

auckland Home Show

New Zealand's No. 1 Home Renovation & Building Expo

Exhibitor Manual

5-8 September | Auckland Showgrounds



THE AUCKLAND HOME SHOW

Welcome and thank you for exhibiting at the iconic Auckland Home Show 2024.

This Exhibitor Manual contains important information, regarding setting up your stand, key supplier details & operational information about exhibiting.

Please take the time to read through the exhibitor's manual to ensure all staff are up to date with the show procedures before coming onsite.

If you have any questions regarding the information contained in this manual, please don't hesitate to contact: The Auckland Home Show team.

CONTACT INFORMATION

09-394 8120
info@eenz.net.nz



ABOUT



1 SHOW INFORMATION

1.1 Location Address	4
1.2 Access Times	4
1.3 Onsite Information	4

2 EXHIBITOR STAND INFORMATION

2.1 Panels	5
2.2 Carpet	5
2.3 Power & Lighting	6
2.4 Stand Boundaries	6

3 SHOW READY

3.1 Internet & Wifi	7
3.2 Furniture Hire	7
3.3 Audiovisual	7
3.4 Banner Hanging	7
3.5 Eftpos	7
3.6 Plant Hire	8
3.7 Test & Tag	8
3.8 Stand Cleaning	8
3.9 Data Capture (LUP)	8
3.10 Additional Staff	8
3.11 Fernz Catering	8
3.12 Accommodation	9

4 EXHIBITOR BUILD UP

4.1 On-site H&S Induction	10
4.2 Deliveries & Collection	10
4.3 Traffic Management	10
4.4 Forklifts & Pallet Jacks	11
4.5 Storage	11
4.6 Utilities & water waste	11

CONTENTS

5 SHOW DAYS

5.1 Exhibitor Lounge	12
5.2 Food Vendors	12
5.3 Lost & Found	12
5.4 Where to Park	12

6 SHOW BREAKDOWN

6.1 Breakdown Procedure	12
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7 HEALTH & SAFETY

7.1 Onsite Health & Safety	13
7.2 Fire Safety Awareness	13
7.3 Emergency Evacuation Procedure	14
7.4 Insurance	14
7.5 Security	14

8 PRE APPROVALS FOR SHOW

8.1 Food & Beverage Policy	15
8.2 Cooking Demonstration	15
8.3 Hot Surfaces	16
8.4 Motor Vehicles	16
8.5 Gas Cylinders	16
8.6 Other Pre Approvals	16

9 E DIRECTORY

9.1 Online Branding	17
9.2 Showguide & Promotions	17
9.3 Exhibitor Badges	18

10 CONTACT DETAILS

SHOW INFO

1.1 LOCATION ADDRESS

Gate 1, Auckland Showgrounds,
217 Greenlane West, Epsom
Auckland

1.2 ACCESS TIMES

We have a very tight build schedule, as we are back to back with other exhibitions onsite. The below time schedule is based upon carpet lay & stand build.

Please arrive in the allocated time frame below to begin your stand build. If you are unable to build within the given time frame, or need to stay onsite longer.

Please contact: Janelle 09 394 8129 / janelle@aucklandhomeshow.co.nz

EXHIBITOR BUILD - *The times listed below are subject to change, and yet to be finalised*

Monday 2 September	8am -7pm	Halls 1,2,3,4,6,7,8 & Outdoor
Monday 2 September	1pm - 7pm	Hall 5
Tuesday 3 September	8am-7pm	All Halls & Outdoor
Wednesday 4 September	8am-7pm	All Halls & Outdoor

SHOW DAYS

Exhibitors are allowed access from 9am

Thursday 5 September	10am - 9pm
Friday 6 September	10am - 9pm
Saturday 7 September	10am - 9pm
Sunday 8 September	10am - 6pm

All exhibitors are required to exit the show, 15 minutes after show closure on Thursday, Friday & Saturday.

BREAKDOWN

Sunday 8 September	6:15pm - 9pm
Monday 9 September	8am-5pm

Once all visitors have cleared the venue on Sunday, breakdown will commence.

Please wait for an announcement before breaking down your stand. All items must be removed in this time frame.

