

AUCKLAND BOTANIC GARDENS GENERAL AND FINANCIAL CODES AND CONDITIONS

It is your responsibility to check your booking details are correct. Please ensure that you have checked your receipt and advised the parks team of any discrepancies within 14 working days of making your booking. Any discrepancies that are realised outside of this period are to be deemed unalterable.

Financial conditions

Booking changes:

- Changes can be made up to the day before hire of a facility.
- No charges are made for the first changes to the booking, administration costs of 20% will however be incurred for all subsequent changes.

Damages:

- The hirer/permit holder shall reimburse the Auckland Council the full costs to remedy, restore or replace anything resulting from omission or act of wilful damage or negligence to abide by the terms and conditions of hire or permit by the hirer/permit holder, any person in the group or visiting persons.

Hours:

- Hire outside of normal working hours will incur staff, cleaning, catering and security fees where applicable.

Unsupervised persons under the age of 18 yrs:

- Persons aged between 16yrs and 18yrs must have prior written consent from their legal guardian to be granted use of the building or designated site.
- Persons 15yrs and under cannot be granted a site permit and must be appropriately supervised on the designated site.

Bonds:

- Any bonds taken will be refunded within 7 days of the activity occurring as long as all the terms and conditions have been met.

Cancellations:

- Auckland Botanic Gardens must receive written notice of any booking cancellation.
- See refund conditions for full details of refund eligibility.
- All cancellations incur a 20% administration fee based on the full reservation.
- This will be retained from the refund.

Refunds (will only be issued under the following conditions):

- Notice of cancellation has been given and a written refund request received by Botanic Gardens 2 weeks before the reservation date occurs.
- An administration fee of 20% based on the full reservation or part/s value will be retained from the refund.
- The Auckland Council reserves the right to retain all or part of the refund to offset outstanding balances on that Household.
- In the case of a site being closed due to unforeseen circumstances by the Auckland Council a full refund will be issued.

BG General conditions

Catering:

- No external caterers are permitted at the Gardens.
- CafeMiko will be happy to cater for your function, ph (09) 269 3407.

Licences:

- The organiser shall obtain all appropriate licences (e.g. liquor, food, building permits, special effects, fireworks, temporary structures and marquees) prior to the event.

Gardens:

- Many gardens have a strong seasonal component and this factor will influence the flowering times and visual aesthetic of the garden. Other factors such as weather will also impact on the quality of the display of a garden.

Vehicles:

- Please keep vehicles in authorised areas or as instructed by garden staff.

Noise:

- Please ensure your activities do not disturb other Garden users.

- Generators and machinery are prohibited unless allowed by prior approval.

Alcohol:

- Conspicuous and excessive consumption of alcohol is prohibited, otherwise you may be asked to leave the Gardens and or have your permit terminated.
- If you have a group or function you must have appropriate consent from Auckland Council to comply with the alcohol act (refer to the Auckland Council website).

Rubbish:

- The buildings and surrounding facilities must be kept clean and tidy during your use and left clean on your departure.
- Please recycle bottles, cans and plastic and take any rubbish home.

Fires:

- All open fires are prohibited.
- No BBQs are allowed unless provided and managed by Cafe Miko catering.

Animals:

- All animals and pets are prohibited in the buildings unless a registered aid dog.

Health & safety:

- Health & safety is the responsibility of the venue hirer. All staff, volunteers or attendees must be advised of any health & safety risks. Auckland Council will not be held accountable of any injury that occurs due to misuse or unsafe practice by the person hiring the facility or attendees.

Confetti:

- To keep the gardens tidy please do not throw confetti, rice, petals or other materials.
- We encourage the use of bubbles.

Floral bouquets & arrangements:

- Please ensure that no weed material such as pampas grass is used for any of the floral bouquets or arrangements. These are weeds which place great risk to our plant collections and their use can lead to a prosecution by MPI.

Use of candles at functions:

- Use of candles at functions must be discussed with staff to ensure all practicable steps have been taken to reduce risk of fire.

Equipment hires:

- Any equipment or furniture hired for a function must be removed within the venue hire times.

Liability:

- Auckland Council is not responsible for loss or damage to any of the customer's property or property the customer has hired for use at this facility.

Schedule and application changes:

- The organiser shall advise Botanic Gardens as soon as possible of any proposed changes to the nature of the event, which shall be subject to approval as a variation of the event permit.

BG Garden wedding & function sites

- All activity including pack in and pack out must occur within the hire times unless part of an agreed permitted discretionary activity.

Power:

- There is no power to the site.
- Battery operated stereos and live music is permitted, and we ask that you keep in mind the Gardens are a public place for people to enjoy.

Garden Capacity:

- Maximum capacity of people for each site is as follows:
 - The Glade - 120 pax
 - Rose Garden – 200 pax
 - Rock Garden - 70 pax
 - Edible Walled Garden – 50 pax

- Herb Garden – 25 pax

Furniture:

- Seating is not provided at the Gardens.
- If you wish to bring furniture please advise staff in the visitor centre.
- Please remember that set up and tidy must be carried out within the two-hour booking period.

Site dressings:

- No pins, nails or other fixings that could damage the any structures or gardens are to be used when dressing the site.

Vehicles:

- No wedding vehicles can be driven within the Gardens.
- The Wiri Rambler is a service that can be booked should transport be required.
- Hire of the mobility scooters or wheelchairs is also available – only within office hours of 8am – 4.30pm.

Security:

- The Gardens have the right to request a security guard be on site to support the activity if deemed a risk. This would be at the cost of the hiree.

Cleaning:

- Any spills must be cleaned up and rubbish removed by the hiree so the area is left clean and tidy.

The garden:

- Please do not walk on the garden beds as this may damage any plants or seedlings and spoil the garden for other users. This is **especially important around the shelter.**

Emergency management:

- Muster point for evacuation is on the main lawn in front of the visitor centre and café.