Hire Terms & Conditions

- **Terere Marae**
- 50A Te Rere Pā Road,
- Ōpōtiki 3197



MARAE
BOOKINGS ONLINE

Tūhono Terere marae)

Booking Terere marae

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

Terere marae Trustees are the authority for this service, and their decisions are final.

MARAE BOOKINGS ONLINE

Ko wai ka taea te tono?

(Who can request a booking?)

Terere Marae welcomes whānau, hapū, kura, community groups, organisations and corporate hirers.



Tikanga

(Tikanga first)

When you hire Terere marae, you are entering a living cultural environment with its own protocols (*tikanga*).

Respecting our marae will ensure a meaningful stay for all

All use is subject to compliance with marae tikanga and these Terms & Conditions.

Marae Trustees reserve the right to decline bookings that do not align to cultural priorities



Utu Manaaki
(Hire Fees)



The marae Trustees reserve the right to adjust hire rates, or apply tikanga where appropriate.

Hire Times:
Daily hire runs from 2pm

Departures after 2pm will be charged an extra day.

TERERE MARAE	Bond (Refundable subject to final checks)	Daily (Hire rates)	Weekend (2 overnight hire)
Standard Rate Businesses, Councils, Crown Agencies & Ministries	$ 500	$ 425	$ 870
Reduced Rate Whānau, Kura, Kōhanga Reo, Schools, Community Groups	$ 300	$ 325	$ 650

Additional Options & Services

Linen/Laundry	Linen & laundry costs (You may supply your own linen at no charge)	$120
WIFI/Smart TV	Smart TV may be hired as an option	$150
Marae T-Towles	Wash all used towels in the marae washing machine before departing	
External Catering	We can provide contact details for external catering options if requested	
Marquee Hire	Subject to availability. Must be requested at the time of booking and detailed on the Hire Agreement.	
Cleaning Services		
Extra Time		
Sound equipment		

Tukuna Utu

(Hirer Process)

Request booking dates

Booking is endorsed by Marae Trustee(s)

Make Deposit Payment & Submit Hire Agreement

Make final hire payment 3 weeks prior to arrival date

Pōwhiri/whakatau

Bond refunded subject to final checks

Tangihanga

(Bereavement-cultural priority)

Tangihanga (cultural bereavement) and support of our whanau members take precedence over bookings.

Rōpu must kindly make arrangements to vacate the marae promptly and as soon as practicable. All remaining funds paid will be transferred or refunded.

Terere marae Trustees will support and or help facilitate your ropu to transfer to an alternative marae, or accommodation.

Whānau can also contact us direct on tereremaraebookings@gmail.com or call (022)431 6564

āiomedia.

Moni Pupuri

(Bond)

- Bond may vary dependant on the Hire
- Bond may be waived by the marae Trustees
- Liability is not limited to the bond amount; you remain responsible for any additional expenses incurred
- Bond will be refunded following a final inspection, provided the marae and all equipment are left clean, undamaged, and fully accounted for

Utu nama

(Payment)

- Marae bank details are located on the Hire Agreement Form
- Immediate deposit will confirm a booking (unless waived by the Trustees)
- Final invoice will be emailed 3 weeks prior to arrival for final payment
- Non-payment could result in another party booking, or cancellation

Whakahokinga Moni

(Refund)

Bank details for refunds are to be listed on the Hire Agreement Form

Bank Account number

The **official name** on the account (not a nickname).

Bank Account Number

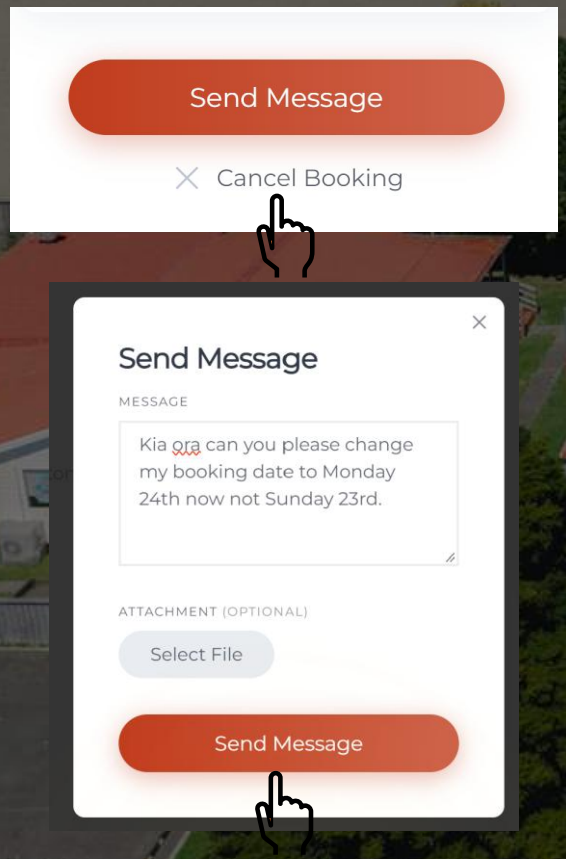
Bank-Branch-Account-Suffix.

Formatted as: XX-XXXX- XXXXXXX-XX

Refunds will be processed by the marae Accountant for payment

Ngā Huringa

(Changes)



- All **changes** to bookings **must be at least 14 days prior to an arrival date**, unless unforeseen circumstances occur such as tangihanga

- To cancel a booking log into maraebookingsonline, go to Bookings, and hit the Cancel button

- You can send a Message to info@maraebookingsonline.nz, for help

- You can ask to change a booking date, by sending a message by logging onto maraebookingsonline.nz

OR

- Email; info@maraebookingsonline.nz for help

- Be aware that **changes made after 14 days from the arrival date could mean forfeiting any Bond** security collected, or could attract extra fees.

Ngā Herenga

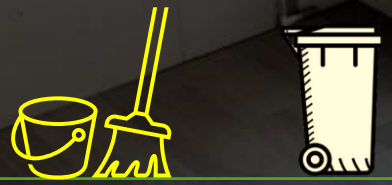
(Your responsibilities)



- Supervise tamariki and take extra care with the elderly and vulnerable people
- Ensure respectful behaviour, reasonable noise, and care for taonga
- Ensure marae tikanga/protocols are adhered to at all times. (Refer to Manuhiri Guidelines)



- Report any damage or hazards immediately to tereremaraebookings@gmail.com Please do not attempt to repair anything without marae approval first.
- Follow safety briefing, keep Exits clear, know where the assembly point is
- You will be invoiced for the cost of repairing any damage caused by any member of the hiring group



- Clean all areas you use
- Take and sort rubbish and food waste as directed, in particular empty shellfish carcases, or shells.
- Extra cleaning or rubbish disposal could result in extra fees or bond deduction

Whakaara i nga awangawanga

(Raising concerns)



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



Email: tereremaraebookings@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.

Kaupapa matatapu

(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 info@maraebookingsonline.nz



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.

Whakapa mai



Marae Bookings Online



Email:
info@maraebookingsonline.nz



Cell: (027) 317 3589

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