



**HEARTFELT
ARENA**



VENUEGUIDE

VENUEGUIDE

DISCLAIMER

This document serves as a guideline to assist event organisers in planning their events at Heartfelt. We have done our best to ensure the measurements are as accurate and up to date as possible, however these drawings are meant for illustration purposes only.

Heartfelt cannot be held responsible for any problems that may arise due to any discrepancies in the measurements or recent changes that have not been reflected in this document.

If structural drawings are needed please request the actual drawings from the venue. If there are any specific measurements that are crucial to your planning, please do consider a site visit to verify your plans.

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Heartfelt Arena

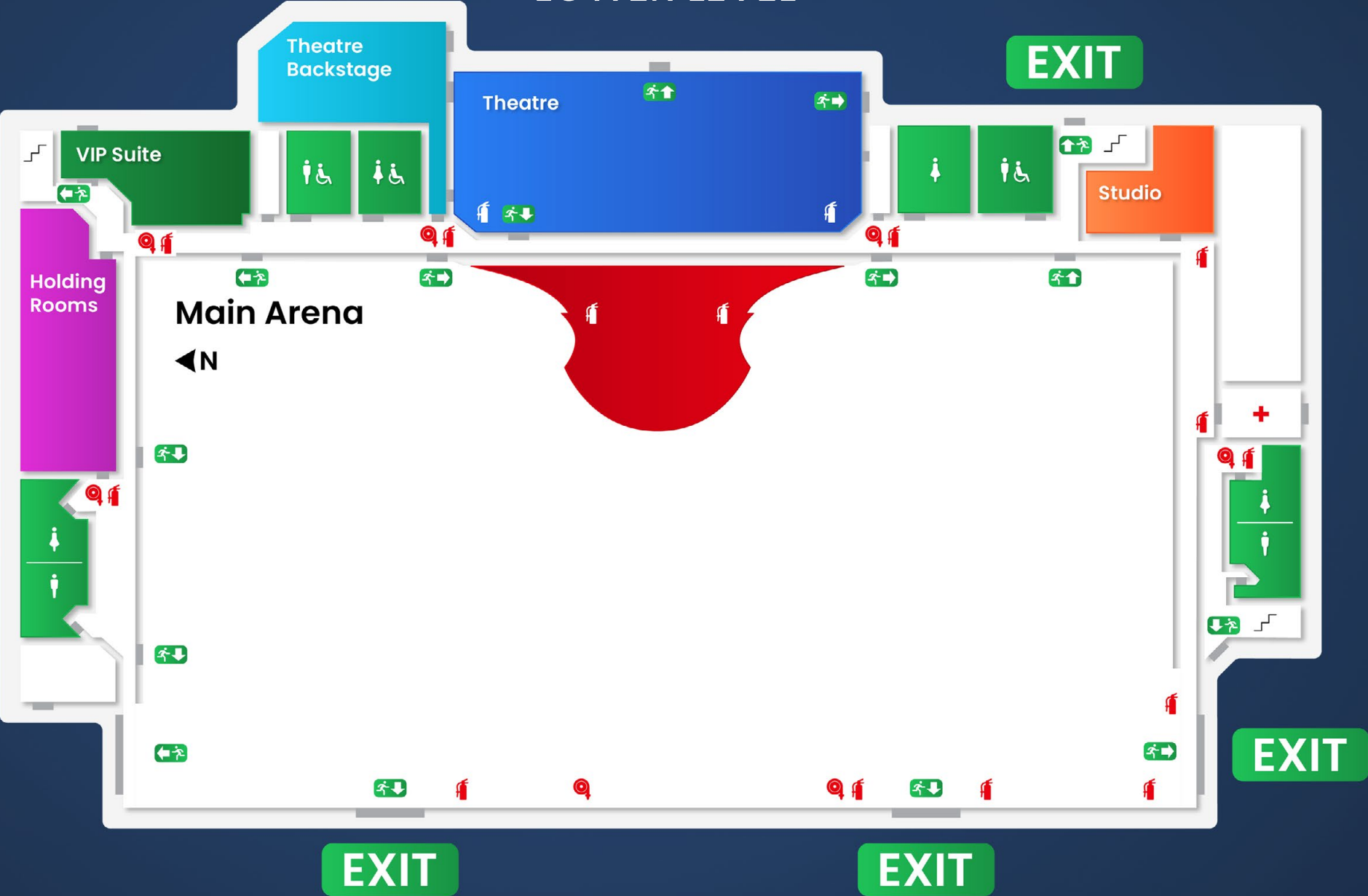
VENUE OVERVIEW



- Main Arena
- Theatre
- Conference Room
- VIP Lounge
- Studio
- VIP Suite
- Rehearsal Studio
- Holding Rooms
- Theatre Backstage

