FIREWORKS OVER WATER - SPECIAL REQUIREMENTS

If your event involves fireworks over water, the following additional approvals are required:

Temporary Reserved Area:

You must apply for the establishment of a temporary reserved area on the water.

Safety Documentation:

Submit a:

- > Safety Plan
- > Event Water Safety Form
- > Any other supporting approval documentation

These documents are required to obtain approval from the Harbourmaster.

All waterways event enquiries and approval submissions must be sent to the QLDC Waterways Regulatory Services at: harbourmasterwaterways@qldc.govt.nz

The associated Worksafe approval will likely also require approval from QLDC's Property Team. This can be sent through to property@qldc.govt.nz.



# 05

# Operational requirements

To run a safe and compliant event in the QLDC district, you'll need to consider the following operational requirements: traffic management, equipment hire, temporary signage rules, toilet facilities, trade waste disposal, turf protection and helicopter landings (if applicable). Below are the key guidelines and local provider contacts to help you meet these requirements.

## TRAFFIC MANAGEMENT

Effective traffic managment ensures the journey to the event is a safe one, with the likes of event warning signs, lower speeds, stop/go restrictions to allow for safe pedestrian crossing or/and a restriction in turning for vehicles for traffic to flow. Traffic management can also include the transport routes with temporary bus stops, parking plans including disabled parking and restricted access areas.

Traffic management needs be managed by a company who will prepare a professional Traffic Management Plan (TMP) and will execute what the plan states - with high demand in our district, bookings need to be made well in advance.

QLDC requires a Traffic Management Plan (TMP) for your event if it held on a road that disrupts usual traffic flow, but does not need the road to be closed. Even if the event is on private property, it may impact traffic.

The company you engage to prepare a Traffic Management Plan will then submit it to QLDC for approval on your behalf.

Here are some names of local companies that provide Traffic Management services. If you would like to add another company to this list, please send details to **events@qldc.govt.nz** 



#### **SSS Ltd Southern Safety** (based in Queenstown)

P: 03 451 1111 E: emma@southernsafety.co.nz

#### Ace Traffic Management (based in Wānaka)

#### **Avada Traffic Management** (based in Cromwell)

P: Aidan Wilson - 027 274 4155

#### **TMSCO** (Traffic Management Services Central Otago)

P: Taane Royce - 021 720 162

#### **Aspiring Traffic** (based in Alexandra)

P: 027 419 7492 E: Office@aspiringtraffic.co.nz

#### Fulton Hogan (Central Regional Office)

P: +64 3 440 0500

#### Fulton Hogan (Queenstown Depot)

P: +64 3 440 0500

The New Zealand Events Association (NZEA) have developed a resource specific to events to assist everyone involved in events traffic management, including responsibilities when hosting events that effect road corridors. You can view a video guide and read the document on the NZEA website.

## **EQUIPMENT**

The QLDC Sports and Recreation team based in the Queenstown Events Centre have an array of equipment that you can hire for your event including:

1000 L purpose built water trailer (there is also a 500L trailer based in Wānaka)

2x water fountains

Crowd barriers (aluminum frames, 196cmw x 83cm)

Picket fencing

Floor protection (1,500 sqm)

Trestle tables (60 available)

Stanchions (8 with rope)

Chairs

LFD screen

Ticketing Booth and Portable Offices

Chiller 20ft container

Waste flags and bin covers

Please contact the venues team for full details about what you can hire and costs:

#### Email: bookings@qldc.govt.nz

The <u>Better Events Collective (BEC)</u>, a group of event organisers, suppliers, sustainability advocates, and local government representatives, have a list of assets that event organisers are happy to share. Contact **events@wao.co.nz** for more information.

### SIGNAGE

Temporary signage means any sign established for the purpose of advertising or announcing a single forthcoming event.

The permitted rules for temporary event signage are:

Established no more than two months prior to the date of the event;

Have an area no greater than 2m<sup>2</sup>, or 3m<sup>2</sup> if a banner;

Are removed within 24 hours of completion of the event;

Are located on the site that the event is to be held on; or

Are able to be erected off the site of the event, however the number of signs erected off the event site must not exceed a maximum of four signs visible from the State Highway network in the district and a maximum of four signs visible from any other road. The maximum sign areas prescribed above apply.

For any queries relating to planning rules for temporary event signs, and any potential resource consent requirements, contact the Duty Planner - **dutyplanner@qldc.govt.nz** 

More information can be found here on the QLDC website.



## **TOILETS**

When it comes to running an event, you'll need to factor in toilet facilities, management of storage and containment of hazardous substances, and the correct response for any spill or leak.

