



Saturday 7th March 2015

10am – 3.30pm

**The Trusts Stadium Arena,
65 Central Park Drive, Henderson**

TDO 2015 Theme

It Takes A Village To Raise A Child

Connecting, caring and sharing

Thanks for your stall booking!

This event runs - rain or shine - no postponement date.

INDOOR STALL HOLDER INFORMATION SHEET

This information sheet has been developed to help you and your organisation understand the operating procedures for the event and get the most out of the day. Some of the information you will be aware of, but it helps to go over it again.

STEP 1 - First step is to decide what your goal(s) is or objective for the day is?

Setting goals will help you develop your stall area, theme and the materials you may need to have at the event. Examples of goals might be:

- To enrol 20 people to our free parenting programme
- To get 100 contacts who we can send information to about our services
- To form closer relationships with four community groups.
- To have all people who come to our stall leave with information on our programmes and how to contact us

Before the event prepare a quick overview (three key messages) of what your organisation does. Keep it down to 30/60 seconds. BUT also put it into very simple language.

STEP 2 - Your Stall Design and Theme:

The stalls will be arranged within an area or village. Your stall will be in one of these villages and so will need to reflect, as much as possible, the area/village you are in.

In addition, the TDO 2015 theme will reflect, “It Takes a Village To Raise a Child”; Connecting, Sharing and Caring.....

- Each stall must have an interaction for children and parents. No just handing out information!
- Develop an interaction around your goal/objective identified in Step 1.

NOTE: We encourage stall holders to create a connection with the main theme for the day. This year’s theme is, “**It Takes a Village To Raise a Child**”; **Connecting, Caring and Sharing**. So, think about how your service links to this theme e.g.. Make a statement and display a message/slogan that will attract attention or get people to think about how it. A way to connect, care (for yourself and your child or others) and share....the care or the message.

- Remove barriers into the stall and to the information/messages. Try and avoid putting a table between you and the visitors.
- Try and put some fun into the stall, i.e. golf putting and get a free lolly, wear fancy dress, face painting, an activity for the children helps keep the parents at your stall longer providing an opportunity to engage them.
- Have plenty of information available – leaflets, badges with telephone numbers. Have stationary supplies at the stall – paper, pens, stapler, forms, business cards, etc.

REMEMBER TO BRING YOUR OWN POWER EXTENSION CABLES AND MULTIBOXES.

- Make sure stall staff have a name badge, avoid eating at the stall, and are always friendly and open. Make sure staffs have regular breaks, and have two people at the stall if possible.

STEP 3 - Creating contact, dialogue or awareness

- Start conversations with the public. Stand outside the booth and meet them. Try questions that will start a dialogue between you and the visitor. For example;
 - Have you heard of our organisation before?
 - What have you enjoyed so far at the event?

- Remember to listen to the visitor in order to understand their needs. Find out what other stall holders provide and do, and if you can't help someone, refer them to that organisation.
- If you find someone who needs help, try and book them an appointment or visit as soon as possible.
- Remember to have fun, enjoy meeting new people, and relax.

SET UP, OPERATING & CLOSE

Set Up Info:

Know what area you are in – check with your Area Organiser or Kay on 027 2742280 or kaylindley@xtra.co.nz

Set up is on Friday ^{6th} of March from 4pm to 6.30pm.

We have negotiated this time with the Stadium to ensure that the event opens on time and is fully operational. We cannot have people setting up on the day and we also have to manage vehicle movements on the site more stringently, so no parking near the door on Saturday.

You will be able to park and unload your vehicle near one of the entrances. Ensure you follow your organisations manual lifting procedures when unloading and moving equipment and resources.

We will ensure that your requested amount of stalls with tables and chairs is ready for you. Coral and Kay will be onsite on Friday afternoon to ensure you are accurately sited.

- All staff and gear **must** be on site by 9.30am to man your stall. This will provide a little time to get to know your neighbours and ensure that we are able to open the event on time.
- If for any reason you are unable to come on the day please let us know at least 24 hours before. The person to contact will be **Kay - mobile. 0272742280**
- There will be an opening blessing at **9:30am** and we ask for silence through that time. The doors open to the public at 10:00

Operating Info:

Parking and entry:

Ensure you print your car-park pass (attached to this information sheet). Carpooling is strongly recommended as parking is always limited.

- Arrive **before 9.00am**. Enter at GATE 3, continue straight and park in the upper car park on the left (end of the stadium building). Ensure you display your car-park pass to prevent being towed. Only vehicles with a valid pass will be permitted.
- Enter the stadium through ENTRY C (**the first entry door coming from the car-park**).
- Your stall will have been set up the day before so you should only need to settle yourself into the stall, blow up balloons, check your power needs and ensure any leads etc are secure and safe.
- Make sure your stall has no trip hazards (curled mats, leads, boxes; other items are to be put under tables or stacked out of walking areas).
- Designate a safe place for staff to put their personal items if necessary. This may be under cover, but make sure it is in sight of those working on your stall. Make sure you have scheduled breaks in line with normal H&S practices of your organisation.
- Have a look around so you know where the Information desk is, the Under 2's play area and breastfeeding area and any other relevant areas you may need to send visitors to.

Water:

Is available for all at water stations around the venue

Bathrooms:

Are located on the west side of the arena and in the main foyer.

Emergency evacuation:

Follow instructions of stadium staff wearing high visibility jackets.

First Aid:

St John are on duty, please notify the information desk in the first instance.

Lost Children:

Any lost children must be reported to the information desk.

Closing of the event:

The event closes at 3.30pm, **please do NOT close your stall down before that time.**

Due to pedestrian movements after the event, you may have to wait to bring your vehicle close to the entrance to load. Once again ensure you follow your organisations procedures for manual handling/lifting.

We will appreciate help with dismantling and tidying up after the event e.g remove tape and strings from gazebos so they can be packed down without any damage; help with general clean up.

ABOVE ALL ENJOY AND HAVE FUN!