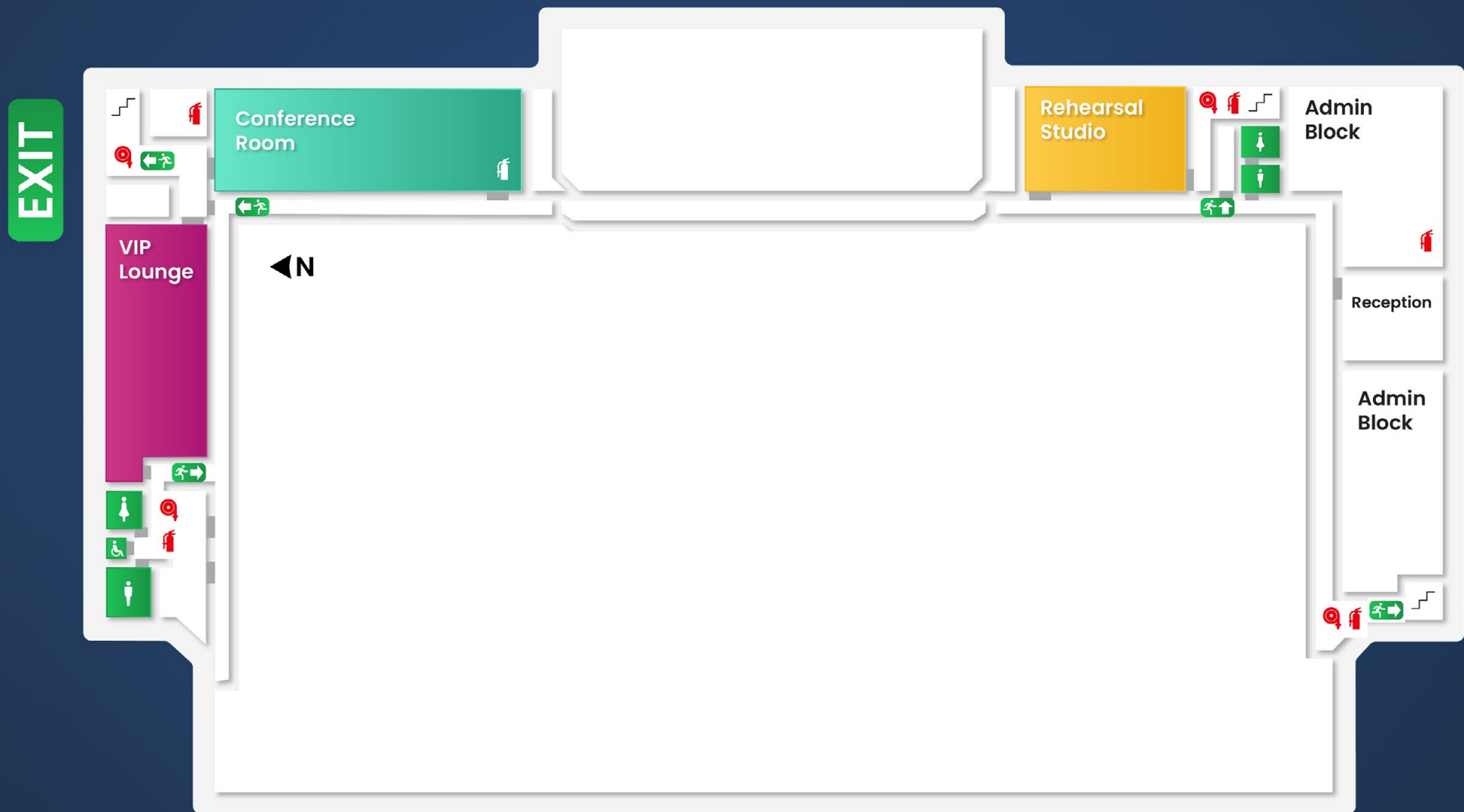
FLOOR PLAN

LOWER LEVEL



FLOOR PLAN

UPPER LEVEL

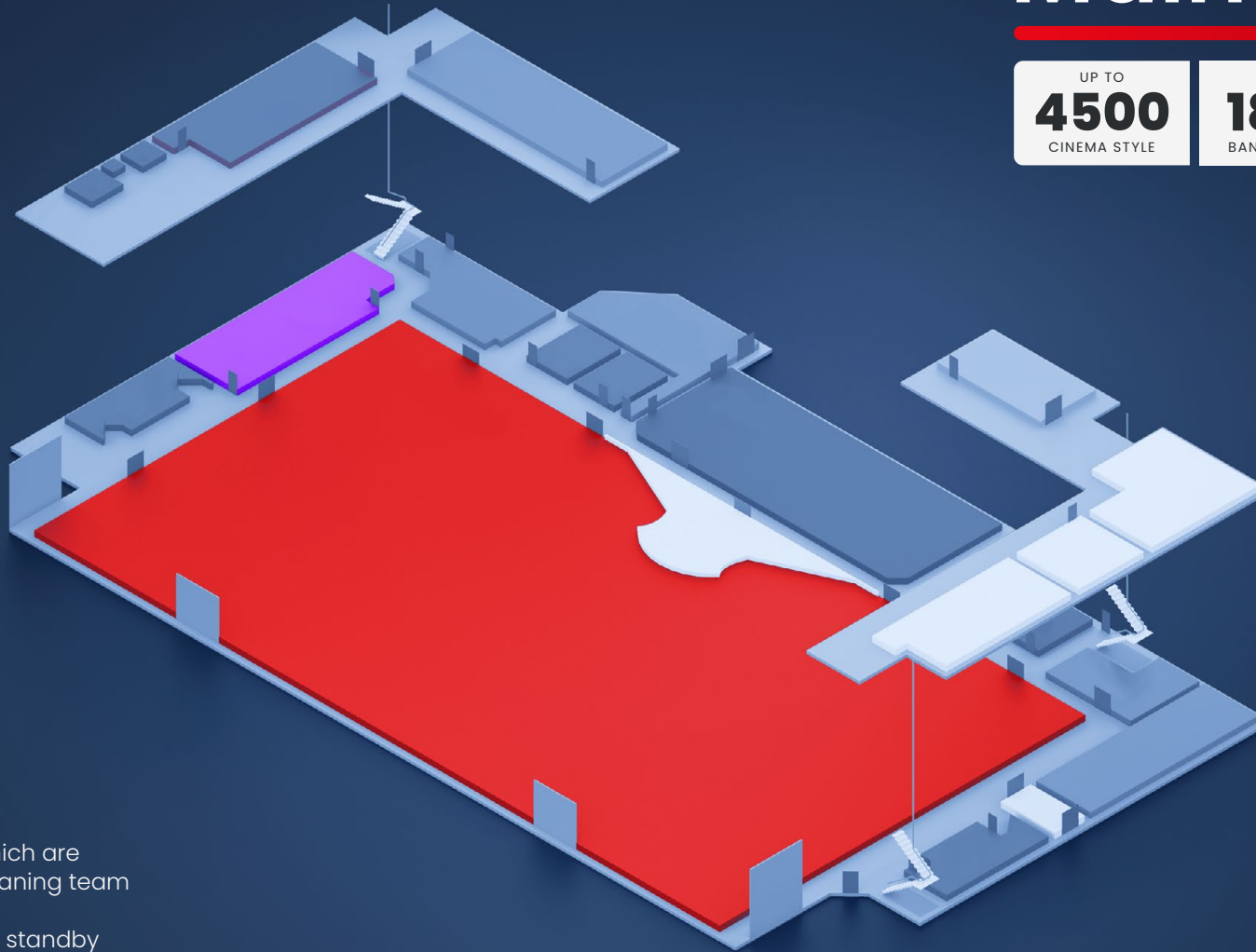


Main Arena

UP TO
4500
CINEMA STYLE

UP TO
1800
BANQUET STYLE

UP TO
8000
STANDING



4 Ablution Blocks which are monitored by our cleaning team



Back-up Power is on standby with our 270 KVA generator



Holding Rooms are available to book for performing artists & speakers



2 Tier Stage which includes two backstage rooms & basic stage lighting



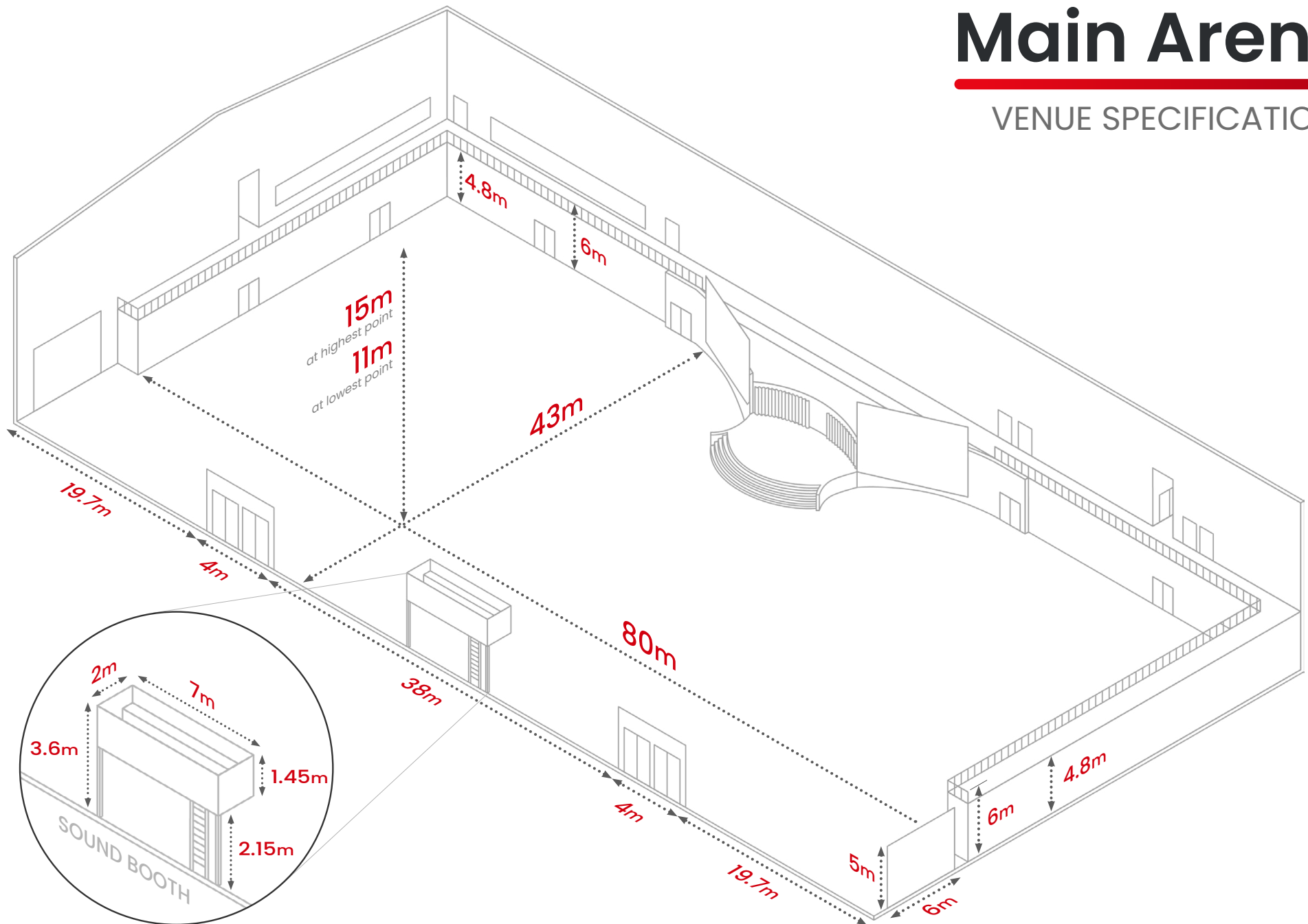
High Roof with ample rigging points (11m at the lowest, 15m at the highest)



Advanced 3-Phase Power distribution network to cater for your event needs





Main Arena

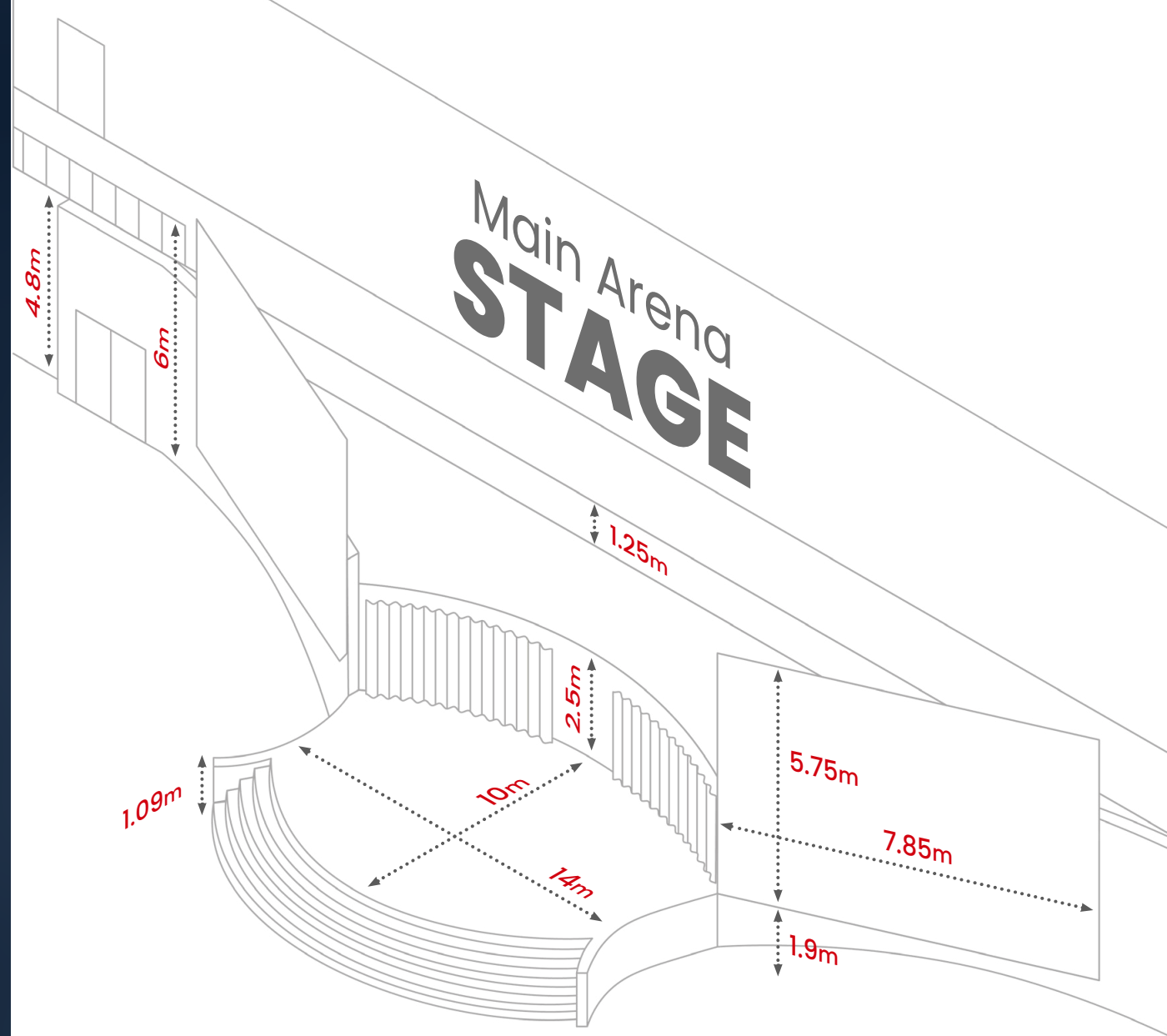
VENUE SPECIFICATIONS



Main Arena

STAGE & TECHNICAL

-  **2 Tier Stage** with two backstage rooms
-  **Basic Stage Lighting**
controllable from Sound Booth
-  **2 x Projector screens**
(Projectors not included)
-  **Advanced 3-Phase Power**
distribution network



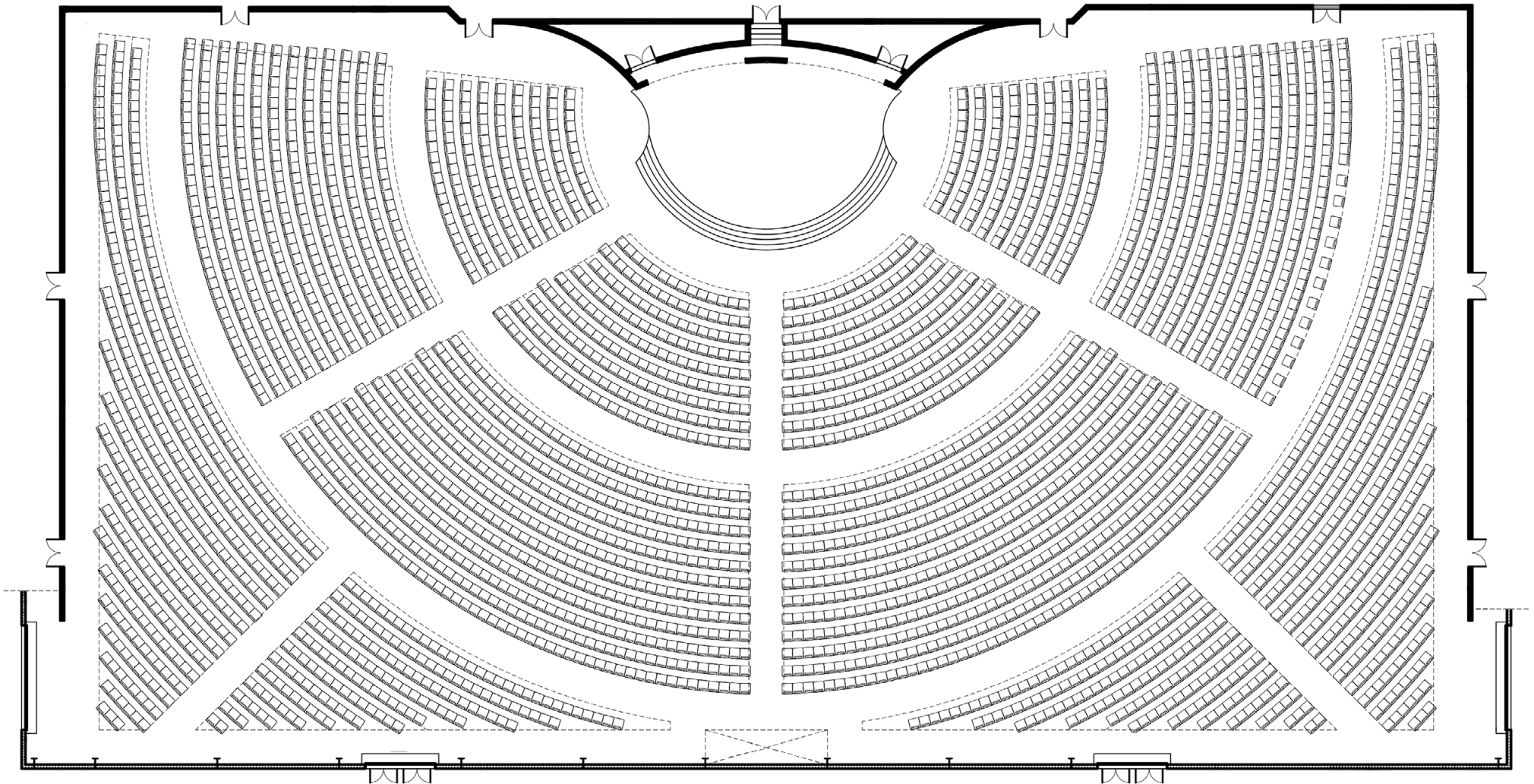
PLEASE NOTE:

Projector screens can be draped in black material upon request.

