the Gluten Free Food Festival™

Exhibitor Manual

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ESSENTIAL INFORMATION

Important Dates and Times

Event Duration

Saturday 31st October 2026 9am* – 4.00pm.

*we are running a one-hour preview session from 9am – 10am on Saturday, instead of our usual Friday evening session. At 10am the main festival day starts.

Schedule

Your invoice is due	20th of the month following invoice	
All invoices due in full	1st September	
Unpaid invoices incur a 10% collection fee	19th September	
Exhibitor information emails go out	21st October	
Pack In	30th October	10am – 8pm
Exclusive Preview Session	31st October	9am – 10am
Main Festival Day!	31st October	10am – 4pm
Pack Out	31st October	4pm – 7pm

Contact List

Shaughan Woodcock – The Gluten Free Food Festival Exhibitor Liaison
021 744138

Shayna Gaskell – The Gluten Free Food Festival Event Organizer
0220848581

Liv Graham – Due Drop Events Centre Event Coordinator
09 966 1745

Addresses

Festival's Physical Address

Due Drop Events Centre
770 Great South Rd, Manurewa
Auckland

FESTIVAL PREPARATION

Courier and Shipments

You can courier your products to the festival site earlier if need be. All couriers however need to arrive on the **Thursday 29th** or **Friday 30th October**.

Chilled storage will not be available before midday Friday 30th at the earliest.

Address for delivery:
Due Drop Events Centre
770 Great South Rd
Wiri
Manukau 2104

Access to the Site

Access to Due Drop Events Centre will be from 10am on Friday 30th October. Parking for set up is next to the events centre – your car will need to be moved once you have finished setting up. Some cars can be driven into the arena if need be, however will need to be moved as soon as you've finished unpacking.

Set Up

Indoor Exhibitors

Indoor exhibitors will need to be fully set up on the Friday. You will be able to access the Due Drop Events Centre from 10am - 8pm on Friday 30th October, and can set up anytime that suits you during this window.

When you arrive, head to the Info Desk to collect your Exhibitor Passes, wifi details, and anything you may have hired.

Food Trucks

We prefer you setting up on the Friday alongside indoor vendors, however if necessary you can arrive Saturday morning. You can arrive anytime from 10am – 8pm on Friday, or 6.30am to 8am on Saturday (allow yourself plenty of time to set up, plug into power, prep, etc before the start of the exclusive preview session part of the festival at 9am).

There will be some security onsite overnight, however Sapphire Events accepts no liability for any damage etc.

Car Parking

Exhibitor carparking will be in Due Drop Events Centre. There will be parking wardens in high-vis on site to assist you.

You will need a parking permit to park in this area, which will be emailed to you with the Exhibitor Information email on 21st October.

Test and Tag

All electrical items used must be tested and tagged.

Furniture and Accessories Hireage

Tables and Chairs

Please email us at shaughan@theglutenfreefoodfestival.co.nz if you need to hire tables (standard trestle, $20+gst) or chairs ($5+gst).

Velcro Panels

If you would like more Velcro partition panels on your site, please email us at shaughan@theglutenfreefoodfestival.co.nz before 19th September. Velcro panels are $48+gst/1.2m, and the cost will added on to your invoice.

Extras

Hireage of any other extras will need to be undertaken yourself.

Peek Exhibition and **Exhibition Hire** work regularly with Due Drop Events Centre and are very familiar with the venue; if you need any accessories, we recommend contacting one of them first. Some examples of what you can hire:

- Furniture
- Electrics – spotlights etc
- Audio Visual – TV screens, ipads etc
- Plants
- Signage

Power

Due Drop Events Centre has a number of power points both indoor and outdoor, including three-phase and standard 10-amp points. All exhibitors requiring power will have requested sites on the edge of the indoor arena – only a few select middle sites will have direct access to power.

If you have booked a site on the edge of the arena and will be using power, you will need to bring an extension cord.

Eftpos

We have organized a fantastic exclusive offer with Skyzer Eftpos. Tired of boring Eftpos? Upgrade your customer experience with Skyzer's fantastic range of colourful machines, to suit your branding. You can even add your logo to the home screen!

These terminals connect to the Worldline (Paymark) network. If you don't already have a connection in place you'll need to reach out to your bank to get the process started – it can sometimes take up to six weeks.