1.3 ONSITE HELP

Our show information counter is located in the foyer outside Hall 2, for any onsite issues or queries.

what will be on your stand prior to build

EXHIBITOR STAND BUILD

2.1 PANELS

Each exhibitors stand is lined with Black Corinthian Panels. The Panels are 2.3m high, and 45mm in width. Stand measurements are taken from the centre of the panel. If your stand display exceeds more than 2.3m, please email janelle@aucklandhomeshow.co.nz with your stand design & dimensions to discuss further.

Panels are velcro (hook) receptive, but not used for weightbearing any heavy items. You may also attach signage with staples, tacks or drawing pins. DO NOT use nails, screws or duct tape. Any damages will be charged to the exhibitor.

Panel Height
2.3m

Panel Width
45mm

2.2 CARPET

Halls 1, 2, 3, 4 & 8 is carpeted with Ebony Black carpet tiles.

Hall 5 is provided with Burgundy carpet.

Halls 6 & 7 is provided with Exhibition Grey carpet roll

To change out carpet click [HERE](#) or add additional flooring click [HERE](#). Otherwise email, Annie at Exhibition Hire Services, annie@exhibitionhire.co.nz



what will be on your stand prior to build

EXHIBITOR STAND BUILD

2.3 POWER & LIGHTING

Show Light & Power provide each stand with a 4 plug 10-amp multi box, and one LED light per 12.96sqm approximately.

POWER

Stands are allocated power via a 10-amp multi box.

Please note, heaters or other items which may use up more power than the standard appliance, can overload the temporary power system.

Be mindful to what items are plugged in, as it will not only affect your stand but surrounding stands power.

Please ensure all loose cables are secured to avoid any tripping hazard.

Should you require additional power, 3 phase or heavier, click [HERE](#) or email orders@showlight.co.nz

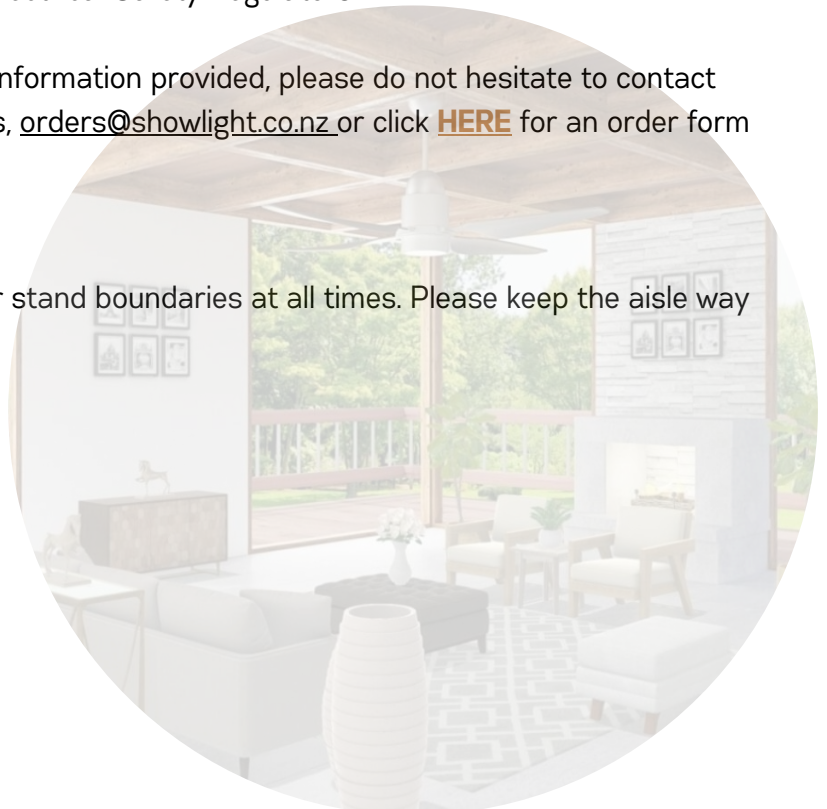
LIGHTING

All stand lighting must be 2.2m above floor level. High powered lights such as floods or spots must not be placed within 500mm of flammable material. All portable light fittings brought onsite must have a certificate of approval from the New Zealand Electrical Safety Regulators.

If you have any further queries regarding the information provided, please do not hesitate to contact The Team from Show Light & Power to discuss, orders@showlight.co.nz or click [HERE](#) for an order form

2.4 STAND BOUNDARIES

Please ensure that you are working within your stand boundaries at all times. Please keep the aisle way clear at all times, in case of an emergency.