SEATING LAYOUTS

CINEMA STYLE

UP TO 4500 PAX

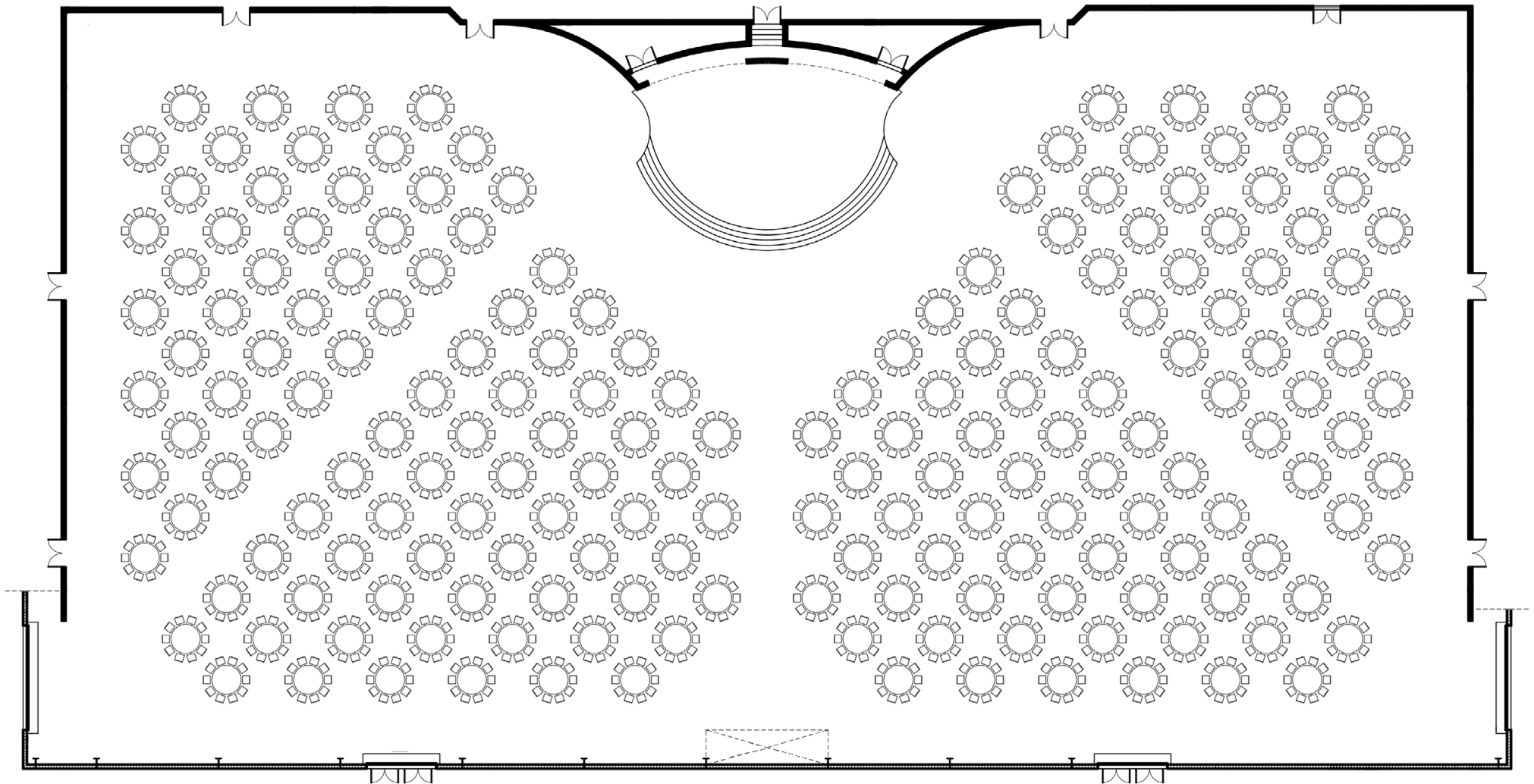


**Please note that these are suggested layouts, and can be customised according to your event needs.*

SEATING LAYOUTS

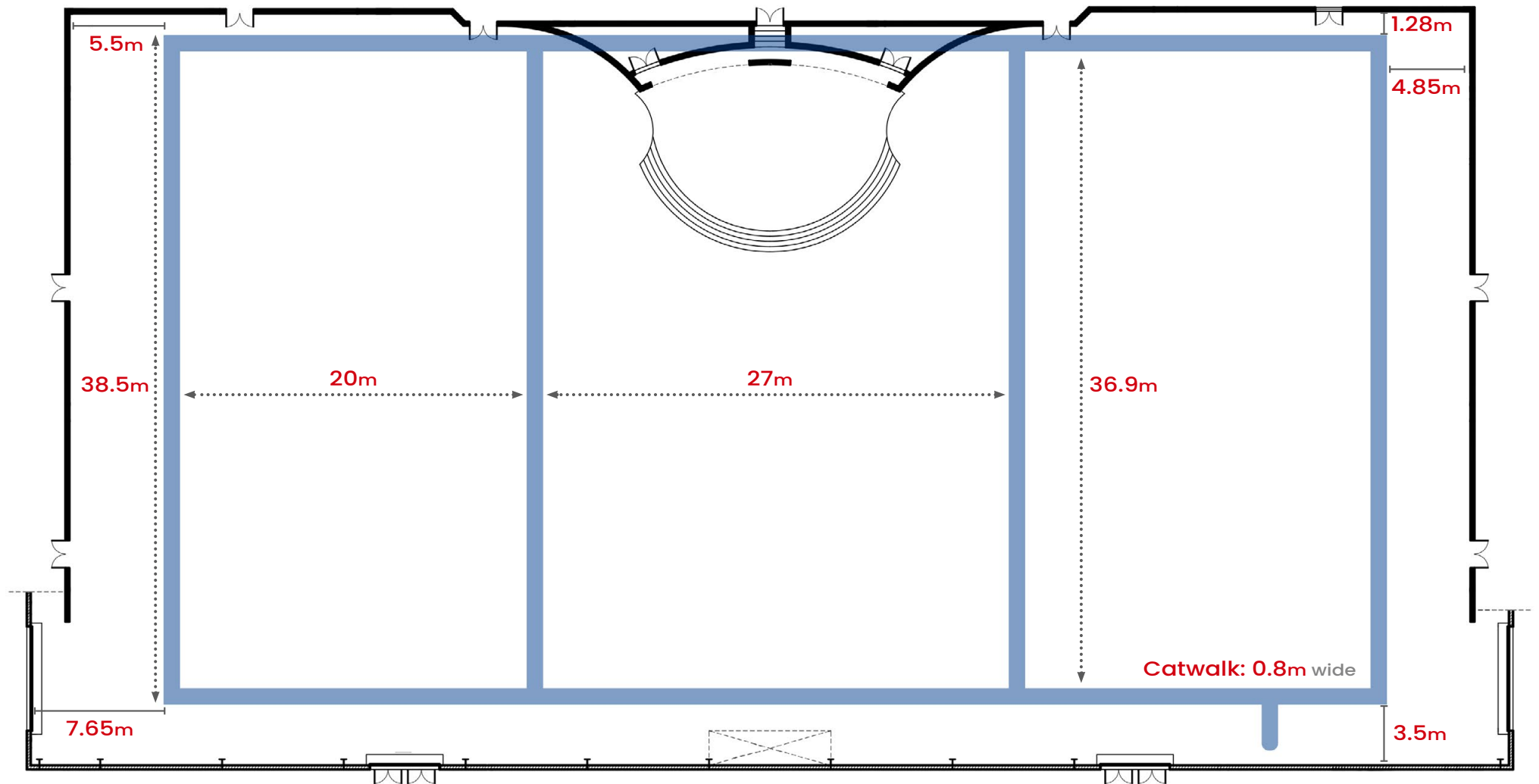
BANQUET STYLE

UP TO 1800 PAX



**Please note that these are suggested layouts, and can be customised according to your event needs.*

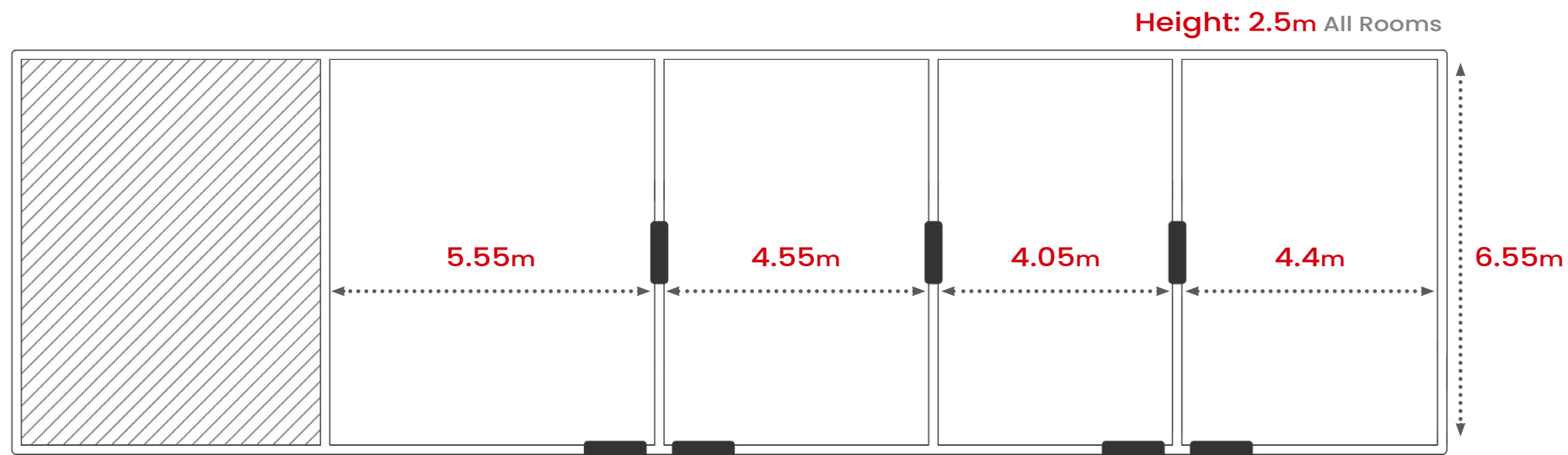
CAT WALK LAYOUT





Holding Rooms

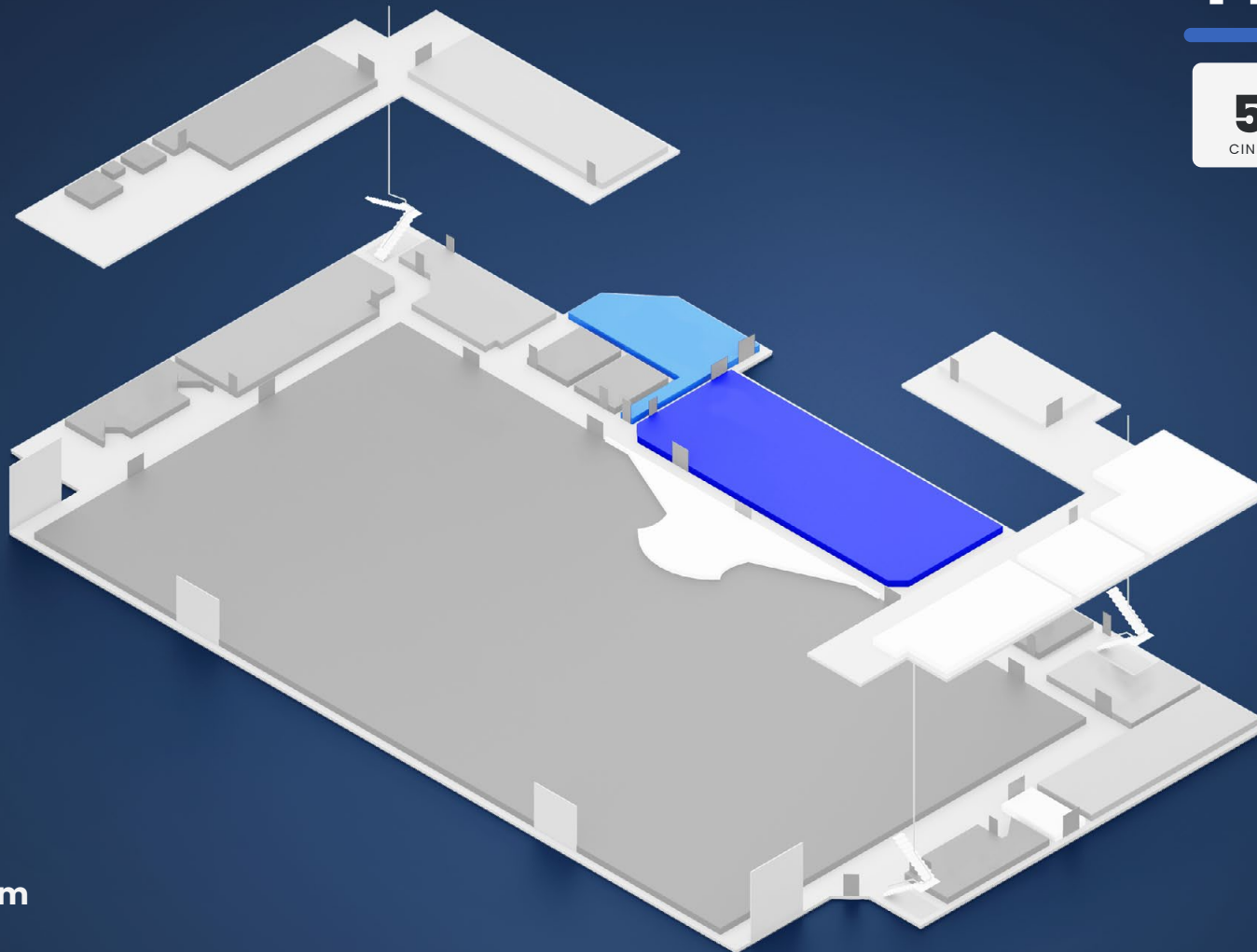
MAIN ARENA SUPPORTING VENUES



Theatre

UP TO
500
CINEMA STYLE

UP TO
250
BANQUET STYLE



This Venue Includes:



Basic PA System



Projector & Screen (4m x 3m)



Basic Stage & Venue Lighting



A Large Stage (7m x 13m)



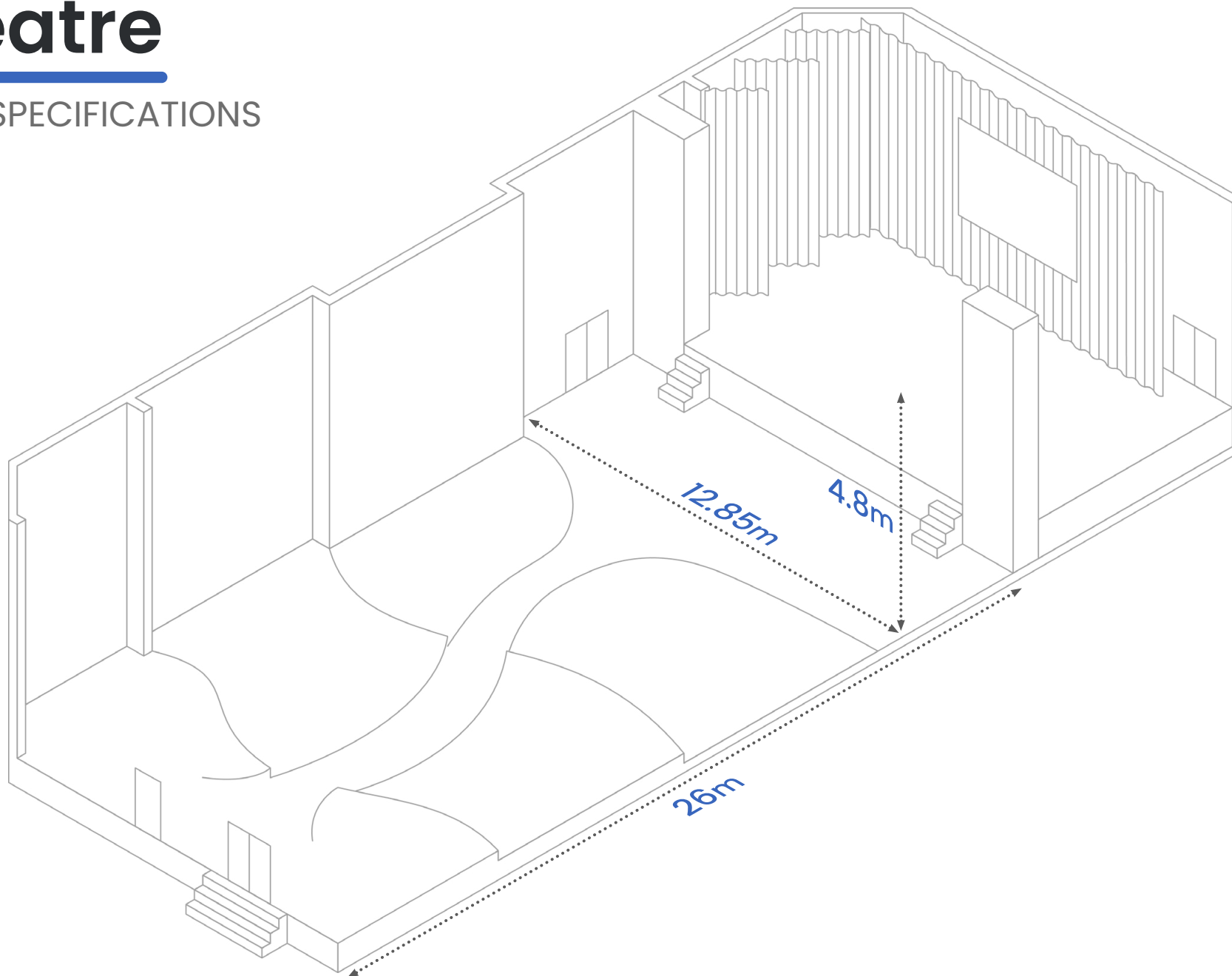
Air Conditioning



Chairs

Theatre

VENUE SPECIFICATIONS



Theatre

STAGE & TECHNICAL