Contact belinda.garty@skyzer.co.nz to book your machine and quote "The Gluten Free Food Festival".

Please see the following options if you require chilled storage at The Gluten Free Food Festival. We have organized quotes with Fridge Freezer Hire Services. You will need to contact them yourself to hire.

Skope TCE1000 2 Door Display Chillers New Condition 1130mm w x 710mm d x 2200mm h Display panel measurements- 1113mm w x 340mm h On Castors Led Lighting 3 pin 10amp plug 4 x Shelves Hire Price $295.00 + gst Delivery & Pick up Included	
Skope TCE650 Single Door Chiller New Condition 740mm w x 710mm d x 2200mm h Display Panel measurements – 720mm w x 340mm h On castors Led Lighting 3 pin 10amp plug 4 x shelves Hire Price $ 240.00 + gst	
Mafirol 1.5 Deli Serveover 1500 mm w x 1275mm h x 1060mm d Chilled storage underneath On Castors New Condition Hire Price $380.00 + gst Also we have the smaller models Available -1300 mm w @ $360.00 + gst & 900mm w @ $280.00 + gst	

Skope VF1000 2 Door Display Freezer Nice Condtion 1130mm w x 710mm d x 2200mm h Led Lighting On Castors 5 x Shelves Hire Price $350.00 + gst	
Dellware 3 Door BackBar Chillers Black Hinged Doors 1355mm w x 525mm d x 870mm h Led Lighting Electronic Control 2 x shelves per door Hire Price $220.00 + gst	
Dellware 2 Door Backbar Chillers Black Hinged doors 900mm w x 525mm d x 870mm h Led Lighting Electronic Control 2 x shelves per door Hire Price $180.00 + gst	
Skope OD1100 Open Display Chiller White 1300mm w x 835mm d x 2015mm h 5 x Shelves Electronic Control Hire Price $380.00 + gst Also the smaller OD400 Available 960mm w x 1360mm h x 660mm d Hire Price $260.00 + gst	

Skope HB80 Small Single Glass Door Chiller Underbench Chiller 500mm w x 560mm d x 770mm h 2 x shelves Hire Price $180.00 + gst	
Liebherr Display Chest Freezers EFI 2153 – 200 Ltrs 835mm w x 825mm h x 620mm d Led Lighting Inside 3 Baskets Storage below baskets On Castors Hire Price $180.00 + gst Also have larger models available Liebherr EFI3053 5 basket @ $240.00 + Gst Liebherr EFE4202 6 Basket @ $ 280.00 + Gst	
All quotes include freight (delivery and collection) to the venue. To hire from **Fridge Freezer Hire Services**, contact: **Brent Main** brent@fridge-freezer.co.nz and quote "The Gluten Free Food Festival" to receive the above rates. www.fridge-freezer.co.nz	

Frozen Storage

We will have a large walk in freezer available onsite if you need frozen storage. This will be located in the Lion Foundation Foyer, next to the main arena. If you need a freezer on your site, please contact Fridge Freezer Hire Services above.

To book space in our large walk in freezer, email us at shaughan@theglutenfreefoodfestival.co.nz. Space costs $80+gst for approximately $1m^3$.

Alcohol Licensing

If you intend on selling alcoholic beverages at The Gluten Free Food Festival there are two ways you can go about doing this.

Option One: Come under Collective's alcohol license (the exclusive caterers for Due Drop Events Centre). Their license allows for giving alcohol samples and taking payments of alcohol on site, however ALL orders will need to be shipped to your customers after the festival. This can be a great way to reduce costs and collect customer information for your database as you'll need to record names, contact info, and addresses.

Option Two: Apply for an events alcohol license through Auckland Council. This will allow you to sample and sell as usual on the day. The process can take up to a few months, so if you are taking this route we advise you get started ASAP.

