

A photograph of the Mātaatua ki Rotorua Marae. On the left, a portion of a traditional Māori building (hau) is visible, featuring intricate carvings and a large wooden figure (hau) on the wall. In the center, a modern, single-story building with large windows and a flat roof stands on a green lawn. A flagpole is positioned in front of the building. The background is filled with lush green trees under a clear blue sky. The text "Hire Terms & Conditions" and "Mātaatua ki Rotorua Marae" is overlaid on the image in a white, outlined font.

Hire Terms & Conditions

Mātaatua ki Rotorua Marae

Bookings: Mātaatua marae is now listed with Marae Bookings online.

Reservation Dates: All booking reservation dates are managed through the [maraebookingsonline](https://maraebookingsonline.com) website.

Amendments and Cancellations: Changes to booking dates can be made by logging into your account on [maraebookingsonline](https://maraebookingsonline.com).

Trustees: Mātaatua ki Rotorua marae Trustees are the authority for this service, and their decisions are final.

Booking Queries: For any booking inquiries, please contact info@maraebookingsonline.com.

For a seamless booking experience at Mataatua marae, visit Marae Bookings online today!



Scan for website





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. If you have any concerns about your data, please contact us at mataatuamaraetrustees@gmail.com



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. Full hire costs must be settled no later than 10 days prior to arrival.
5. A compulsory Bond of \$ 200, MUST be paid to confirm booking by the invoice due date.
6. 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.

To ensure Mātaatua Marae remains inclusive and welcoming to all, we are happy to provide special discounted rates for specific rūpu and whanau.

HIRER SECTOR/ROOPU/GROUPS	BOND (Compulsory)	HALF DAY HIRE	PER DAY HIRE	OVERNIGHT HIRE
Central and local Government Agencies, Tertiary Institutions, Companies, Crown Funded Trusts	\$ 200 (standard)	\$ 600 (standard)	\$ 700 (standard)	\$ 950 (standard)
Crown funded Charitable Trusts, Schools, Sports Groups	\$ 200 (standard)	\$ 350 (discounted)	\$ 500 discounted)	\$ 750 discounted)
Affiliated whanau who continually support Mātaaua marae	\$ 200 (standard)	\$ 350 (discounted)	\$ 500 (discounted)	\$ 750 (discounted)
Tangihanga Whanau affiliated to Ngāti Manawa, Please contact the marae direct, some discretion may apply.	Under Review and at the discretion of the Trustees. Make inquiry direct to the Marae Trustees.			

Booking confirmation & Fees

**\$200 Bond to
secure
booking**

**Full Hire
cost payable
10 days prior
to arrival**

**Bond
refunded
after exit
checks**

- All payments are on invoice payable to the marae bank account.
- To secure your booking, a \$200 Bond is required from all hirers, and must be paid by the due date on the invoice. This amount will be refunded after departure checks. 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.



Hire Bond

- A \$ 200 bond is required for all bookings.
- 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.



Hire Booking Amendments

- Bookings can be rescheduled to a different date, based on marae availability, with a minimum of 5 days' notice before the original booking arrival date. Please request assistance from info@maraebookingsonline.nz
- To request changes, please email: info@maraebookingsonline.nz
- You can adjust catering numbers by emailing info@maraebookingsonline.nz . Notice must be at least 5 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 Cancellation

- If cancellation occurs 4 weeks before arrival, 100% of the Bond paid will be refunded. Any cancellations thereafter is non-refundable.
- Cancellations can be made by logging into your account on www.maraebookingsonline.nz
- Any refund entitlements will be made to the bank account that the funds were received from.
- 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. 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.
- The \$200 bond 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 reservation 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 facilitate the transfer to an alternate marae.
- 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, or by contacting them directly at info@maraebookingsonline.nz