Sound

- **SoundCraft Impact Digital Desk** (32 channels of processing)
- **Soundcraft Stagebox** (32 inputs and 8 outputs)
- **2 x Wireless Handheld Microphones** (Samson Concert 88)
- **2 x Amplifiers** (SYNQ - DIGIT 3K6)
- **4 x Speakers** (Yorkville EF508's)
- **2 x Subs** (Yorkville Double 18")

AV

- **Christie LX60li Projector** (6000 Lumens)
- **Projector Screen** (Image ratio is 4:3)
- Video Feed from sound booth (**HDMI**)

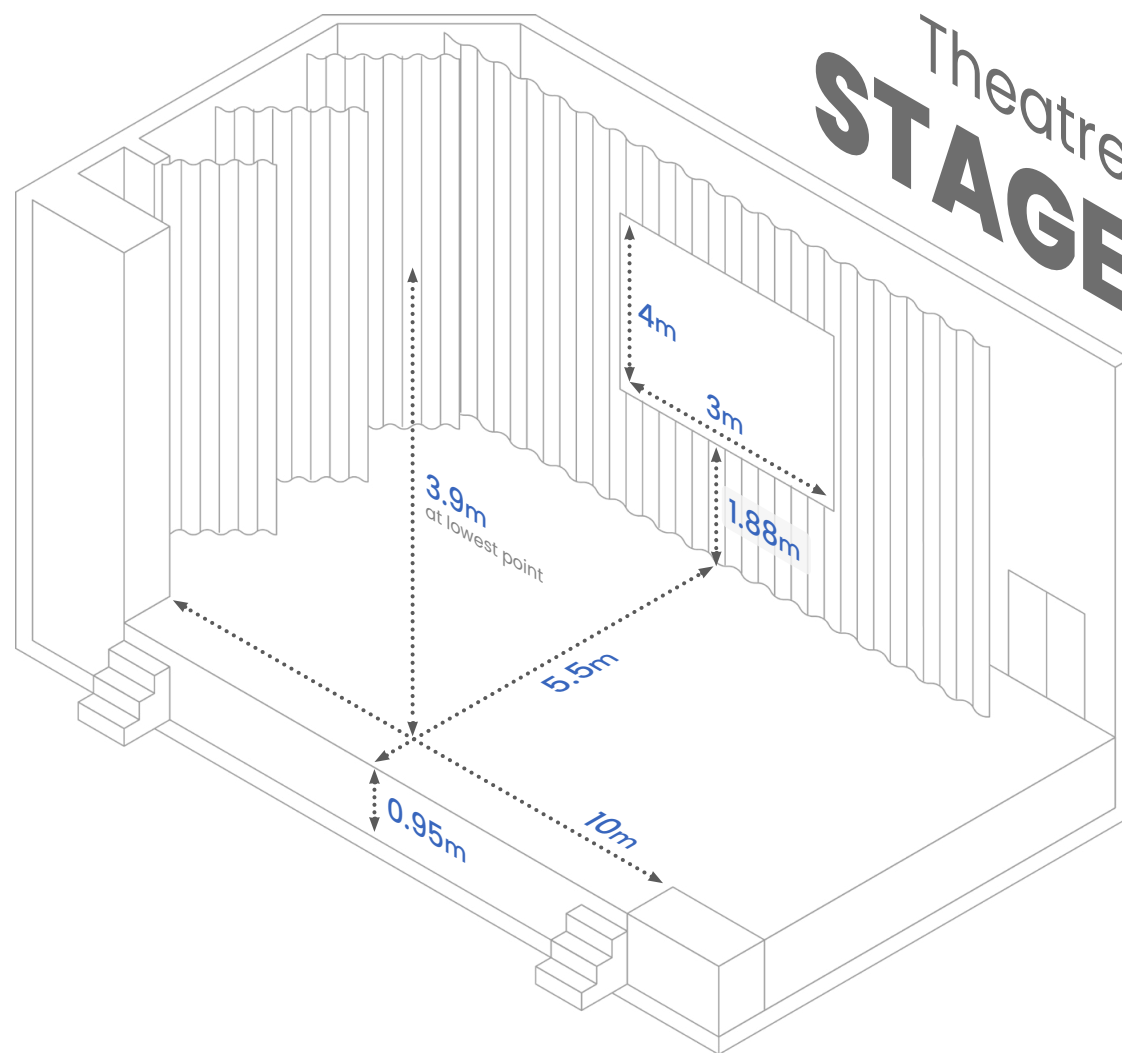
Lighting

- **Avolights TitanOne** to control lights
- **4 x Warm Parcans** controlled by dimmer (DMX controllable)
- **34 x Decorative LED Parcans** setup around the venue

Technicians

- **Technical Operator** for up to 12 hours

Equipment subject to change unless otherwise agreed upon; however any replacements would be of the same specifications or higher.