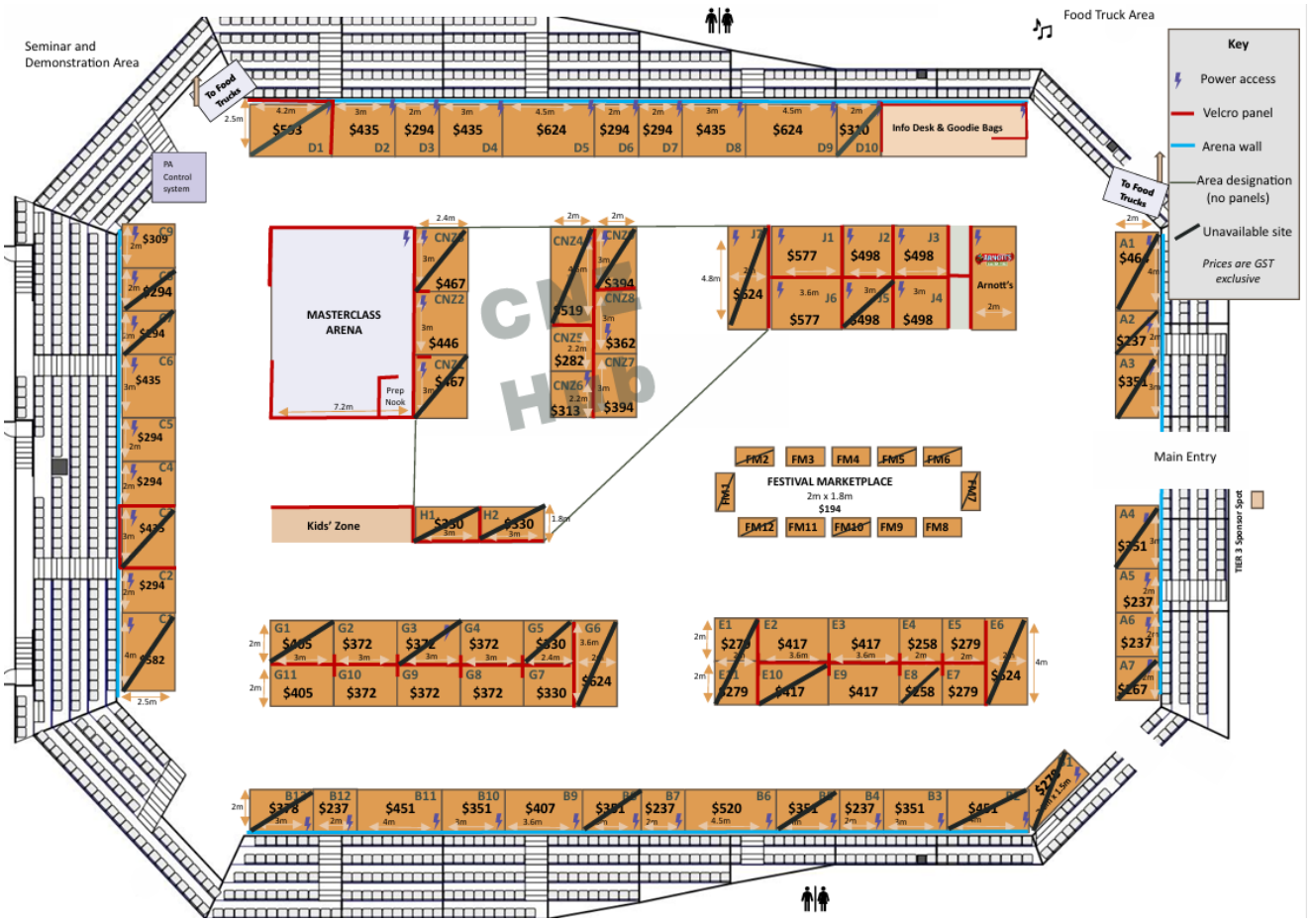
Auckland Council Alcohol License Application link

Wifi

Due Drop Events Centre has free wifi available, if you would like to connect to this please see someone at the Info Desk where they will provide you with a wifi card.

Site Plan

Please note the below site plan is subject to small changes if necessary.



ON THE DAY

Emergency and First-Aid

All emergency services need to go through the event security to ensure that the emergency vehicles are given the correct information.
EMT will be on site during festival hours. If first aid is required, please come to the information desk by the front entrance or contact an event organizer.

Info Desk

The Info Desk/HQ area will be located by the main entrance inside the arena. If you need any help or have any questions, please ask a team member at the desk (or find one in high-vis).
The Info Desk will also have:

- First Aid
- Lost Children meeting point
- Festival prize and entries
- Goodie Bags

Your Stand

Indoors

Stand sizes vary, you would have selected your preferred size upon application.

Included in your stand package is:

- Access to power, either directly or nearby depending on your site (10amp outlets)
- Exhibitor passes
- Website Profile page at www.theglutenfreefoodfestival.co.nz
- Free parking
- Some stands have Velcro panels included (this is shown in the site map).