You'll also need to consider the placement of toilets in your site plan, if you wish to have them cleared out by the provider having safe and accessible access will make a huge difference.

It is important to think about the event you are organising when planning facilities, for instance the length of time the event is running for, the amount of visitors and staff, the age range of the customers and whether there is going to be food and drinks available including the sale of alcohol.

Consider the need for additional toilets if you are operating a bar service, as the availability of alcohol can increase toilet usage by 30-40%.

Hand washing facilities or an antimicrobial hand rub is required. Hand sanitation plays an important part in preventing the spread of on-site infections.

Public toilets within your event area – if your patrons are going to be using these, you will be responsible for organising extra cleans and access for the cleaners. QLDC will provide details on how to arrange this if required.

Other things to consider:
Size of the event
Age of the people attending
Type of event
Duration
Whether there is alcohol and food
Signage of toilets
Hand sanitizer
Servicing of the toilets, recommended every hour
System in place for sucker truck to have adequate access

#### **RESOURCES:**

PSAI's <u>Guide to Portable Restroom Excellence</u> offers a concise overview of toilet facilities for an event, regardless of the event size or purpose.

A guide to the number of toilets and handwash stations required can be found here on the QLDC website.

## TRADE WASTE

Your Portaloo supplier must also supply a drum/bin for the disposal of wastewater (grey water) produced by food vendors on site and also the washing of reusables. The wastewater tank must be supplied by a registered trade waste company.

All wastewater produced must be removed by the septic tank operator and disposed of at an approved wastewater treatment site. Please note that you cannot empty wastewater into the stormwater drains or toilets.

For hazardous liquids, storage of it and information on how to respond to any spills, check you're compliant with HSNO.

If food will be cooked during the event, it may be necessary to have a grease trap. The majority of our event venues have one, however if not it may be requested to manage the fat, oil and grease waste. Fats, oils and grease must be disposed correctly by a company. Cooking oil can be recycled or just collected by registered businesses such as Cookright.

Turf protection refers to measures taken to prevent damage to grass or turf surfaces, whether natural or artificial, from various sources like foot traffic, vehicle traffic, or equipment. This protection can involve using covers to distribute weight, prevent wear, and mitigate issues like soil compaction and sun damage.

Our Parks team will assess if it looks like your event may damage the turf of any reserve or open space, depending on how many people, equipment etc you'll have on the ground. This will be decided close to the time of the event as weather conditions are a factor. If it is determined that there might be potential damage, we'll first require you to consider limiting infrastructure on turf to avoid damage, then after that install some turf protection.

There is turf protection available up to 3,000sqm through Summit Events. Commercial events will need to pay for the hire and install. Please note this company is based in Queenstown. Contact Craig: **craig@summitevents.co.nz** 

Other companies can provide turf protection such as:

Hirequip - 0800 727 727 events@hirequip.co.nz

Wānaka Party Hire - 03 443 8966 info@wanakapartyhire.co.nz

If you would like to add another company to this list, please send details to **events@qldc.govt.nz**.

# **HELICOPTER LANDINGS**

Please refer to QLDC's District Plan rules to assess whether helicopter landings and take-offs are permitted in the location. For further enquiries about landings and take-off permissions, please contact **RCMonitoring@qldc.govt.nz**.

Due to the high risk nature of this type of work all operators should have the relevant Civil Aviation Authority (CAA) licenses and abide by all CAA rules and regulations.

Requests are assessed on a case by case basis.

Please be aware that any approvals from QLDC regarding helicopter landings, relies on the information provided being a true and accurate description of the safety procedures to be used, and that appropriate approvals have been obtained from the relevant authorities.



# TREE PROTECTION

To ensure tree protection during events, QLDC requires a Tree Protection Management Plan (TPMP) when events are planned near public trees. This plan is necessary to mitigate potential damage to trees and their root systems, particularly within the Tree Protection Zone (TPZ).

The TPMP should assess the potential impact of the event on trees above and below ground and detail measures to minimise damage, such as restrictions on ground disturbance, site access, attachments to trees, and /or fencing off the TPZ.

Applicants are welcome to draw up their own plans, however most smaller events will be covered by the generic TPMP which can be found here.



# Health & Safety / Risk Management

Ensuring the health, safety, and well-being of attendees, staff, and contractors is a top priority for any successful event. In this section, we'll cover the essentials.

#### **HEALTH AND SAFETY**

If you are organising an event, it is your responsibility to create a safe environment for everyone who attends. This includes people who work at the event. It also includes anyone that could be affected by the event - nothing from within the event should affect anyone outside the event. This guidance provides advice about identifying and managing health and safety risks for your event.

