



# Hire Terms & Conditions

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**RĀROA MARAE**



# Privacy Policy

This Privacy Policy outlines how we collect, use, and protect the personal information provided by marae hirers. We are committed to ensuring the privacy and security of your data in compliance with legal requirements and best practices.



## Information We Collect

Hirer Name, name of group, contact details, and bank account (for bond or other refunds)



## How We Use Your Information

(i) contacting you regarding your booking  
(ii) processing payments and refunds  
(iii) providing relevant information about your marae hire



## Data Security

We take appropriate measures to ensure the security and confidentiality of your personal information, including implementing technical and Marae Trust measures to protect against unauthorized access or disclosure.



## Disclosure of Information

We do not share, sell, or disclose your personal information to third parties unless required by law or with your explicit consent.



## Your Rights

You have the right to access, correct, or delete your personal information. You can contact us if you have any concerns about your data.



## Updates to Privacy Policy

We reserve the right to update or change this Privacy Policy at any time. Any changes will be effective immediately upon posting on this page.



# Hire Rates

1. Some groups may encounter discounted hire rates, which will be clearly stated on the quote & invoice.
2. For Tangihanga bookings please contact the marae directly.
3. Catering costs are arranged direct with the Marae, and will be notified on the hire quote and invoice.
4. Any balance of hire costs must be settled no later than 10 days prior to arrival.
5. **The marae Trustees reserve the right to adjust hire rates as needed based on circumstances. Any changes will be communicated to hirers in a timely manner.**

We are happy to provide special discounted rates for specific rūpu and whānau.

HIRER SECTOR/ROOPU/GROUPS	BOND	DAILY RATE	Rubbish & Laundry
Central and local Government Agencies, Tertiary Institutions, Companies, Crown Funded Trusts	\$ 400 (standard)	\$ 500 (standard)	\$100
Local Primary and secondary schools, Local Non-Crown funded Charitable Trusts, local & iwi sports groups ***Waimana Kura***on inquiry at Trustee discretion	\$ 250 (discounted)	\$ 400 (discounted )	\$ 100
Affiliated whanau to Raroa marae	\$ 250 (discounted)	\$ 300 (discounted)	\$ 100
Te Hau Kainga	\$ 0	\$ 200 (discounted)	\$ 0
<b>Tangihanga</b> Pease contact the marae direct, some discretion may apply.	\$ 0 (discounted)	Koha arrangements. Inquire with the marae Trustees.	





## Booking confirmation & Payments

- All payments are on invoice payable to the marae bank account.
- To secure your booking, a \$250 booking Bond fee is required from all hirers. This amount will be deducted from the final invoice. Thank you for your cooperation!.
- In the event of non-payment by the specified due date, there is a possibility that the marae may be hired by alternative parties.
- Koha paid on the marae is NOT a deductible from any Hire fees, or cost.



## Hire Bond

- To secure a booking, a \$ 250 bond is mandatory for all groups, unless approved by the Marae Trustees for a discounted rate. (See Hire Rates).
- We strive to return your Bond within 10 business days after departure, as long as no damage or loss has occurred.
- Bond refunds will be deposited to the account from which it was originally received.
- If any additional costs or damages have been found, you will be informed before deductions are made from the bond.
- Please be aware that liability is not limited to the bond amount paid.





- Bookings can be rescheduled to a different date, based on marae availability, with a minimum of 10 days' notice before the original booking arrival date.
- To request changes, please email: [info@maraebookingsonline.nz](mailto:info@maraebookingsonline.nz)
- You can adjust catering numbers by sending a written request to [info@maraebookingsonline.nz](mailto:info@maraebookingsonline.nz) at least 10 days before your arrival.
- If a Tangihanga event necessitates the cancellation of a marae booking, or the need for rescheduling arises, the marae contact will make every effort to communicate this information promptly with the hirer. Your understanding and cooperation in these circumstances are greatly appreciated.



## Hire Booking Amendments



- If cancellation occurs 10 days before arrival, 100% hire payments collected will be refunded. Any cancellations thereafter is non-refundable.
- Cancellations can be made by logging into your account on [www.maraebookingsonline.nz](http://www.maraebookingsonline.nz)
- Any refund entitlements will be made to the bank account that the funds were received from.



## Hire Cancellation.

If a Tangihanga, or flooding event necessitates the cancellation of a marae booking, or the need for rescheduling arises, the marae contact will make every effort to communicate this information promptly with the hirer. Your understanding and cooperation in these circumstances are greatly appreciated. For more information see **Disruption of marae availability - Terms**





## No Shows

- Refunds will not be provided for groups/hirer(s) who do not show up or who leave early. The hirer will also lose the right to be compensated for groceries purchased.
- A \$250 fee will be forfeited for any no-show to compensate for the inconvenience caused to the marae organizers.
- In such situations, the marae reserves the right to utilize the booking fee payment as compensation.





## Force Majeure events

- In the case of force majeure events such as natural disasters or health pandemics, the Marae Trustees will decide on any hire compensation measures on a case by case basis.
- Note that such events are beyond the Trustees' control.



