Ōtorohanga Kiwi House

Tuatara Room Venue Hire Policy

Version: 1.2
Policy Owner: Ōtorohanga Kiwi House
Status: Final draft — awaiting management approval
Effective Date: To be confirmed upon approval
Review: Annually, or whenever venue hire arrangements materially change

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1. Bookings

All Tuatara Room bookings are subject to availability and confirmation by Ōtorohanga Kiwi House.

Standard hire periods are:

Hire Option	Standard Hours
Half Day – Morning	8:30am–12:30pm
Half Day – Afternoon	1:30pm–5:30pm
Full Day	8:30am–5:30pm
Two Day Hire	Two consecutive booking days

Bookings requiring earlier access, after-hours access, evening setup, key collection the night before or custom booking times must be arranged directly with Kiwi House staff.

Any variations to standard booking periods must be confirmed by Ōtorohanga Kiwi House.

2. Online Booking Cut-Off

Online bookings close 24 hours before the scheduled start time.

Bookings required within 24 hours may still be accepted by contacting Ōtorohanga Kiwi House directly, subject to room and staff availability.

3. Payment

Online bookings must be paid in full at the time of booking.

Manual bookings, invoicing or alternative payment arrangements may be approved for businesses, organisations, repeat customers or special events.

Where an invoice is approved, payment must be received before the booking date unless otherwise agreed in writing.

Any additional charges for approved services or special arrangements will be communicated and agreed upon as part of the booking.

4. Cancellations and Rescheduling

The following cancellation and rescheduling conditions apply:

Notice Before Booking	Refund or Rescheduling
7 or more days	Full refund or free reschedule
48 hours to less than 7 days	50% refund or one free reschedule
Less than 48 hours	No refund
No-show	No refund

Rescheduled bookings are subject to availability and confirmation by Ōtorohanga Kiwi House.

Exceptional circumstances may be considered at the discretion of Ōtorohanga Kiwi House management.

Cancellation charges reflect the limited opportunity to rebook reserved hire periods at short notice and the reasonable losses Kiwi House may incur when a booking is cancelled.

Where a booking has prevented the room from being made available to other customers, the reserved hire period may represent a genuine lost booking opportunity.

These conditions are subject to applicable New Zealand consumer protection legislation. Nothing in this policy limits any rights or remedies that cannot lawfully be excluded.

If Ōtorohanga Kiwi House cancels a booking, the hirer will be offered a full refund or an alternative booking date.

5. Access and Keys

Access to the Tuatara Room is limited to the booked hire period unless prior approval has been given.

Early access, night-before setup or key collection must be arranged in advance.

Where a key is provided, the hirer is responsible for its security until it is returned.

Keys must not be copied, transferred to unauthorised people or left unsecured.

Keys must be returned in accordance with the arrangements agreed with Kiwi House staff.

Lost, stolen or unreturned keys must be reported immediately.

6. Setup and Pack-Down

Setup and pack-down should normally occur within the booked hire period.

Additional setup time, early access or access the previous evening must be approved in advance.

The room must be left in a clean and tidy condition at the end of the booking.

Furniture, equipment and facilities should be returned to their original positions unless alternative arrangements have been approved.

7. Cleaning

A changeover period may be scheduled between bookings to allow the room to be cleaned or reset.

Hirers must remove their own rubbish, decorations, equipment and belongings unless another arrangement has been agreed.

Additional cleaning required as a result of the booking may be charged to the hirer.

Any cleaning charges will be limited to the reasonable additional costs incurred by Ōtorohanga Kiwi House.

8. Damage and Breakages

The hirer is responsible for unreasonable damage, loss or breakage caused by the hirer, attendees, suppliers or contractors associated with the booking.

Ōtorohanga Kiwi House may recover reasonable repair, replacement or cleaning costs arising from such damage.

Any damage, breakages or equipment problems must be reported to Kiwi House staff as soon as possible.

Normal wear and tear will not be treated as damage for the purposes of this clause.

9. Kitchen and Catering

The kitchen and associated facilities may be used in accordance with the facilities provided and instructions issued by Kiwi House staff.

Cooking is not permitted inside the Tuatara Room.

Outdoor BBQ use may be permitted in designated areas by prior arrangement and subject to applicable fire and safety restrictions.

External catering is permitted by arrangement.

The hirer is responsible for ensuring that catering activities comply with applicable food safety requirements and that the venue is left clean and tidy.

10. Alcohol

Alcohol is not automatically permitted as part of a Tuatara Room booking.

Any hirer wishing to supply, sell or consume alcohol at an event must obtain prior approval from Ōtorohanga Kiwi House.