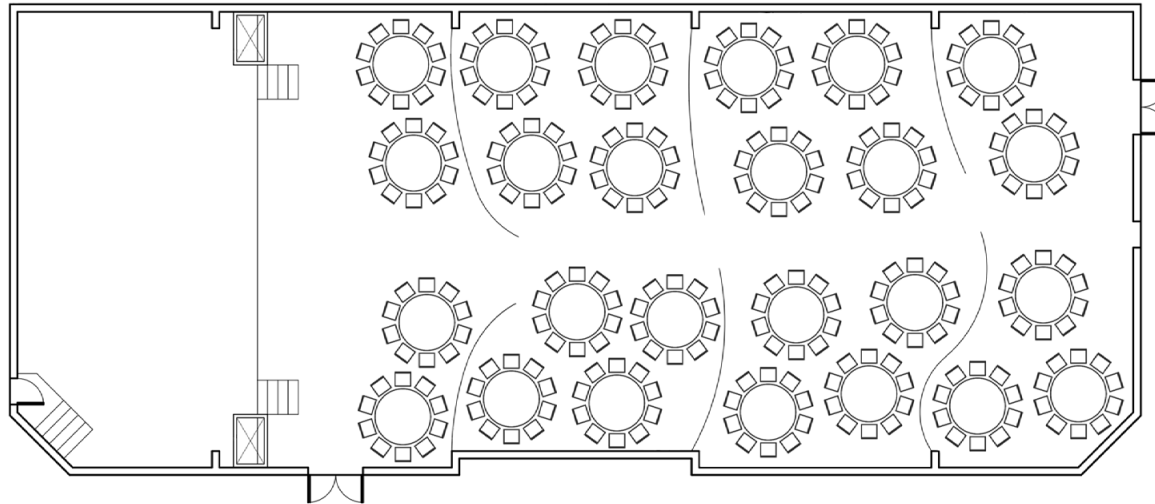
PLEASE NOTE:

Projector screen can be draped in black material upon request.

SEATING LAYOUTS

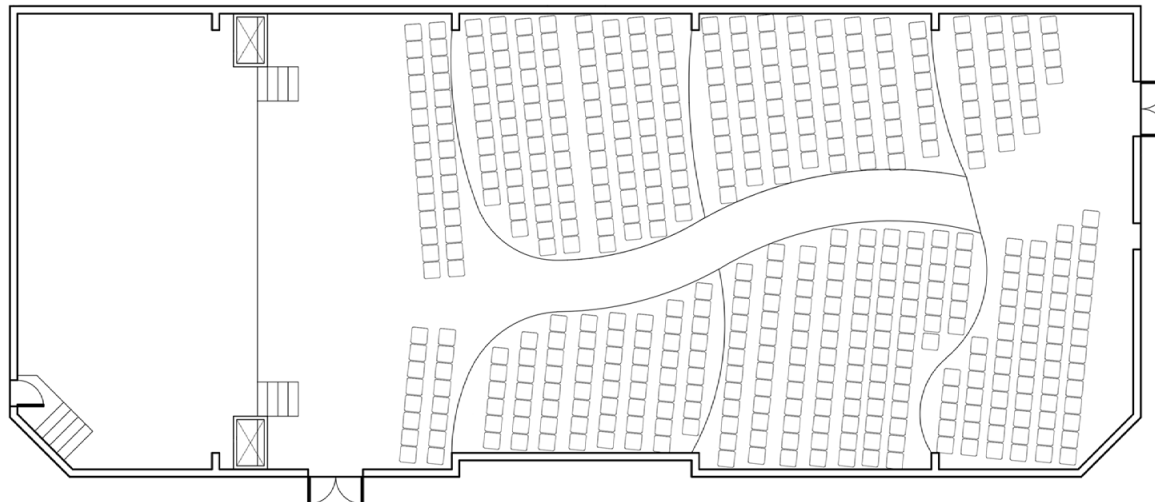
BANQUET STYLE

UP TO **250 PAX**



CINEMA STYLE

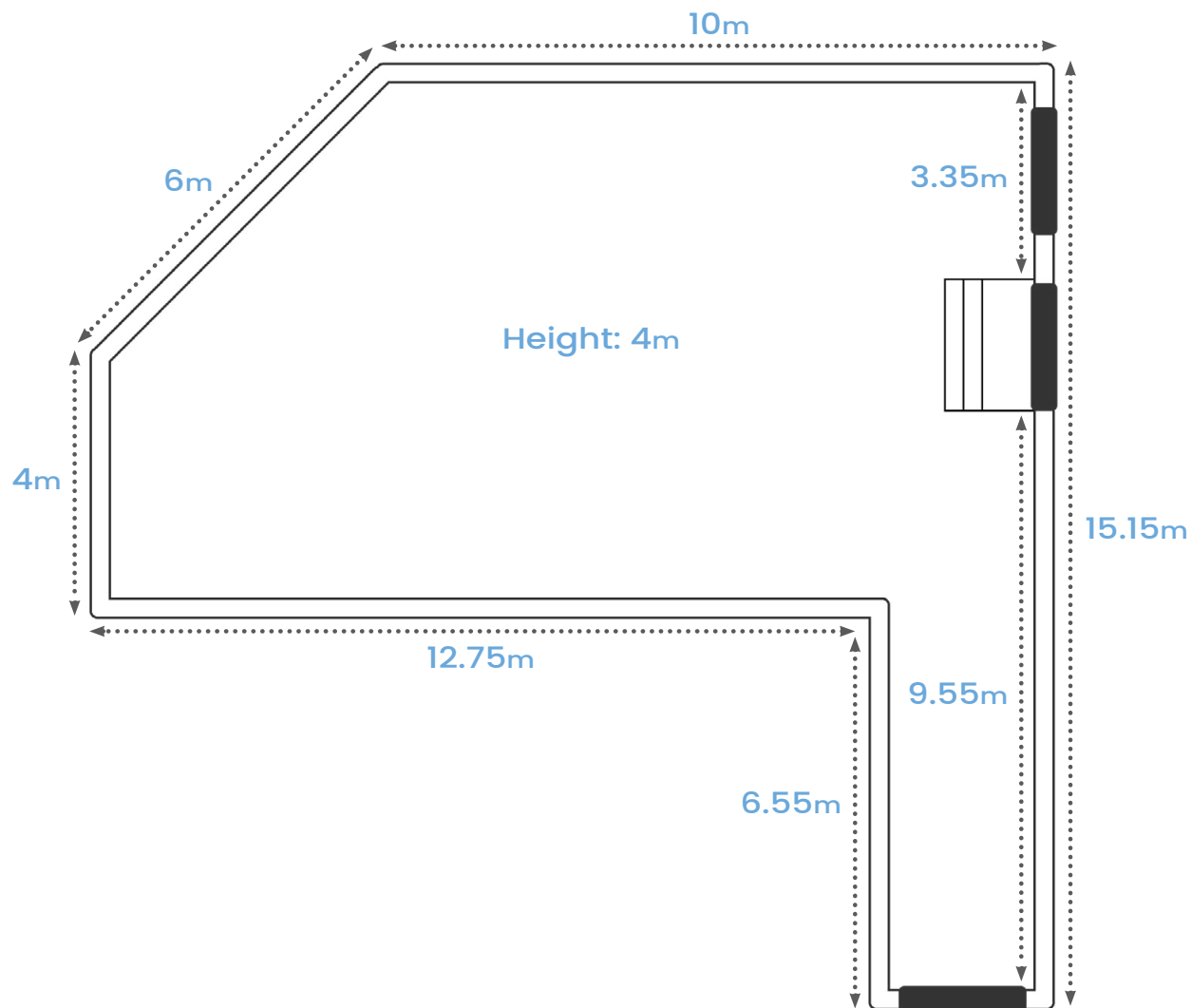
UP TO **500 PAX**



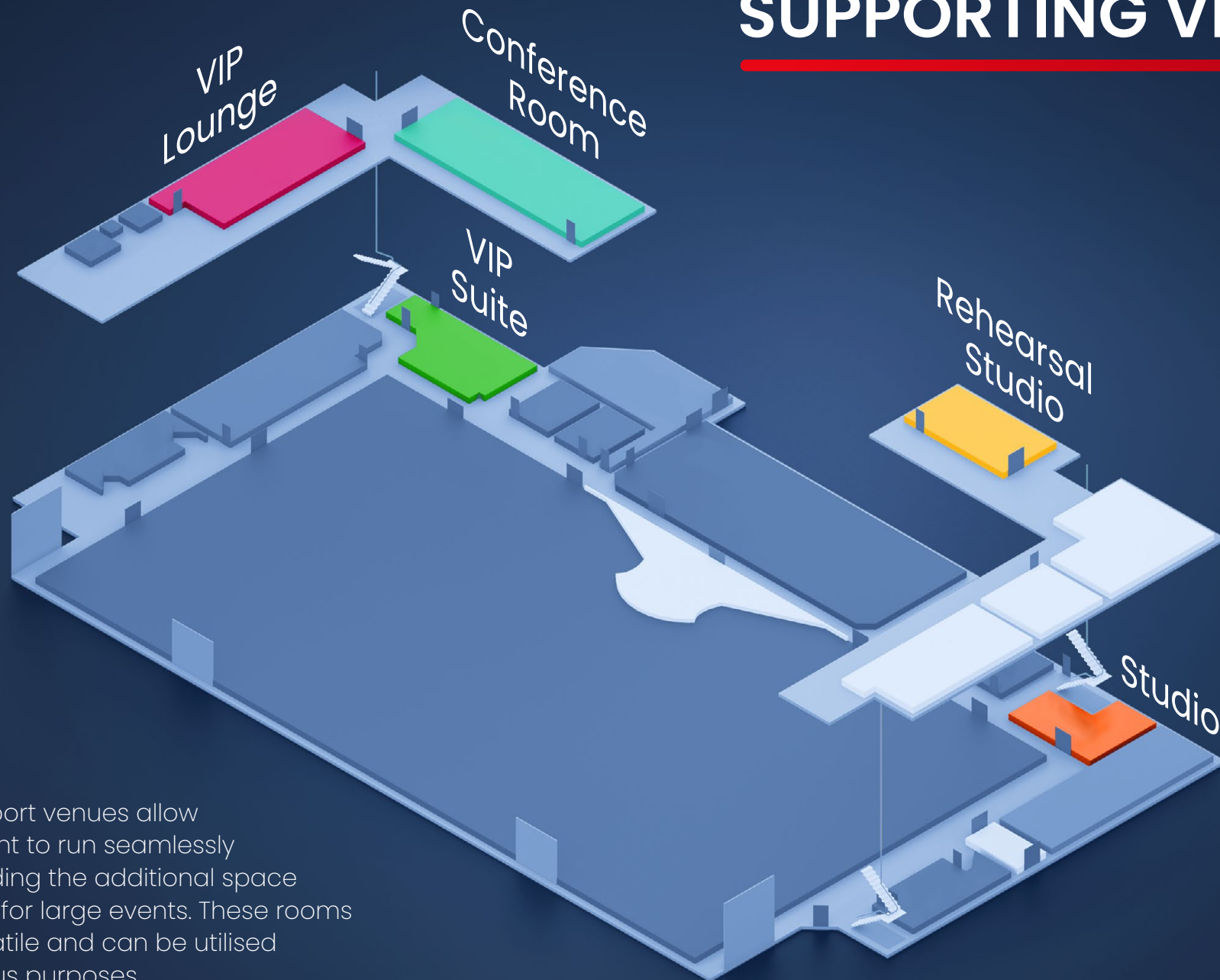
**Please note that these are suggested layouts, and can be customised according to your event needs.*