## Disruption of Marae Availability

- The Trustees understand the importance of your booking and will do their best to communicate early with the hirer.
- The Hirer will be reimbursed for the remaining hire period. If kai is purchased, it can be taken with you at your discretion.
- The Trustees, truly appreciate when manuhiri/visitors take the time to clean up before leaving. However, they understand that this can be difficult under such circumstances. Rest assured, the Trustees are understanding and will make exceptions in these situations. Your efforts are valued, and we thank you for your consideration.
- In the event that the alternate marae are not available, we suggest reaching out for assistance through [maraebookingsonline.org.nz](http://maraebookingsonline.org.nz), or by contacting them directly at [info@maraebookingsonline.nz](mailto:info@maraebookingsonline.nz)





## Cleaning deduction

Be kindly advised that if the marae is not left clean or in an acceptable state, the marae reserves the right to withhold the \$250 bond for cleaning expenses incurred. You will be informed before deductions are made from the bond. This rule is binding for all hirers. Your cooperation is greatly appreciated!

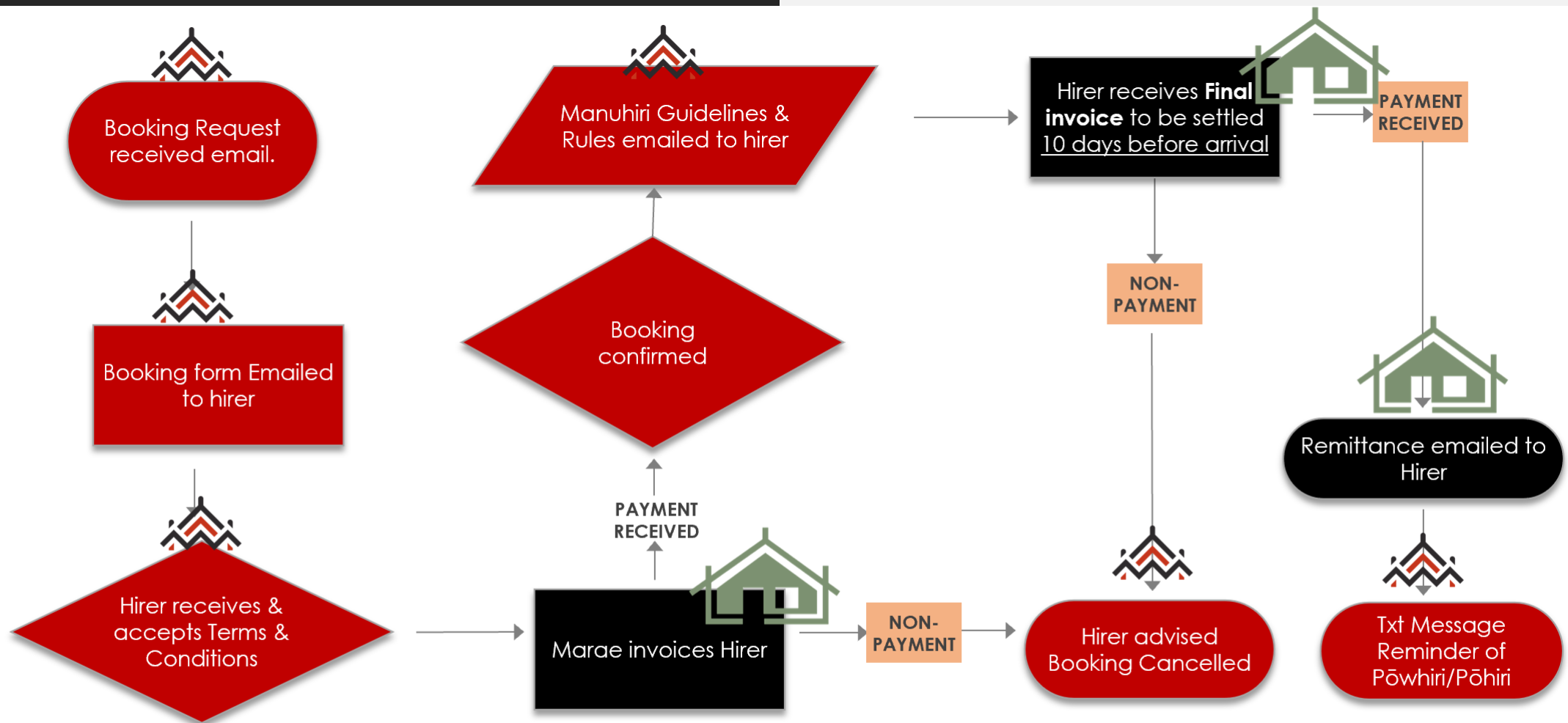


## General Rules of Responsibility

- for the safety of everyone, a Health & Safety induction will be conducted at the marae with the assigned person in your group.
- adhere to marae tikanga & rules (Manuhiri Guidelines)
- strict adult supervision of children in high risk areas such as the kitchen, and marae parameters bordering the awa (river).



# Booking Process



[info@maraebookingsonline.nz](mailto:info@maraebookingsonline.nz) notifies



Raroa Marae Accounts Treasurer



## Process to raise concerns

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Any disputes, concerns, or issues must be reported in writing to the Marae Trustees within 10 days of the exit date.

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Email: [raroamarae@gmail.com](mailto:raroamarae@gmail.com)

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The Trustees will give consideration to resolving such matters at the next available Trustee meeting. Any decision made is considered official and conclusive.



# Contact



**Marae Bookings Online**



**Email:**

**[info@maraebookingsonline.nz](mailto:info@maraebookingsonline.nz)**



**Cell: (027) 317 3589**

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