The Auckland Home Show, have a range of preferred suppliers who are more than happy to assist in adding the final touches to your stand

SHOW READY

3.1 Internet & Wifi

SKOPIK is the official supplier for internet and wifi connections onsite. Please note Auckland Showgrounds do not provide free wifi.

To secure internet/wifi contact Skopik: accounts@skopik.nz to discuss the best solutions for your needs, or click [HERE](#) for an order form. All bookings need to be finalised before coming onsite.

3.2 Furniture Hire

Exhibition Hire Services offers a wide range of furniture options to use on your stand, please contact Annie Lister, annie@exhibitionhire.co.nz or download an order form [HERE](#).

You can visit their website for a comprehensive list of all furniture products available, <https://exhibitionhire.co.nz/>

3.3 Audiovisual

Livewire formally known as Corporate AV, can provide you with any audiovisual requirements you may need, large LED screens, LED display walls, projectors and many more. They are able to collaborate with you during the design stage, or show you how to incorporate moving visuals in your design. Please contact Simon at simon@livewireav.co.nz or click [HERE](#) for an order form.

3.4 Banner Hanging

All banner hanging can be done so via Show Light & Power. Please email Shaun, s.dalgetty@showlight.co.nz and state stand number and banner specifications. All overhead banners must stay within the boundaries of your stand by one meter. Any issues please discuss with Shaun or the show organisers.

3.5 Eftpos Terminals

Smartpay is our preferred supplier for eftpos terminals. To hire an eftpos terminal, click [HERE](#) or email ashley.kohlhase@smartpay.co.nz

Each eftpos machine will require a paymark number. This is provided by your banks merchant service department by calling your banks 0800 number. This ensures the funds get deposited into the correct allocated bank account.

If you need further assistance with this, contact Smartpay, who will be more than happy to help on your behalf.

The Auckland Home Show, have a range of preferred suppliers who are more than happy to assist in adding the final touches to your stand

SHOW READY

3.6 Plant Hire

To further dress your stand for show, Hire Plants are your experts in indoor plant design to enhance your stand for show. They offer one of the largest range of modern indoor plants to help bring your design to life . Please click [HERE](#) or email info@hireplants.com, with your company and stand number for a quote.

3.7 Electrical Testing & Tagging

All portable electrical equipment, appliances, and leads used onsite must be tested and tagged by a qualified electrician in accordance with AS/NZ 3760.

Any items not tested and tagged will be removed from your stand.

LECASAFE will be able to test all equipment prior to exhibitor build, they will however will be onsite for last minute checks. Please email davide@lecsafe.co.nz

3.8 Stand Cleaning

United Cleaning will be onsite to vacuum your stand each night including show opening. If you wish to have additional cleaning to your stand please contact janelle@aucklandhomeshow.co.nz with your company name, stand number and requirements. If you do not require your stand to be cleaned at all, please visit the show information counter located in the main foyer outside Hall 2.

All packaging materials must be removed from the halls before 7pm, Wednesday 4 September. For basic rubbish removal, bins will be located onsite for your disposal. Mass packaging materials will need alternative arrangements to be removed.

3.9 Data Capture

LUP events provide an integrated network of iPad & iPhone scanners to capture data from show visitors, visitors are able to share their information and preferences quickly. No paperwork required. For further information click [HERE](#).

3.10 Additional Staff

If you are short staffed, or need extra assistance during show days, Select Management will be able to put forward individuals to help represent your brand onsite. Please email; admin@selectmanagement.co.nz

3.11 Fernz Catering

Fernz Catering have the sole catering right for the Auckland Showgrounds. They will be operating in the cafeteria area located in the main foyer of the pavillions located outside of Hall 2. If you wish to set up a tab for your staff while onsite click [HERE](#), or email Naomi, naomi@fernzcatering.co.nz

There is plenty of accommodation situated close to the Auckland Showgrounds if you require a place to stay