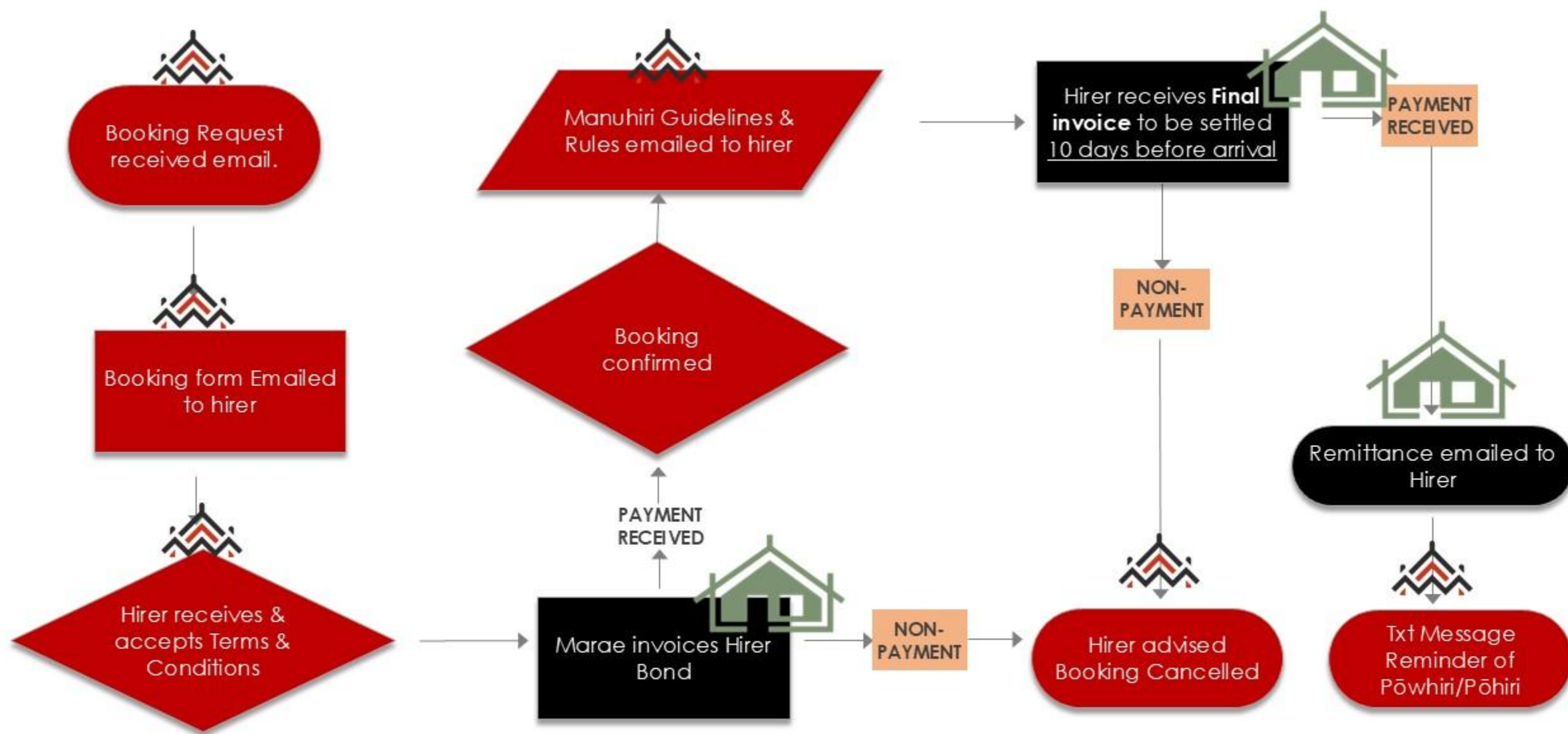


Cleaning deduction

Be kindly advised that if the marae is not left clean or in an acceptable state, the marae reserves the right to withhold the \$200 bond for cleaning expenses incurred. You will be informed before deductions are made from the bond. This rule is binding for all hirers.

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 car park areas.




info@maraebookingsonline.nz notifies



Mataatua Marae Accounts Treasurer

Process to raise concerns

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



Email: mātaatuamaraetrustees@gmail.com



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



Cell: (027) 317 3589

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