

Health and Safety

Everyone at Te Papa is responsible for their own health and safety, and for contributing towards the maintenance of a working environment. We are committed to ensuring the health, safety, security, and wellbeing of all our teams, visitors to our business and the items and collections that have been placed in our care.

All attendees are expected to comply in all respect to the requirements of the Health & Safety Acts including but not limited to:

- Following all safety instructions from Te Papa staff member at all times.
- All electrical gear must be PAT tested and tagged, and all electrical cords must be taped down.
- Fire egress routes must be kept clear at all times. It is illegal to block emergency exits and the access route to an emergency exit.
- You must not obscure or cover emergency exit signs or store equipment in the fire staircase.
- All fire call points, and fire hose cabinets must be kept clear.

Emergencies

First Aid: The first aid room is located on Level 3 in the back of house area. Automated External Defibrillators are available at the Information desk on Level 2, at Espresso on Level 4 and back of house on Level 1 in the Security Control Room. First aid kits are also available from all floors. Please advise your Floor Supervisor for first aid assistance.

Fire Evacuation: Evacuation is essential even if you cannot see or locate the fire. The continuous sound of fire alarms will be activated to notify all occupants to vacate the building immediately.

Te Papa Visitor Services team will take full charge of the evacuation and make sure the building has been fully evacuated. Our team will follow procedures to assist disabled visitors in the case of an evacuation.

Evacuation assembly points are:

- By Te Papa Museum forecourt near Circa Theatre, or:
- At Barnett Street corner Cable Street next to Waitangi Park

Earthquake: All visitors must stay away from windows, find cover, and remain under the shelter or in the venue. Our Visitor Services team will provide instructions should there be an evacuation.

Tsunami Alert: Our Visitor Services team will ensure all guests are advised and guided to the higher levels of the building. This will be on Level 4 and above of the museum.

House Keeping

Coats & Bags: Any personal items can be left inside the hired venue space. It is the responsibility of the owner to look after any belongings left in the venue space.

Food & Beverages: All food and beverages must be consumed within the hired venue space. There are two public cafes available inside the museum and function attendees are not permitted to bring any food or drink from these cafes to the hired venue space after 10am, once the museum is open to the public.

Smoking: Te papa is a non-smoking environment. Smoking is only permitted outside the confines of the building away from the museum main entrance door. All types of electronic smoking devices are also not permitted inside the museum building.

Internet Access: Te Papa offer complimentary Wi-Fi shared by all function attendees. There is a maximum of 2GB per 24 hours allowed per user.

To access the correct WI-FI, connect to Tākina Events on your device. A Tākina Events internet page will pop up when you open your browser, type in the access code – events- and accept the T&C's.

Security: The hired space will be locked down at the end of the day. We still advise all event attendees to not leave any valuables unattended or unsecured at any time.

Photography & Filming: You are welcome to take photos & videos for non-commercial use at more areas in Te Papa. A “No Photos” sign is visible to indicate objects and exhibitions that cannot be filmed or photographed.

Toilets & Accessibility

- **Main Entrance Lobby and Wellington Foyer** – Toilets on Level 1 and near the Story Place and Whale Heart display can be accessed.

Parents' room are available on Levels 1, 2 and 5. You can also find nappy-changing facilities in the women's toilets by Te Marae, Level 4. Accessible toilets are available on Levels 1, 3, 4 and 5. Please ask a member of the Visitor Services team for any assistance required.