<u>Worksafe NZ</u> has useful information about your responsibilities, volunteer differences (casual volunteer vs. volunteer workers), and details if you're planning to have fireworks or an outdoor pyrotechnics display.

For large events it is recommended that you use a professional consultancy to support your plan development and to have it independently audited.

For small to medium scale events you can use the templates on the QLDC website to support you to develop your plan.

Access the templates and Guidelines here.

These Guidelines for Event Safety Plans will give you helpful guidance including:
Emergency management
First Aid
Security
Lost Children
Animal welfare
Traffic Management

It's a requirement of the QLDC Event Permit to submit your Health & Safety plans to the Events office as an attachment to your application. While QLDC does not assess these plans, it is important to see they are in place and that the event organiser has considered all risks for their event.

#### PREPARING A HEALTH AND SAFETY PLAN

Here are some ideas to help develop your Health and Safety Plan:

- > What are the risks involved with your event and how are they managed?
- > How are Health and Safety issues and responsibilities communicated?
- > Do workers and volunteers have the knowledge and skills to perform their jobs safely? If not, who will be supervising them?
- > How will you report and record accident and incidents?
- > How will you deal with emergency situations?
- > Can you ensure contractors, partners and suppliers uphold their safety obligations?
- > Are tools and equipment used at the event safe? For example, built stages, inflatable devices, amusement rides etc.

## **FIRE**

# To protect our environment and community the following fire safety guidelines apply:

Prohibited at all times:

Bonfires, hāngī pits, and open fires.

Restricted use:

Gas BBQs and braziers may be allowed with proper controls.

Exception:

A pre-approved hāngī pit is available at Wānaka Dinosaur Park (book via QLDC Venues).

Fire bans:

Some reserves (e.g., Ben Lomond, Mt Iron, Coronet Forest) have year-round total fire bans—no fires or fireworks permitted.

Closures:

Reserves may close during high wildfire risk.

More information on fire bans and fire safety can be found on QLDC's Website

## **INSURANCE**

Public Liability Insurance (PLI) protects you and your business against financial implications if you are found liable for loss or damage to other people's property, or injury that is not covered by ACC.

Hirers of our community venues and facilities are required to provide a PLI certificate showing a minimum of \$5M coverage. This does not apply to parks and reserves.

#### **PUBLIC HEALTH**

Health New Zealand - Te Whatu Ora have provided guidance on reducing the spread of infectious diseases, and risks related to sanitation, weather, food, alcohol, drugs and injury that event organisers should consider and prepare for, in their Public Health Guidance for Festival and Event Organisers document.

### **SECURITY**

For high risk events that involve a significant number of attendees and/or the use of alcohol, a security company should be hired.

In New Zealand, security companies and their staff must hold a Certificate of Approval (COA) to legally provide private security services. This is a mandatory requirement under the Private Security Personnel and Private Investigators Act 2010.

The security company can support you to design the Security Plan for your event to ensure all attendees remain safe.

The security plan may be a part of your Health & Safety plan (See Guidelines for Event Safety Plan above).

Here are some names of local security companies. If you would like to add another company to this list please send details to **events@qldc.govt.nz** 

Allied Alarms (based in Wānaka)		
P: 03 443 6509	E: admin@alliedalarms.co.nz	
W: www.alliedalarms.co.nz/wanaka		
Aotea Security (based in Queenstown)		
P: 03 901 0555	E: queenstown@aoteasecurity.co.nz	
W: aoteasecurity.co.nz/regions/central-otago		
Allied Security		
P: 0800 333 308	W: alliedsecurity.co.nz	
Cougar Security (based in Queenstown)		
P: 0800 226 2851	E: office@cougarsecurity.co.nz	
W: cougarsecurity.co.nz		
First Security Queenstown		
P: 0800 347 787	E: sales@firstsecurity.co.nz	
W: www.firstsecurity.co.nz/our-branches/queenstown-first-security		
P4G Security		
P: 0508 744 768	W: p4gsecurity.co.nz	

#### **CROWDS:**

The 'Crowded Places Strategy' from the NZ Police helps enable owners and operators to protect the lives of people working in and visiting crowded places.

#### Other helpful links:

Prepare your crowded place | New Zealand Police

Escape, Hide, Tell posters in 15 languages; Useful resources | New Zealand Police

# 

# Waste and emissions reduction at events

To protect and enhance our beautiful district, Council welcomes and prioritises support for events that 'tread lightly' on our environment. This includes activities that respect Kāi Tahu values, minimise the use of natural resources, avoid the creation of waste, have a low carbon footprint and restore natural ecosystems.