Signage

Please take note on the map as to whether your stand has Velcro panel backing (indicated by a red line) or arena wall backing (indicated by a blue line).

Velcro Partition Panels
You can use Velcro or drawing pins/thumb tacks to attach your signage.

Arena Wall

You can use 3M tape or hooks **ONLY** to attach your signage, or use freestanding signage.
Please see the image below to see what the arena wall looks like. Note that the lights are 1.75m from the ground, and the wooden bleachers are 2.5m from the ground.

Storage

Storage space for exhibitors is located in the Lion Foundation Foyer (the foyer by pack in). There is plenty of space for storing pallets, boxes, excess product, and the like.

Security

We will have security onsite for set up, overnight and festival hours. However, the organisers will not be responsible for any loss of items whilst at the show.

Rubbish and Recycling

Due Drop Events Centre has their own contractor to provide waste services for The Gluten Free Food Festival. You will find several waste stations placed around the site, with options for recycling and general waste. Please ensure your customers are aware of the waste stations, and ensure you place your waste in the appropriate bins!

MARKETING AND PROMOTION

Our Marketing and Promotion

We are advertising the festival extensively through the following methods:

Website | Social media | Event listings | Coeliac New Zealand magazine | Email newsletter
Newspapers & Magazines | Billboards & Signage | TVNZ+ | Shop signage | Door handout

Your Marketing and Promotion

Create hype by sharing your attendance at the festival! You will find social media tiles here, which you can download and share on your social feeds.

If you'd like to run a giveaway or competition for your customers to win free festival tickets, please email info@theglutenfreefoodfestival.co.nz to discuss options.

HEALTH, SAFETY AND INSURANCE

Food Health and Safety

These recommendations are a guide only and more specific food safety measures may be required for different stalls.

All food exhibitors should be registered with a council or directly with MPI.

For selling food or offering food samples, please be sure to
read the following:

Food Sampling
The acceptable sampling sizes for food samples are as follows:
• Bite-sized portions
• Individually wrapped items (for off-site consumption only)
Sampling must be carried out in such a way that customers do not touch food that other people will eat, in order to minimise the risk of cross-contamination. The guidance below should be followed:
• Food should be placed to be sampled where the exhibitor can see it and therefore supervise customers
• Samples should be clearly segregated from other stock
• It is recommended that samples be offered to customers from plates or small bowls
• Customers should not be allowed to 'double dip' sampling sticks/spoons/food items

Food preparation and storage
• Ensure the food preparation area is large enough for the type of food preparation being carried out. All equipment, tables, display cabinets etc must be in a good state of repair and made of smooth materials that are impervious and easy to clean.

Display and service
• Food being prepared or displayed must be protected against insects, dirt, people etc by means of covers, screens, sneeze guards etc.
• To help you achieve temperature control, keep the amount of food on display to a minimum. Good stock rotation is essential, when re-stocking displays ensure 'older food' is moved to the top of the pile. Avoid topping up 'bulk' displays as food on the bottom may be left for long periods.
• Any leftovers should be discarded – not reused.

Basic hygiene measures

• Keep jewellery to a minimum as it may enter and contaminate food.
• Ensure that cuts and sores are covered with a brightly coloured waterproof plaster. On some occasions, gloves may be required. Keep a first aid kit on-site.
• Do not attend the event if you are suffering from a communicable illness, such as diarrhoea and vomiting. Even a common cold can cause food poisoning.
• Different persons, e.g. one person to handle food and one person to handle money, should carry out different tasks if possible.
• Clean as you go – regularly wipe down surfaces with a clean cloth.

Travel and transport
• Travel straight to the event from your base kitchen thus avoiding long delays.
• Transport vehicles must be clean and food must be separated from other items being carried in the vehicle, such as cleaning chemicals and pets.
• All food must be wrapped, covered or placed in sealed clean containers whilst being transported to the event. This will prevent potential contamination with dirt and bacteria.
• Perishable food including cooked rice, meats (both raw and cooked), dairy products etc must be kept either hot (at least 60oC) or cold (at 4oC or below) whilst travelling to the event.