Theatre Backstage

Direct access to the Theatre stage;
can be used as a holding room, loading area, etc.



SUPPORTING VENUES



Our support venues allow your event to run seamlessly by providing the additional space required for large events. These rooms are versatile and can be utilised for various purposes.

SUPPORTING VENUE

Conference Room

VENUE SPECIFICATIONS

UP TO

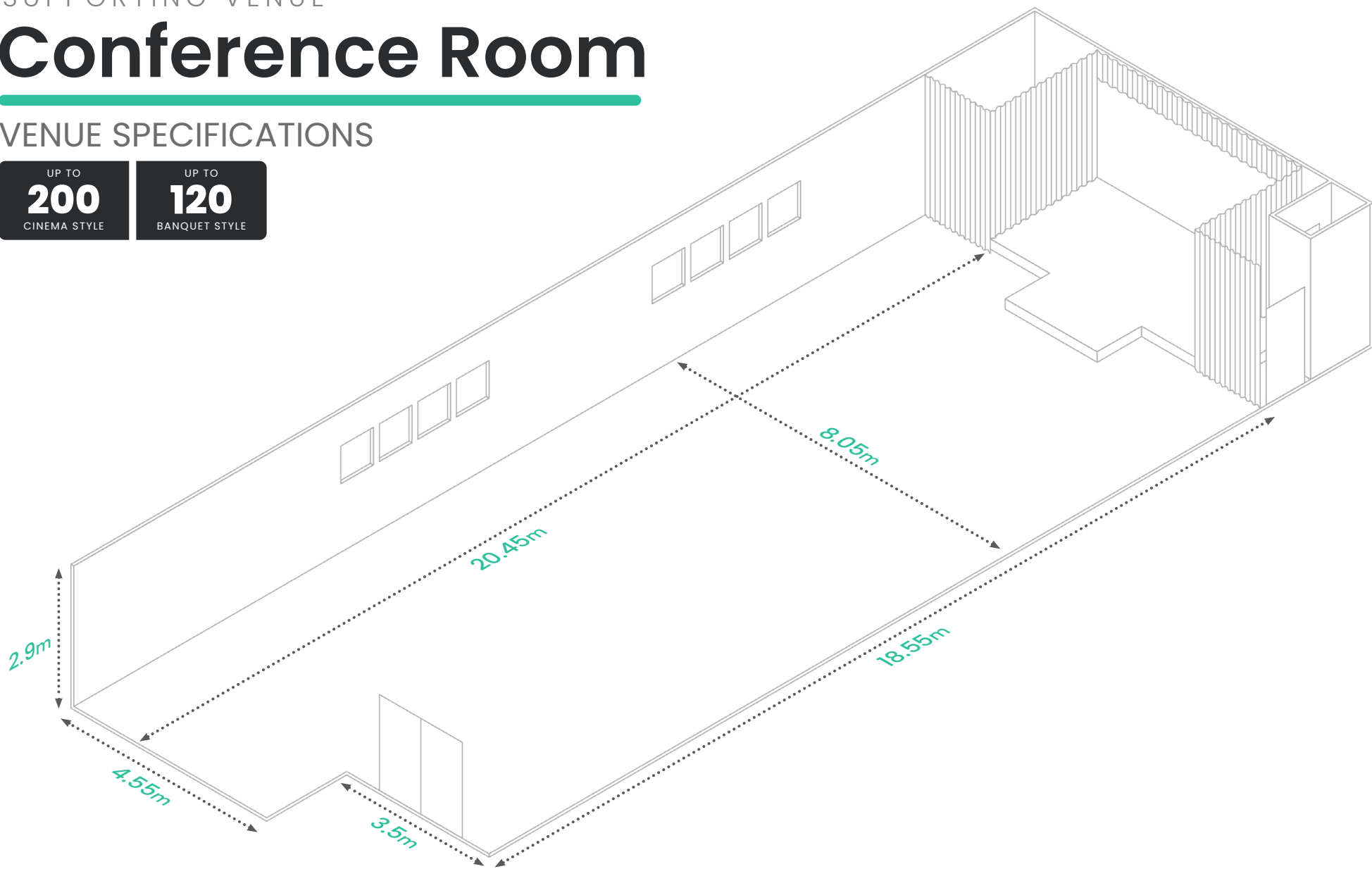
200

CINEMA STYLE

UP TO

120

BANQUET STYLE



SUPPORTING VENUE

Conference Room

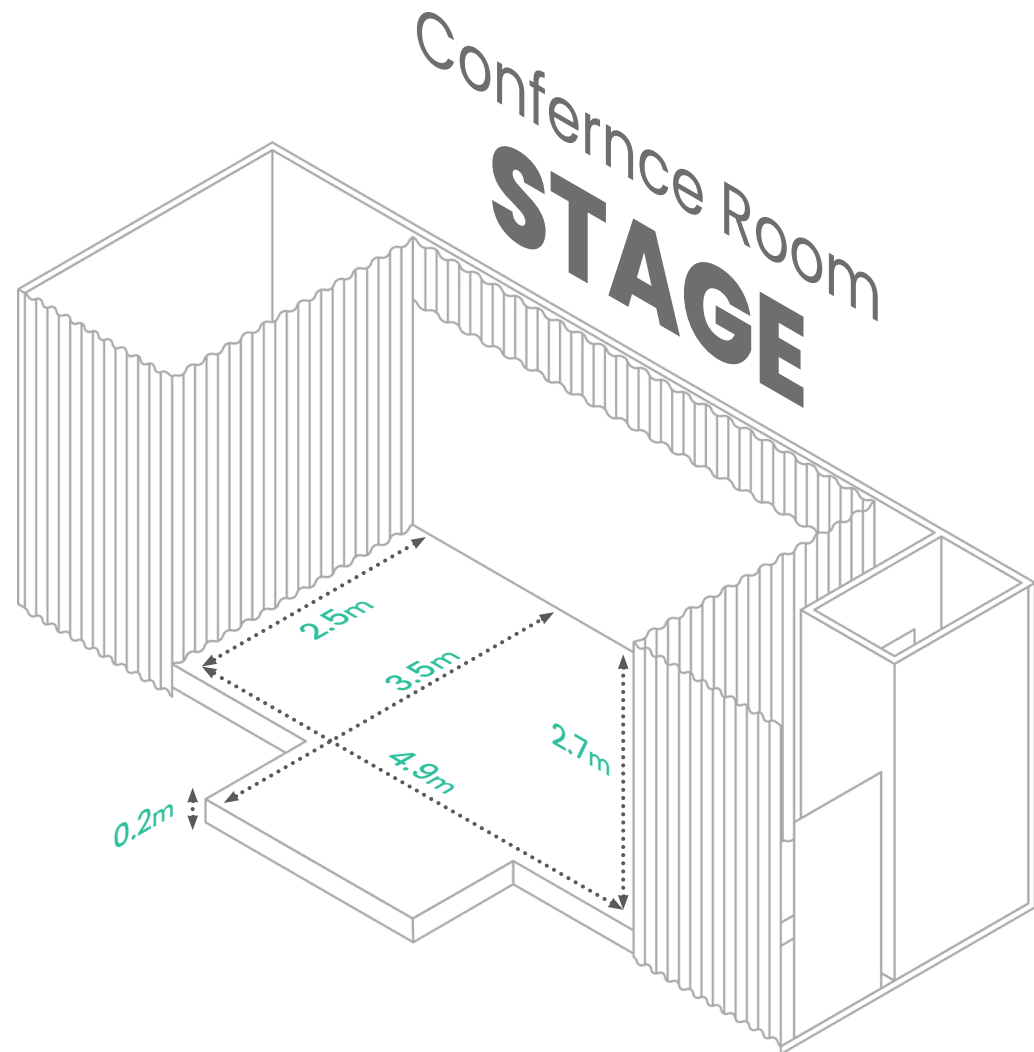
VENUE SPECIFICATIONS

The Conference Room offers an ideal space for banquets and smaller sized conferences.

Includes

- Air Conditioning
- Built-in Stage
- Satellite Kitchen
- Basic furniture

Full conferencing equipment available with operator.