<u>This page</u> provides templates and resources for event organisers to reduce waste and emissions.

#### The toolkit includes

Guidance for setting waste and emissions reduction objectives and developing action plans

Tips for improving communication and engagement with suppliers and attendees

Information about suppliers and other useful resources to support you with implementing your action plans

How to measure and report on waste and emissions reduction goals.

#### **BEFORE YOUR EVENT**

Complete the Event Waste Minimisation and Management Plan template, and the Event GHG Emissions Reduction Plan template (note these are mandatory to submit when applying for QLDC funding, an event permit or resource consent).

#### **AFTER YOUR EVENT**

If you were required to submit a waste and emissions reduction plan for your event, you'll also need to provide post event reporting. <u>Here are the templates</u> for these reports.

- > Post Event Waste Minimisation and Management Plan template
- > Post Event GHG Emissions Reduction Plan template

For assistance with your GHG emissions reduction plans and queries please **contactclimateaction@qldc.govt.nz** 

For assistance with your event waste minimisation plans and queries please contact **zerowaste@qldc.govt.nz** 





# Marketing and Promotion

Effective marketing and promotion can make or break your event. In this section we detail the signage options, event listing directories and local media outlets. This is not an exhaustive approach to marketing and promotion and you'll likely want to develop a marketing plan for your event that includes some of the below information.

# **QLDC BANNERS AND EVENT SIGNAGE**

QLDC manages a range of banner and event signage opportunities across the district. This is using street lighting infrastructure and purpose built QLDC-controlled structures for the promotion of events. Bookings are essential for all flag and banner sites.

You'll need QLDC permission before putting up signage.

Please see page 25 in this handbook on Signage and the QLDC website for more information.

#### QUEENSTOWN:

Our Queenstown sites include:

- > Banner over Horne Creek bridge, Ballarat Street
- > Street Flags Queenstown
- > Corflute signs Lake Hayes Pavilion

Please note this might have to be shared with other events, and can be booked in 2 week blocks, usually before and during your event.

#### TO BOOK:

03 450 9109 or bookings@qldc.govt.nz.

Our approved contractor in Queenstown for installation is Independant Mountain Guides.

Contact: Dave Macleod at imquides@xtra.co.nz, 027 414 0544

#### WĀNAKA

Our Wānaka sites include:

- > Street Flags Wānaka
- > Event Sign at Wānaka Showgrounds Wānaka

Contact Christine at: 03 443 4173 or lwc@qldc.govt.nz.

There is no charge for the booking, but you will be responsible for install and removal on time.

Wānaka has a system called FlagTrax. The system does require specific flag specifications and any flag supplier will be able to assist with creating the flags you need.

Bookings are for up to 2 weeks with the option to extend to 4 weeks.

Please note, the design of your flags must be signed off by Council before they are manufactured to make sure they meet our requirements.

Some of our venues have spaces available for posters to promote your event – check with our venues team at **bookings@qldc.govt.nz.** 

# PROMOTING YOUR EVENT

These Regional Tourism Organisations can help promote your event and list them on their websites:

- > Lake Wānaka Tourism
- > Destination Queenstown

Te Wāhi Toi / The Arts Place, is the online home for all things arts, culture and creativity in and around Queenstown and Wānaka. You can list events here.

# **LOCAL MEDIA**

Advertising your event in local media – either through a paid spot or through a media release - is a great way to build awareness among the community.

Here is a list of media outlets in the district. If you would like to add another contact to this list, please send details to **events@qldc.govt.nz**.

QUEENSTOWN / WHAKATIPU	
Mountain Scene (Allied Press)	
P: 03 442 7000	E: ed@scene.co.nz
Lakes Weekly Bulletin	
P: 03 409 2800	E: editor@lwb.co.nz
Queenstown App	
P: 03 409 2800	E: info@qmg.co.nz
The Loop (Arrowtown-specific)	
P: 021 02878638	E: thelooparrowtown@gmail.com
WĀNAKA / UPPER CLUTHA	
WĀNAKA / UPPER CLUTHA Wānaka App	
	E: tony@wanakaapp.nz
Wānaka App	, ,,
Wānaka App P: 021 889 482	, ,,
Wānaka App P: 021 889 482  Wānaka Sun / Central Otago News (Allied	d Press)
Wānaka App P: 021 889 482  Wānaka Sun / Central Otago News (Allied P: 03 443 1307	d Press)
Wānaka App P: 021 889 482  Wānaka Sun / Central Otago News (Allied P: 03 443 1307  Wānaka Upper Clutha Messenger	d Press)  E: wanaka@alliedpress.co.nz