Gluten Free

You will know by now that only **gluten free foods** are allowed for this event. Please read the below precautions to take:

If you handle gluten foods in your personal or commercial kitchen, please:

- Ensure your hands are thoroughly washed, clothes changed, and utensils thoroughly cleaned or new ones used before handling gluten free foods at the event
- Recheck all your foods to ensure they're gluten free
- Store all gluten-free foods separately to gluten foods when preparing for the festival.

Gas

Gas may be used to power food trucks and stalls providing you observe strict safety regulations in accordance with New Zealand Standard AS/NZ 1596:2002 – LPG Storage and Handling.
• Gas cylinders must be protected by a fireproof cover at all time and have a clear space of at least 1m around the app
liance as well as 4m vertically.
• A 1kg dry chemical fire extinguisher per appliance is required and must be clearly visible at all times.
• Bottles must have a current date stamp.
• No spare bottles are to be kept on stands.
• Connections must be hard piper or an approved flexible hose (not rubber).

General Health and Safety

The following safety rules and procedures outlined ensure you are

compliant with the Health and Safety at Work Act 2015.

• All care should be taken with vehicles on-site with respect of other vendors and/or contractors and their equipment and personnel.
• Equipment used by either vendors or contractors should be placed in such a way that it does not create a hazard to other personnel on site. When the job is complete, surplus equipment should be removed from the site or stored in a way approved by the organisers.
• Before work is begun, vendors and contractors should identify where public phones, fire alarms, egress points and fire hoses are in the event of an accident or emergency.
• No alcohol is permitted to be consumed during the pack in or pack out of the festival.
• Children and animals are not permitted on the festival site during pack in and pack out (please keep them in the car until set up or pack out is completed).

Insurance and Liability

Exhibitors should have appropriate insurance cover for their business, including Public Liability Insurance. The policy will need to be valid for the duration of the show. Neither Sapphire Events, the venue or any staff, employees, agents, or other representatives of Sapphire Events or the venue, shall be held accountable or liable for any damage, loss, harm or injury to the vendor, employees, agents, or other representatives of the exhibitor.

Exhibitors should consult their own insurance companies and/or broker for proper coverage of their sites and display area. It should cover the total duration of the festival, including set up and pack down.

TERMS AND CONDITIONS

1: Vendor site fee: Pricing is as per the rates shown on the map, and are GST exclusive. Prices do not include licenses.
2: Payment details: Full payment is required by the 20th of the month following your application to the festival, however payment by instalments can be arranged if necessary. Email info@theglutenfreefoodfestival.co.nz. Any outstanding payments on 19th September 2026 will incur a 10% collection fee.
3: Festival hours: are from 9am to 4pm on Sunday 31st October 2026. Vendors agree not to conduct any competitive classes, seminars, exhibits or similar activities, other than those provided for hereunder, within 110 kilometres of the festival on this date. Breakdown must not occur prior to 3pm on the day or a penalty charge will be incurred. If you run out of stock prior to 4pm, please approach the Info Desk to discuss your options with the event organisers.
5: Site sharing: Sapphire Events is comfortable with two businesses sharing a site as long as the vendor making this application states the other company's details on the application form and agrees to be invoiced for the whole stand. If you fail to notify Sapphire Events, they reserve the right to ask the second business to leave at any time.
6: Cancellation: A) In the event of the vendor cancelling all or part of their exhibit space applied for and contracted for hereunder, the following provisions shall apply: 1) If written notice of cancellation is received by the organiser prior to 1st June 2026 the exhibitor shall pay a cancellation fee equal to one quarter (25%) of the site fee 2) If written notice of cancellation is received by the

organiser between 2nd June to 18th September 2026 the exhibitor shall pay a cancellation fee equal to one half (50%) of the site fee: 3) If written notice of cancellation is received by the organiser on or after 19th September 2026 the vendor agrees to pay a cancellation fee equal to the full amount (100%) of the exhibit space rental fee (see above). B) The vendor shall be responsible for payment of the total site fee whether the exhibition is cancelled, delayed or relocated, in whole or in part, as a result of riot, strike, civil disorder, act of war, act of God or any other cause of any kind whatsoever, not within the organisers control.
7: Insurance / liability: It is essential that exhibitors make their own arrangements for appropriate insurance cover whilst at The Gluten Free Food Festival. This is including third party liability insurance. Vendors will be liable for any damage they cause to the venue and/or event gear.

Looking forward to seeing you on 31st October!