ACCOMMODATION

3.12 Accommodation

Please see below a variety of accommodation of different locations and prices

Across the Road

2min walk to Showgrounds

Epsom Knight Inn

234 Greenlane West, Epsom
www.knightsinn.co.nz

Parklane Motor Lodge

222 Greenlane West, Epsom
www.parkland-hotel.co.nz

Close to Woolworths

10min walk / 5 min drive to Showgrounds

Greenlane Suites

149 Great South Road, Greenlane
www.cpg-hotels.com/hotels/greenlane-suites

Royal Park Lodge

159 Great South Road, Greenlane
www.royalpark.co.nz

5min drive to Showgrounds

Ibis Hotel Ellerslie

72-112 Greenlane East, Ellerslie
<https://all.accor.com/hotel/3059/index.en.shtml>

Novotel Hotel Ellerslie

72-112 Greenlane East, Ellerslie
<https://all.accor.com/hotel/3060/index.en.shtml>

Newmarket

10min drive to Showgrounds

**closer to malls, cafe, restaurants*

Ramada By Wyndham

41 Gillies Ave, Newmarket
www.ramadanewmarket.co.nz

Quest Apartments Newmarket

31-39 Davis Cres, Newmarket
www.questapartments.co.nz



Monday 2 - Wednesday 4 September | 8am - 7pm

EXHIBITOR BUILD UP

Monday 2 September	8am - 7pm	Halls 1,2,3,4,6,7,8 & Outside
Monday 2 September	1pm - 7pm	Hall 5
Tuesday 3 September	8pm - 7pm	All Halls & Outside
Wednesday 4 September	8am - 7pm	All Halls & Outside

Tiny Homes / Small Units as per arranged schedule

If you need to stay on-site later, please see our team at the Show Info desk located outside of Hall 2

4.1 On-site Health & Safety Induction

All exhibitors coming onsite for exhibitor build will need to be inducted, and sign the venues site safety rules. Please ensure all team members are in Hi Vis vest, are 16 years and over with closed toe shoes during build up and break down.

Look out for our H&S email, for further information.

4.2 Deliveries and Collections

Large display items & small crates are able to be delivered to Auckland Showgrounds from Monday 2 September. Please ensure delivery details are labelled correctly, and delivery companies are aware of your stand location.

Show staff or contractors cannot accept any responsibility for any deliveries coming onsite, please label items clearly so staff can guide couriers to the correct location.

At the conclusion of the event, please ensure that all items are carefully packaged, and labelled clearly with the relevant delivery address. Ensure the courier company are well aware of which items they are collecting.

Please include:

Company Name, Stand Number, Onsite Contact Name & Number, Courier Company, & Number of Items.

All boxes, equipment & freight need to be collected no later than.

5pm, Monday 9 September.

4.3 Traffic Management

All halls may enter & exit via Gate 1 and park in the Arena car park to unload items.

Halls 1, 2, 3, 4 with large/ heavy items must be loaded from the rear end of halls please enter via Gate 1, and follow the Ring Road around.

Halls 5, 6 & 7 can enter via Gate 3 to unload items. Note: car parking spaces are limited in this area.

Outdoor Stands please contact Janelle, janelle@aucklandhomeshow.co.nz for best gate entry to enter through.

Click [HERE](#) for Traffic Management Flow.

Monday 2 - Wednesday 4 September - 8am - 7pm

EXHIBITOR BUILD UP

4.4 Forklift, Pallet Jacks, Trolleys

Forklifts will be available onsite to assist in carrying any stock or equipment to your stand. Forklifts can only load items from the rear ends of main the Halls. If you wish to book in a forklift, please come see us at the Show Information counter to book in a time. There is a limited number of pallet jacks & trolleys for all exhibitors to use onsite. Availability may not be guaranteed, it is best to bring your own to avoid delay.

Please note, pallet jacks, or similar pieces of equipment needed to carry in oversize items, must not be brought in via the front entry doors of the main pavilion. This is to ensure public safety, and reduce damage to the venue. Any damaged caused will be charged back to the exhibitor.

4.5 Storage

There is limited storage available onsite, exhibitors may use the storage containers located at the rear of the halls for non-valuable packaging material only. Please make sure your packaging is labelled clearly so it is not misplaced

4.6 Utilities Water / Waste

The Auckland Showgrounds have water regulation in place. Water connections/ taps can only be used for filling buckets or small containers. Exhibitors which require to use large volumes of water onsite must, prearrange with a plumber to have a connection from the service point to equipment.

Any exhibitor found connecting hoses up to the water system will be fined by the Auckland Showgrounds.