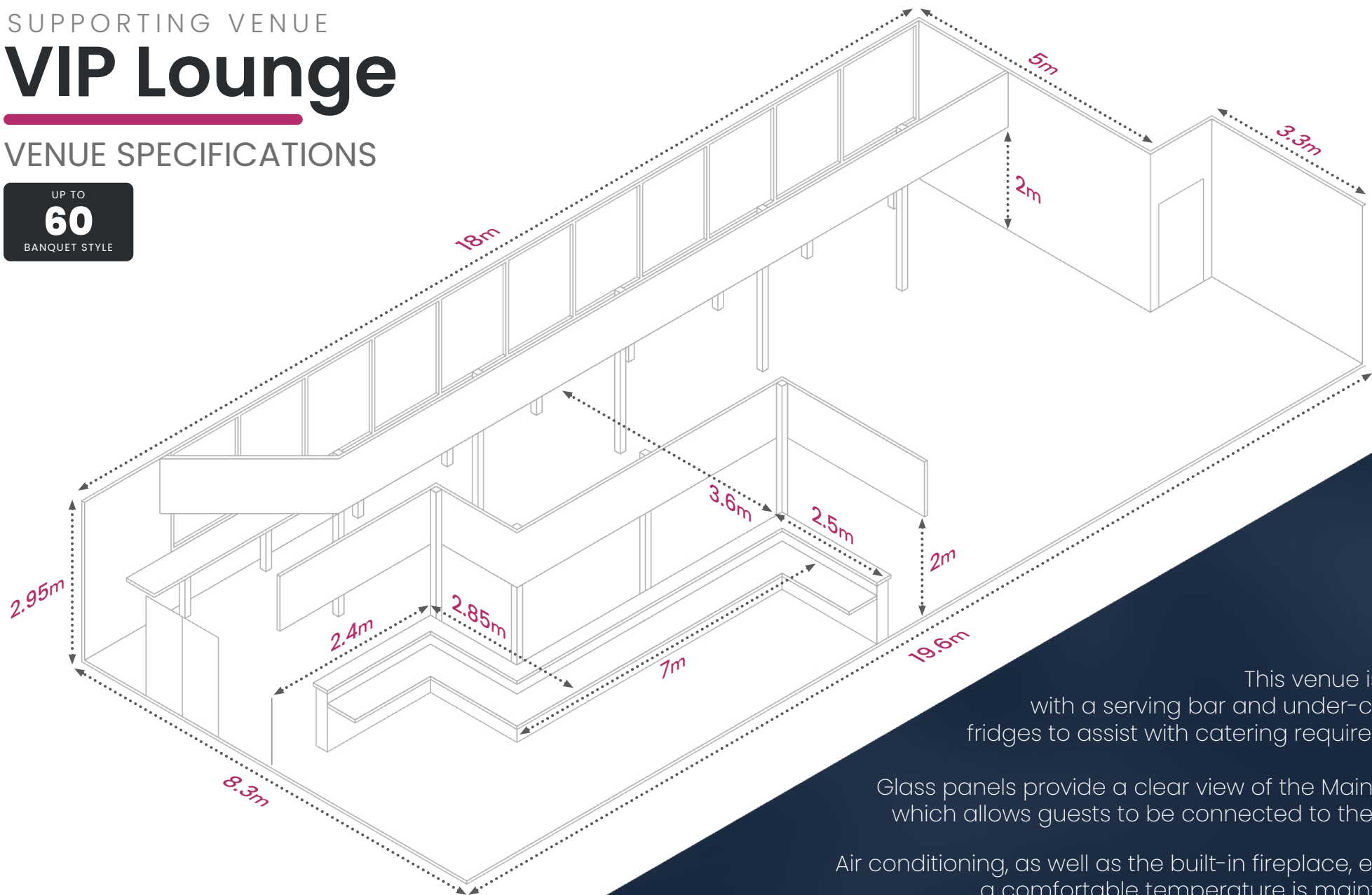


SUPPORTING VENUE

VIP Lounge

VENUE SPECIFICATIONS

UP TO
60
BANQUET STYLE



This venue is fitted with a serving bar and under-counter fridges to assist with catering requirements.

Glass panels provide a clear view of the Main Arena which allows guests to be connected to the event.

Air conditioning, as well as the built-in fireplace, ensures a comfortable temperature is maintained.

SUPPORTING VENUE

The Studio

VENUE SPECIFICATIONS

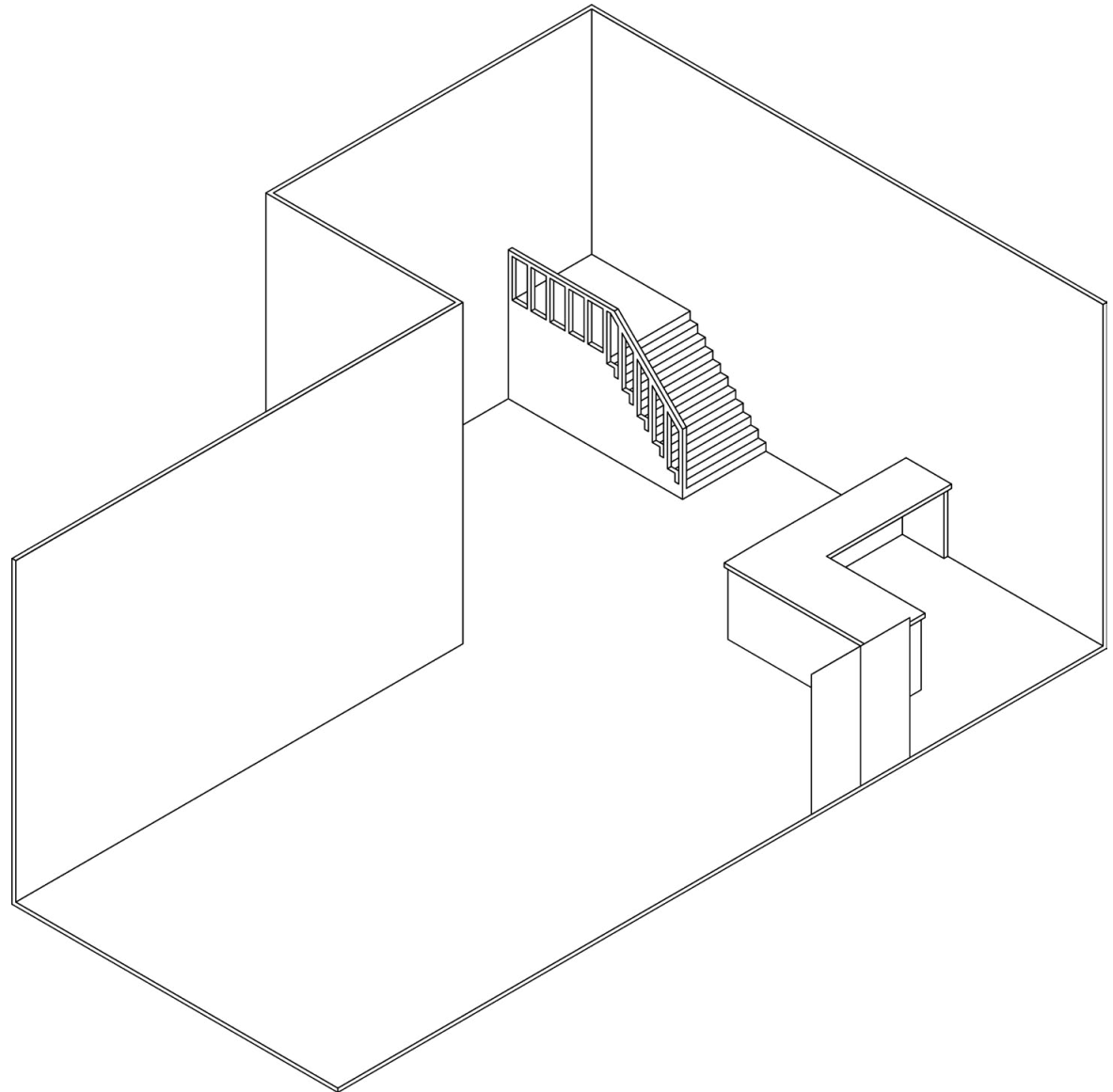
80m²
AREA

The Studio is best utilised as an artist holding room or base of operations. The venue is air conditioned and is situated on the ground floor within close proximity to both the Main Arena and Theatre stages.

Includes

- Air Conditioning
- Bar Counter

**Please note that although this space can be used to record in, it is not a recording studio.*



SUPPORTING VENUE

VIP Suite

VENUE SPECIFICATIONS

Fully Furnished Suite

A Unique Workspace & VIP Area

Our VIP Suite is an ideal green room for artists and guest speakers, and can be utilised as a changing room. The suite includes a lounge, dining area, two workspaces, fully equipped kitchen, dedicated changing room, 2 office spaces, and a private toilet with shower/bath for guests.

**Please note that this is not intended for overnight stays, but rather to host guests during long events as a place to rest and freshen up.*