The hirer is responsible for complying with all applicable New Zealand alcohol licensing and legal requirements, including obtaining any required licence or approval.

Approval by Ōtorohanga Kiwi House does not remove the hirer's responsibility to comply with applicable legislation.

Ōtorohanga Kiwi House reserves the right to impose reasonable conditions or refuse alcohol-related activities where necessary for safety, wildlife welfare or operational reasons.

11. Equipment and Additional Services

Any Kiwi House equipment included with or added to a booking must be used responsibly.

Optional equipment and services may include:

- Projector and screen
- Room setup
- Park Walkthrough

Optional equipment and services must be booked in advance where required and are subject to availability.

Any applicable charges will be confirmed when the service is arranged.

The hirer may be charged reasonable repair or replacement costs for damage resulting from misuse of equipment.

12. Park Walkthrough

Where a Park Walkthrough is added to a booking, accurate participant numbers must be provided in advance.

The walkthrough remains subject to park operations, staff availability, health and safety requirements and wildlife considerations.

Participants must follow reasonable instructions from Kiwi House staff during the walkthrough.

13. Health and Safety

Hirers and attendees must comply with reasonable instructions from Kiwi House staff and all applicable health and safety requirements.

Emergency exits, fire equipment and access routes must remain unobstructed.

Children must be appropriately supervised at all times.

Hirers are responsible for identifying and managing risks arising from their activities, equipment, contractors, suppliers, displays and event operations.

Where reasonably requested, hirers must provide a health and safety plan, risk assessment or emergency management arrangements appropriate to their event.

Where the hirer is a business or organisation, it may also have duties under the Health and Safety at Work Act 2015.

Ōtorohanga Kiwi House and any hirer with overlapping duties must consult, cooperate and coordinate their activities as required by law.

Nothing in this policy removes the independent health and safety obligations of either party.

All accidents, injuries, significant hazards and safety incidents must be reported promptly to Kiwi House staff.

14. Behaviour

Ōtorohanga Kiwi House reserves the right to intervene in or end an event where behaviour is unsafe, unlawful, excessively disruptive, damaging to the facility or detrimental to visitors, staff or wildlife.

Hirers are responsible for ensuring attendees, contractors and suppliers behave appropriately and comply with reasonable venue instructions.

Unsafe or unlawful behaviour may result in the event being terminated.

Any refund or additional charges arising from the termination of an event will be considered in accordance with the circumstances and applicable law.

15. Wildlife and Site Considerations

The Tuatara Room operates within an active wildlife conservation facility.

Events must not create unreasonable noise, disturbance or risk to wildlife, or interfere with normal Kiwi House operations.

Ōtorohanga Kiwi House may impose reasonable restrictions where required for animal welfare, conservation, visitor safety or operational reasons.

Hirers and attendees must remain within permitted areas of the property and follow any site-specific instructions.

16. Two-Day Hire

A Two Day booking reserves the Tuatara Room across two consecutive booking days.

Access outside normal operating hours must still be agreed separately.

A Two Day booking does not automatically permit overnight accommodation, sleeping in the venue or unrestricted overnight access.

Any overnight storage of equipment or materials must be approved by Ōtorohanga Kiwi House in advance.

17. After-Hours and Special Events

After-hours events, unusual access requirements, early-morning events and potential overnight or sleepover activities must be discussed and approved separately.

Additional staffing, security requirements, conditions or charges may apply.

Any additional charges, access arrangements or special conditions must be agreed upon before the booking takes place.

After-hours access is not guaranteed and remains subject to staff availability, operational requirements and applicable safety considerations.

18. Changes or Cancellations by Ōtorohanga Kiwi House

In exceptional circumstances, Ōtorohanga Kiwi House may need to alter or cancel a booking because of safety concerns, wildlife welfare, emergencies, operational requirements or circumstances outside its reasonable control.

Where Kiwi House cancels a booking, the hirer will be offered a full refund or an alternative booking date.

Where changes rather than cancellation are required, Kiwi House will discuss the available options with the hirer.

Nothing in this clause limits any rights available under applicable New Zealand law.

19. Venue Capacity

The maximum permitted occupancy of the Tuatara Room is **60 persons**, including event organisers, attendees, suppliers and contractors present in the room.

This capacity must not be exceeded.

The hirer is responsible for managing attendance and ensuring emergency exits, access routes and safety equipment remain unobstructed.

Where a particular room layout, equipment arrangement or event activity requires a lower safe occupancy, Ōtorohanga Kiwi House may apply a reduced capacity.

20. Personal Property

Hirers, attendees, contractors and suppliers are responsible for their own personal belongings and equipment brought onto the premises.