SHOW DAYS

EXHIBITORS ARE ALLOWED ACCESS FROM 9AM

All exhibitors must vacate the halls within 15mins of closing times. If you wish to come earlier or stay later than the given times, please come see us at the Show Information counter.

5.1 Exhibitor Lounge

Exhibitors are provided with complimentary tea, coffee & water during show days. Please ask at Show Information the locations of our exhibitor lounges.

5.2 Food Vendors

There will be a wide variety of foodtrucks around the show for lunch, dinner & drinks while onsite

5.3 Lost & Found

All lost and found items, must be reported to Show Information counter. All items are logged and held until claimed. The maximum time items are held is 3 months. Claimed items will need to be signed for.

5.4 Where to Park

The venue car park is owned and run by the Auckland Showgrounds, the usual rate is \$18 per day, however EENZ are subsidising part of the fee to \$10 per day. Exhibitor car parking is based on first in first serve basis and is located in the main arena. Please enter via Gate 1 or Gate 3.

An exhibitor badge must be shown to gain access into the exhibitor carpark.

Additional parking is located at Alexandra Park for \$10 daily and also along Puriri Drive. Entry to the show from these locations is via Gate 4.

Opening Hours

Thurs 5 Sept - Sat 7 Sept | 10am - 9pm
Sun 8 Sept | 10am - 6pm

Breakdown

Sunday 8 Sept | 6.15pm - 9pm
Monday 9 Sept | 8am - 5pm



BREAKDOWN

6.1 Breakdown Procedures

At the conclusion of the event, please ensure all staff onsite are in Hi Vis Vests and close toe shoes. Reminder no one under 16 years of age are allowed to be onsite during breakdown.

NOTE: It is an OH&S requirement that all visitors have left the premises before breakdown of stands can occur.

All items must be carefully packaged, and labelled clearly with the relevant delivery address. Ensure the courier company are well aware of which items they are collecting.

Please refer to 4.3 Loading In and Out, for moving out of the venue.

All items **MUST** be removed out of the venue no later than Monday 9 September 5pm.

HEALTH & SAFETY

7.1 Health & Safety

The Auckland Home Show team with the Auckland Showgrounds are obliged to provide a safe environment for all employers and visitors onsite.

In accordance with relevant legislation, New Zealand's standards and codes of practice we've developed stringent safety procedures and policies that must be followed by all persons inside the venue, during the Auckland Home Show.

Health & Safety Signage will be placed at the front of all work sites, to remind visitors of our safety message and we appreciate your adherence to instruction from Showgrounds & EENZ staff.

- PPE (Personal protective equipment) high vis clothing or vests are to be worn at all times, including safety footwear and helmets when required.
- Closed toed shoes.
- No children under 16 years, or animals during build up/breakdown.
- Do not bring along any unauthorised persons onsite.
- Please note what the emergency evacuation procedure are onsite.
- Drivers are to observe speed limit, traffic flow, and clearance zones.
- Keep access ways and aisle clear at all times
- Erect warning signs where high risk activity is taking place on your stand.
- Ensure all tools and equipment are appropriate, and in good condition. All must be tested and tagged.
- All electrical work must be carried out by a qualified electrician.
- No welding, burning, or grinding is to take place onsite, unless prior approval from the show organisers.
- All scaffolding must conform to the MBIE heavy scaffolding standards.
- No alcohol is to be consumed onsite. Smoking is allocated to restricted areas only.
- All accidents/ incidents / near misses, hits, spills and any hazards must be reported to the Show Information counter immediately.

7.2 Fire Safety Awareness

Auckland Showgrounds are fully protected by an integrated smoke detector system and sprinkler system connected to and monitored by the Fire Service.

In the interest of public safety, all fire exits, air conditioning vents, lighting & sound controls, fire appliances and power distribution boards must remain clear at all times.

IT IS ILLEGAL TO

- Block or congest emergency exits.
- Block access route for emergency services, including ring road and fire lanes.
- Block aisle in the exhibition.
- Cover emergency exits signs.
- Use fabric and display materials which are not fireproof.