LOUNGE & DINING AREA



FULLY EQUIPPED KITCHEN



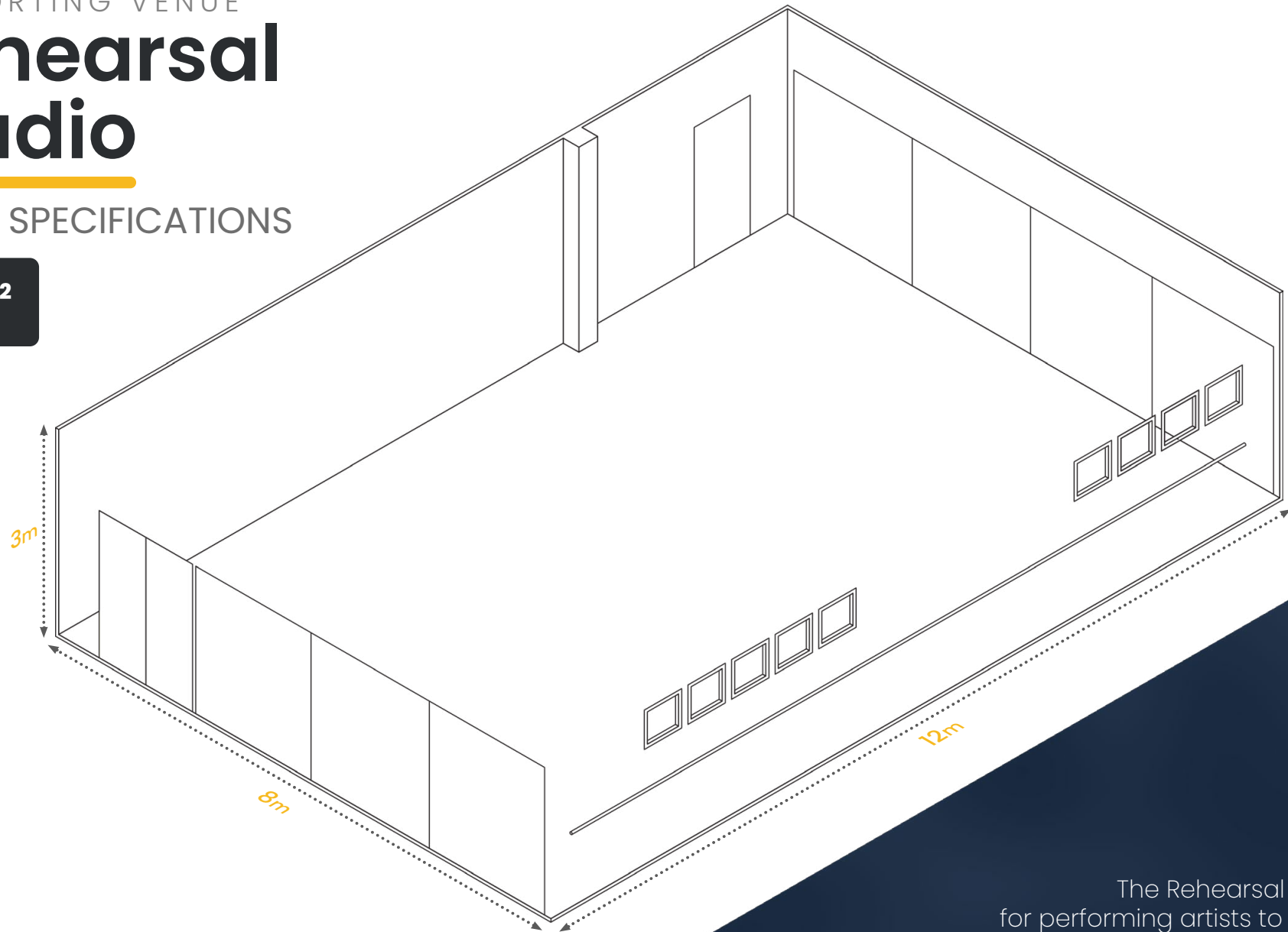
CHANGE ROOM

SUPPORTING VENUE

Rehearsal Studio

VENUE SPECIFICATIONS

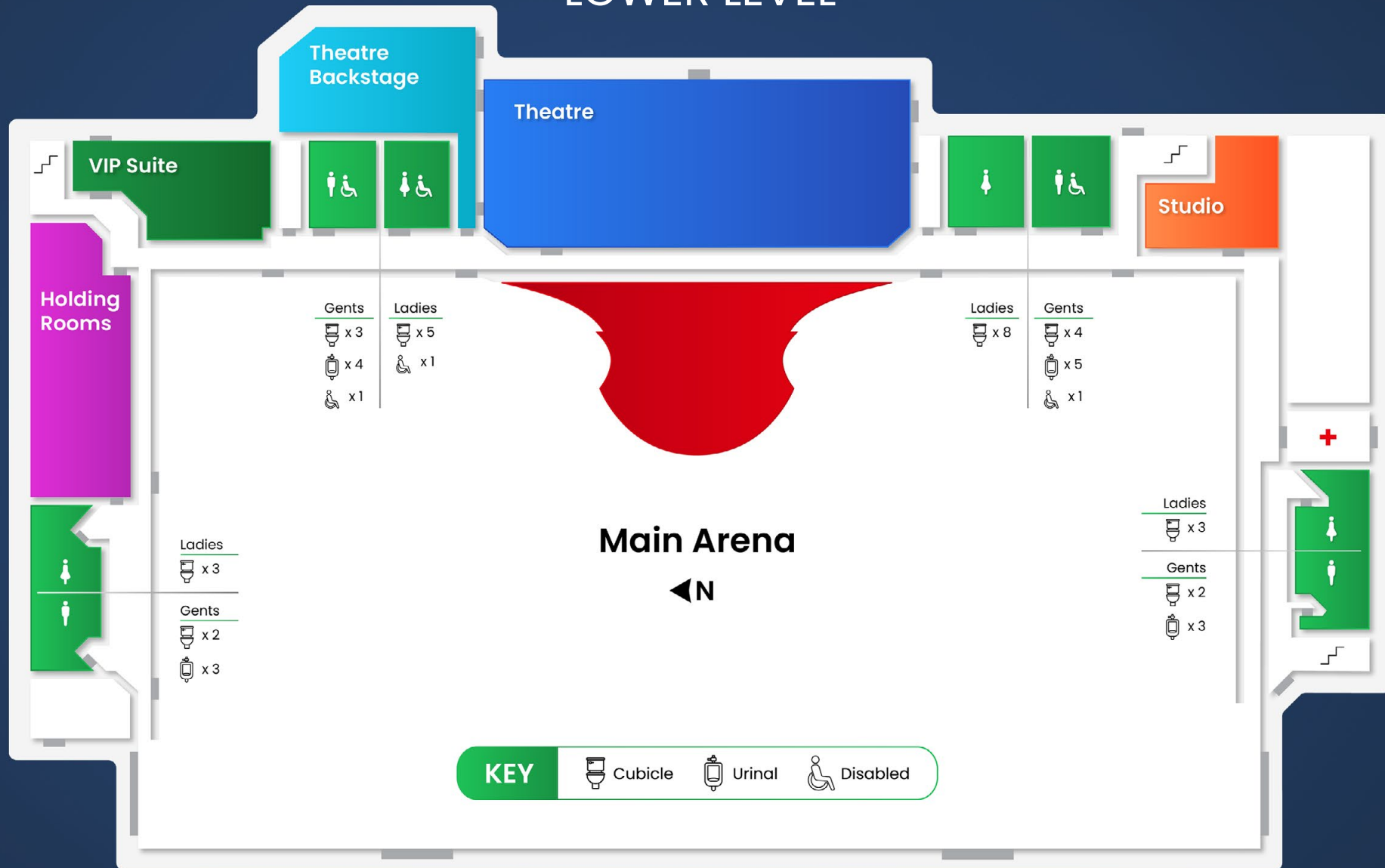
110m²
AREA



The Rehearsal Studio is ideal for performing artists to rehearse their routines or warm up before shows. It can also be used as an artist make-up and change room.

TOILET LAYOUT

LOWER LEVEL



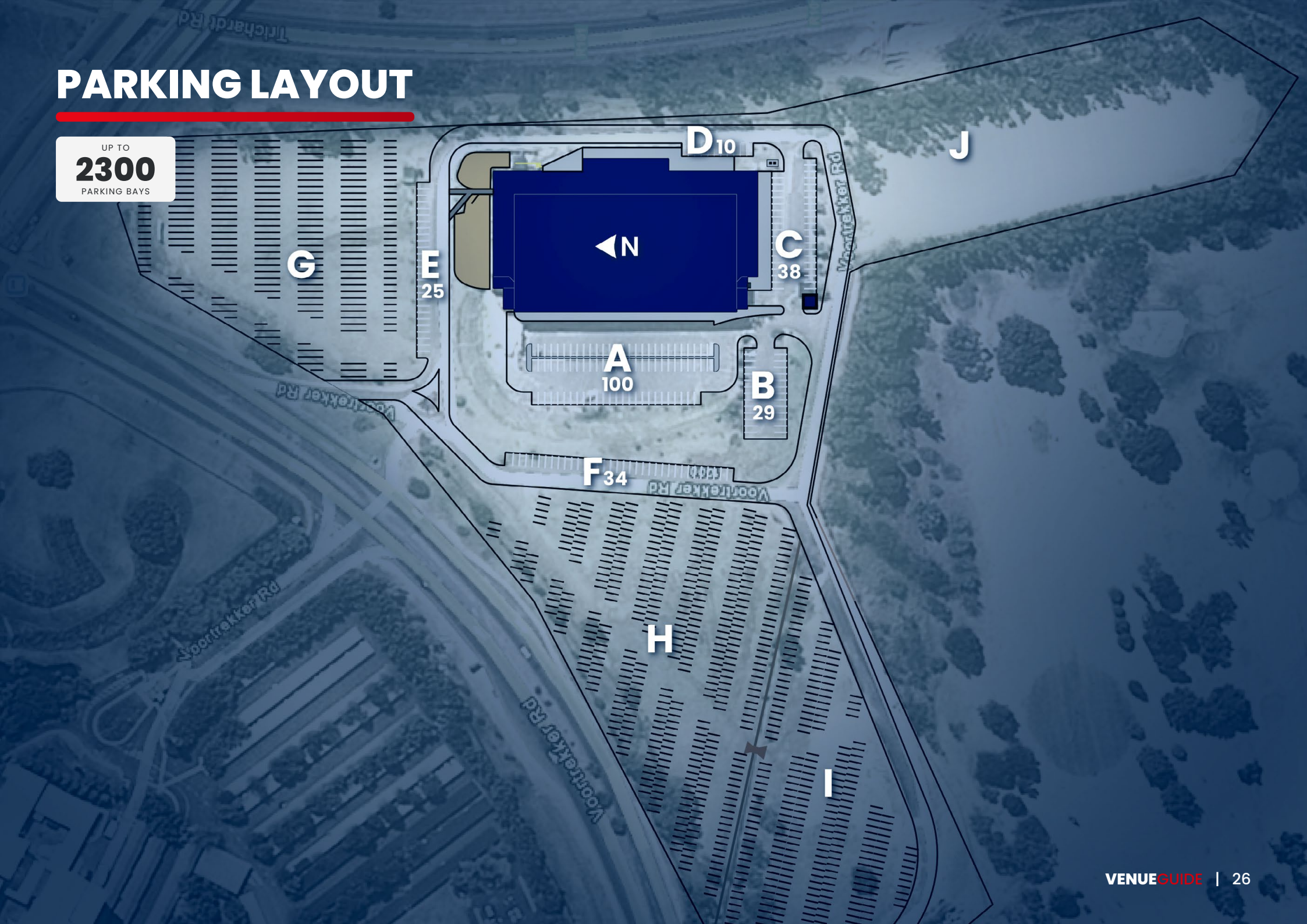
TOILET LAYOUT

UPPER LEVEL



PARKING LAYOUT

UP TO
2300
PARKING BAYS



VENUE REGULATIONS

The Heartfelt Arena is focused on ensuring safety and quality at each and every event. The venue operates according to the industry standard SANS 10366:2009 Event Health & Safety Requirements. Service Providers and Sub-Contractors are required to operate in a safe and professional manner.

HEARTFELT HOUSE RULES

VENUE PROTECTION

1. No dragging of items across venue flooring. Items are to be lifted and placed.
2. All adhesive tapes, substances and panels are not to be applied to venue surfaces. Any exceptions are to be pre-arranged and approved by the Venue Manager before the event.
3. Due to the nature of the Main Area floor, heavy and sharp objects are to be padded at the point of contact with the floor. The venue can provide tiled carpeting on request without cost, however for large quantities please ensure the venue is informed before the event.
4. Any action that will cause penetration of a surface (wall, floor, ceiling) is strictly prohibited. This is especially applicable regarding the Main Arena stage.

LOADING

5. No vehicles are allowed within the Arena. The loading and off loading of items is to be done at the allocated roller doors.

OUTSIDE GROUNDS

6. All peg and pole structures require the supervision of the Venue Manager when erected. No peg and pole structures may be erected on paved or tarred surfaces.
7. Any structures erected on lawn areas require the supervision of the Venue Manager.

FURNITURE

8. Only Heartfelt Arena staff are allowed to move venue furniture. This is especially applicable in the VIP areas.

CATERING VENDING

9. The Venue Manager is to be informed of any open flame practices in or outside the venue. Caterers and vendors are responsible for leaving preparation areas in a clean state after the event.
10. Caterers and vendors are also responsible for their own waste management unless agreed upon by the Event Organizer or Heartfelt Arena.

STORAGE

11. Any items that are required to be stored are to be pre-arranged with the events co-ordinator. Heartfelt Arena takes no responsibility for items left behind after the event.

SMOKING

12. The Heartfelt Arena is a smoke-free facility. Outside areas are equipped with bins to be used by smokers.

DAMAGES

13. Any damages caused by an individual/s either negligently or accidentally are to be reported to the Venue Manager.

VENUE REGULATIONS

ON-SITE SAFETY

PERSONAL PROTECTIVE EQUIPMENT (PPE)

1. Appropriate personal protective equipment must be used at all times and be provided by Service Providers.
2. The following items may be required based on the tasks being conducted:
 - Eye protection
 - Hard Hats (Required by all floor personnel when rigging takes place)
 - Full body safety harness (Required when working above floor height)
 - Appropriate footwear

CERTIFICATE OF COMPETENCY

3. Operators of certain types of plan and equipment must have a current certificate of competency or license, for example, forklift / hyster / Scissors Lift and Cherry Picker. Ensure this certificate is on-site and presented to the Venue Manger.

FIRE REGULATIONS

4. Hessian/Thatch/Straw/Draping are fire hazardous materials and should be treated with a fire retarding compound. The certificate is to be presented to the Venue Manger.
5. Ensure that fire extinguishers, emergency exits and signage remain visible and accessible at all times.
6. All aisles must be kept clear of any obstructions or protruding objects.
7. All event build ups are subject to inspection by the Fire Department.
8. All additional gas bottles are to be stored in the venue storage cage.
9. Service Providers take full responsibility for all aspects of the Health and Safety Act applicable to their installation. Please check your work area:
 - Ensure water hoses or fire extinguishers are available near your work area. Notify us if you have not been trained in fire extinguishing devices.
 - Ensure flammable liquids, dust, lint and oily deposits within 15m have been removed from your work area. Especially if working with open flame.
 - Immediately report to the venue manager in case of an explosive atmosphere.
 - Ensure work surface area has been cleaned of grease, paint, etc.
 - Ensure combustible floors has been wet down, covered with damp sand or covered with fire resistant sheets for open flame work.
 - Ensure surface areas below work area have been protected.
 - Ensure enclosed equipment has been cleansed of all combustibles
 - Ensure all containers have been purged of flammable liquids and vapors.

HAVE ANY QUESTIONS?

CONTACT DETAILS

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