To the extent permitted by law, Ōtorohanga Kiwi House is not responsible for loss, theft or damage to property brought onto the site by hirers, guests, contractors or suppliers.

This clause does not exclude or limit liability that cannot lawfully be excluded.

21. Venue Alterations, Decorations and Prohibited Items

No nails, screws, adhesives, fixings or other items that may damage the venue may be used without prior approval from Ōtorohanga Kiwi House.

Confetti, glitter, smoke machines, candles and open flames are not permitted without prior approval.

Decorations, displays and temporary equipment must not obstruct exits, damage facilities, create safety hazards or disturb wildlife.

All approved decorations and temporary installations must be removed at the end of the booking unless otherwise agreed.

The hirer may be charged reasonable costs for cleaning or repairing damage resulting from unauthorised alterations or decorations.

22. Security, Lock-Up and Key Responsibilities

Where the hirer has responsibility for access to the venue, they must follow all security, access and lock-up instructions provided by Ōtorohanga Kiwi House.

At the end of the booking, the hirer must ensure that required lock-up and security procedures are completed.

Lost, stolen or unreturned keys must be reported immediately.

The hirer may be charged reasonable costs directly attributable to their actions or failure to comply with venue requirements, including:

- Locksmith attendance
- Replacement keys or rekeying
- Security contractor attendance
- Staff call-outs
- Damage, loss or theft resulting from the venue being left unsecured

Any charges will be limited to reasonable costs actually incurred by Ōtorohanga Kiwi House and recoverable under applicable law.

23. Fire and Burglar Alarms

The hirer must follow all instructions provided by Ōtorohanga Kiwi House regarding fire and burglar alarms, including access, alarm operation and securing the premises when leaving.

Alarms, detectors and other safety equipment must not be covered, disconnected, obstructed or tampered with.

If the fire alarm sounds, all occupants must evacuate immediately and follow the venue's emergency procedures.

Any alarm activation must be reported to Kiwi House staff as soon as it is safe to do so.

The hirer may be charged reasonable costs arising from alarm activations attributable to the actions or omissions of the hirer, attendees, suppliers or contractors associated with the booking.

Examples include accidental activation through misuse of equipment, unauthorised access or failure to follow reasonable alarm instructions.

Recoverable costs may include alarm monitoring or reset fees, security contractor attendance, locksmith services and reasonable staff call-out costs.

24. Emergency Service and Other Call-Out Costs

Where Ōtorohanga Kiwi House reasonably incurs costs due to emergency service attendance, security responses or other call-outs caused by the actions or omissions of the hirer, attendees, contractors or suppliers, those costs may be recovered from the hirer where legally permitted.

Recoverable costs may include:

- Applicable emergency service charges
- Alarm monitoring or reset fees
- Security contractor attendance

- Locksmith services
- Reasonable staff call-out costs
- Other directly associated and reasonable expenses

The hirer will not be charged under this clause solely because emergency assistance was appropriately requested or a genuine emergency occurred.

Any charges will be limited to reasonable costs actually incurred and recoverable under applicable law.

Costs will not be charged more than once under overlapping provisions of this policy.

25. Privacy and Personal Information

Ōtorohanga Kiwi House collects and uses personal information provided during the Tuatara Room booking process to administer bookings, communicate with hirers, process payments, manage venue access and meet applicable legal, operational and health and safety requirements.

Personal information may be processed by authorised booking, payment and other service providers where necessary to deliver these services and in accordance with applicable privacy requirements.

Personal information will be handled in accordance with the Privacy Act 2020 and the Ōtorohanga Kiwi House Privacy Policy.

Individuals may request access to, or correction of, their personal information by contacting:

manager@kiwihouse.org.nz

For further information, please refer to the Ōtorohanga Kiwi House Privacy Policy:

https://www.kiwihouse.org.nz/terms-conditions

26. Acceptance of Venue Hire Conditions

By confirming a Tuatara Room booking, the hirer agrees to comply with these venue hire conditions, subject to applicable New Zealand law.

The hirer is responsible for communicating relevant venue requirements to attendees, contractors, suppliers and any other persons involved in the booking.

Any approved variations or special arrangements should be confirmed in writing before the booking takes place.

Policy Administration Record

Field	Details
Policy Name	Tuatara Room Venue Hire Policy
Organisation	Ōtorohanga Kiwi House
Version	1.2
Policy Owner	Ōtorohanga Kiwi House
Approval Authority	Kiwi House Management
Approval Status	Final draft — awaiting approval
Effective Date	To be confirmed
Review Frequency	Annually, or when venue hire arrangements materially change
Related Documents	Kiwi House Privacy Policy, Emergency Procedures, Health and Safety Procedures

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End of Policy