HEALTH & SAFETY

7.3 Emergency Evacuation Procedures

A fully compliant, evacuation scheme is maintained onsite and designed to enable the successful evacuation of staff and visitors. Auckland Showgrounds have boards located around the venue with maps to assist you, to the nearest emergency exit. In the event of an evacuation the main assembly area is outside the main entrance in the arena car park, all occupants of the building are required to congregate at this point. The venue can only be re-entered on the instruction of the Auckland Showgrounds & EENZ staff.

7.4 Insurance

Neither EENZ, the venue, contractors, employees or other representative of EENZ shall be held accountable for liable for the following.

- Loss, harm or injury to the exhibitor, employees or other representatives of the exhibitor.
- Goods sent to the venue before, in transit or remaining after the exhibition.

It is a requirement that exhibitors have appropriate insurance to cover their stand, including public liability. All exhibitors should consult their insurance companies for proper coverage of their stand. Exhibitors are responsible for insuring their own goods throughout the duration of the show.

7.5 On-site Security

Red Badge security will be on-site 24/7 throughout the Auckland Home Show. At the end of each night the venue will be locked down and Red Badge will have night guards on duty roaming the venue to ensure all is safe and secured. If you wish to stay on-site later than the times stipulated, exhibitors will need to log themselves into the *Security Log book* so Red Badge are aware of who is still onsite. The Security Log book is available at the Show Information counter located outside of Hall 2.

Red Badge will be checking all exhibitors are in Hi-Vis vest and closed toe shoes throughout exhibitor build up, those who are not will be asked to leave the premises.

PRE APPROVALS

FOR SHOW

8.1 Food & Beverage Policy

Fernz Catering in association Auckland Showgrounds have the exclusive rights for sale and distribution of any food, drink or tobacco product.

No exhibitor is allowed to distribute any food, drink or tobacco product without written approval from Fernz Catering or EENZ.

If you intend to supply alcohol on your stand, for sale, sample or hospitality during the show, you must require a special license. This can be obtained from the [Auckland Council Website](#). Please note the latest to submit your special license is **Wednesday 7 August**. See [HERE](#) on applying for your alcohol license.

Guidelines for distribution of food & beverage not purchased through the showgrounds are as follows.

- Samples must be given away free of charge to visitors
- Portion size must not exceed 50ml or fit nicely at the end of a tooth pick.

Any further issues, please contact; janelle@aucklandhomeshow.co.nz

8.2 Cooking Demonstration

If you intend to use heating or cooking appliances, please contact show organisers for approval.

You will need

- A bucket of clean water & soap
- Clean hand towel
- Current fire extinguisher and fire blanket

8.3 Hot Surface Standards

Please ensure you abide by the following requirements.

- Fixed protective screening/railings must be place no more than 500mm from face of fire.*
- Non fixed protective screening/railings must be placed no more than 750mm from face of fire.*
- Marine railing may be used, no less than two rails required. Topmost railings must be no less than 900mm from floor, with the second railing no less than 450mm from floor.*
- All open flames must be placed 1 metre back from the aisle ways.*
- Only the area heat needs to be guarded.*
- The stand must be manned at all times, when appliance is operating*
- No barrier/ screen or guard should become hotter than 65C. If this occurs the barrier must be moved back beyond 750mm.*
- All stands must have a current fire extinguisher visible on their stand.*

PRE APPROVALS

FOR SHOW

8.4 Motor Vehicles

Any motor vehicles that come onsite, require prior approval from the show organisers and must adhere to the safety guidelines below.

- Vehicles must not be switched on during the show
- Flooring must be protected by drip trays under each vehicle and mats under tyres
- Ignition keys must be left with the show organisers
- Every car must have at least 1x2.3kg A:B9E dry powder extinguisher mounted and in prominent location in accordance with NZ 2444:2002 portable fire extinguishers
- No silicone sprays are to be used on the tires of display vehicles within the venue as they create a health and safety hazard.

Motor vehicles powered by flammable gas (LPG) may be displayed under the following conditions.

- Vehicle must have their system fitted in accordance with the AS/NZS 1425:2007 LPG gas fuel system for vehicle engineers.
- The LPG fuel tank must be isolated from the engine mechanically by closing the 'service tap' on the fitted fuel tank.