DISTRICT-WIDE / NATIONAL	
Otago Daily Times (Allied Press)	
P: 03 4774760	E: editor@odt.co.nz
Southland Times / Stuff	
E: regionalnews@stuff.co.nz	
QT Magazine	
P: 021 246 3342	E: margo@qt.co.nz
TVNZ	
P: 027 8126722	E: qtnews@tvnz.co.nz E: Jared.McCulloch@tvnz.co.nz
Radio NZ	
P: 021 729831	E: otagonews@radionz.co.nz E: Katie.Todd@rnz.co.nz
Mediaworks Radio (Queenstown office)	
P: 03 901 0810	E: southernlakes@mediaworks.co.nz
NZME Radio (Queenstown office)	
P: 03 441 2784	



# After the event

Gathering feedback of how your event was received by attendees and the impact it had on the community is an important step in the event organisation process. We've developed a separate guide on event evaluation and have summarised this below.

# **SURVEY OF PARTICIPANTS**

A survey either during or post event can capture valuable feedback on how to improve your event, find out more about your attendees, measure success and plan for the future.

Here are some tips from  $\underline{\text{SurveyMonkey}}$  on what to ask.

# **REPORTING**

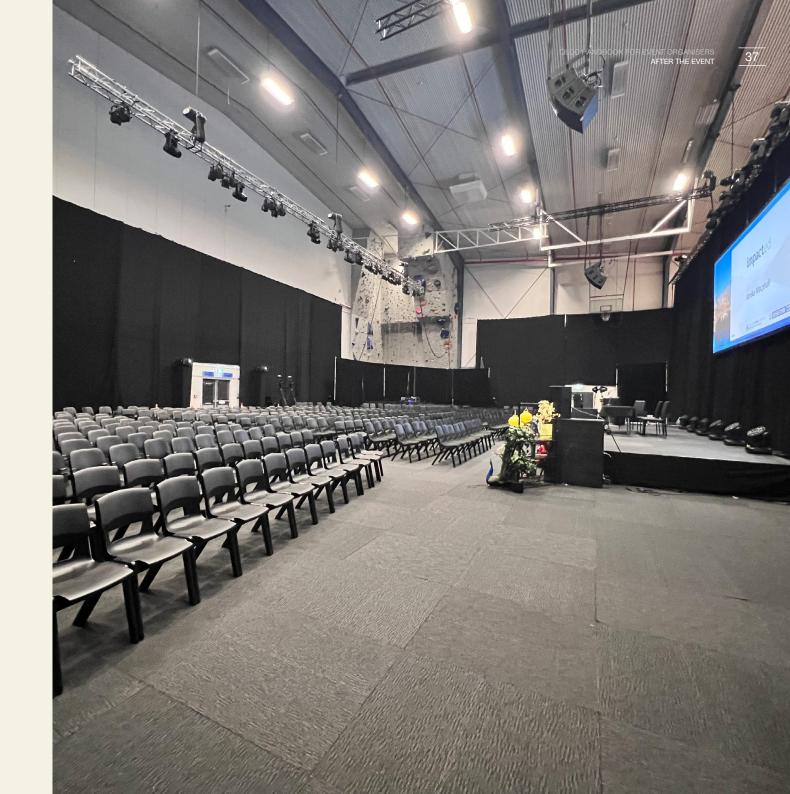
Funders will ask event organisers to provide a report at the end of the event.

For large events you may be asked to measure the economic impact of the event on our local district, including visitor spend, job creation and other effects.

Free economic impact handbook

Infometrics event calculator

Fresh Info event economics



Templates and links

# **TEMPLATES**

#### Templates

Health & Safety Plan templates

Event GHG Emissions Reduction Plan template

Event Waste Minimisation and Management Plan template

# **QUICK LINKS**

Quick links:
Accessible events
Alcohol special license application
Amusement devices
<u>Auhaka</u>
Building Consent exemption
<u>Crowded Places</u>
Department of Conservation (DOC) permissions
Destination Queenstown event promotion
<u>Duty Planner for Resource Consents</u>
Event Enquiry form
Events Fund guidelines
Event signage
Event Water Safety form
Film Permits
Fire and Emergency New Zealand (FENZ)
Fireworks certification
Food Safety Resource
Health & Safety Guidelines
Lake Wānaka Tourism event promotion
Land Information New Zealand (LINZ) permissions
Local Community Support
Parking Permit
Reserve Permit form
Road closures
Toilets and tradewaste
Venue booking form
<u>Volunteer South</u>
Waste and carbon emission reduction guide and toolkit