8.5 Gas Cylinders

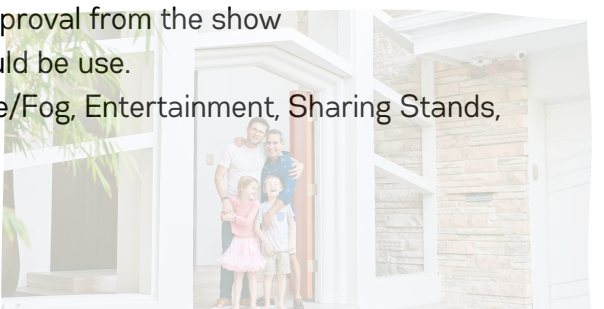
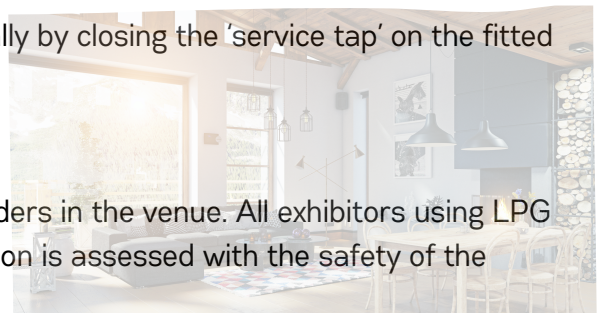
Auckland Showgrounds have restrictions on the use of gas cylinders in the venue. All exhibitors using LPG will need prior approval from the show organisers. Each application is assessed with the safety of the public as its prime prerequisite

- Gas bottles must be turned off each night
- Gas cylinders delivered onsite will be refused delivery if prior approval haven't been arranged.
- LPG cannot exceeds 9kg in size, with a maximum bottles per stand is determined by the show organisers
- Installation and use of gas cylinders shall be undertaken in accordance with New Zealand AS/NZS 1596:2008.

8.6 Other Pre Approvals

Any exhibitors who require any of the following will need prior approval from the show organiser, briefly outlining the purpose of display and how it would be use.

Gas, Naked Flames, Helium Balloons, Laser Transmitters, Smoke/Fog, Entertainment, Sharing Stands, overhead rigging.



E-DIRECTORY

Each exhibitor is given a unique username and password to gain access into the exhibitor portal

Via this portal you will be able to,

- Regularly update online company branding, which will be visible on our website.
- Upload your showguide description.
- Select which product categories your business falls under.
- Upload a company logo, images, brochures and you tube clips of your product.
- Upload staff names for exhibitor badges.

Exhibitor badges are use as identification to allow your staff entry into the show.

Security may check Exhibitor badge, against personal ID upon arrival.

9.1 Online Branding

Our website will give you and your company the opportunity to have a 100 word online description and the opportunity to include video and images about your company services. Be sure to include words that visitors will include in key word searches.

This will become your online listing, which will be live on our website.

9.2 Showguide & Promotions

A printed showguide is handed to visitors upon entry to show.

The showguide will also highlight your company name, stand number, logo, website or contact information. We also request for a brief 15-20 description to highlight your company.

If you wish to have additional promotion within our Showguide, [CLICK HERE](#) for further information, or email jenny@eenz.net.nz

9.3 Exhibitor Badges

All staff members working on your stand must have an exhibitor badge. This allows staff entry through the gates. No exhibitor badge no entry.

Ensure names are submitted before the given deadline, so they can be printed, and packed in your exhibitor pack accordingly.

All badges available to pick up from the Show Information counter during exhibitor build.

Exhibitor badges are use as identification to allow your staff entry into the show.

Security may check Exhibitor badge, against personal ID upon arrival.

SHOW CONTACTS

Event Coordinator:

Janelle Nicholas 09 394 8129
janelle@aucklandhomeshow.co.nz

Exhibition Sales Manager:

Milli Young 09 394 8126
milli@eenz.net.nz

Exhibition Sales Manager:

Linda Lang 09 394 8125
linda@eenz.net.nz

Exhibition Sales Manager:

Shannon Gallagher 09 394 8122
shannon@eenz.net.nz

General Manager:

Amanda Magnus 021 284 1550
amanda@eenz.net.nz

Marketing Director:

Jenny Murfitt 021 284 1553
jenny@eenz.net.nz

Marketing Content Manager

Eve Dombroski 021 921 765
eve@aucklandhomeshow.co.nz

Accounts:

accounts@eenz.net.nz 09 394 8128

For all PR queries, please contact

Paul Blomfield

e. paul@paulblomfield.com

m. 021 970871

