

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 Atrium (Huakaiwaka Visitor Centre)

- All activity including pack in and pack out must occur within the hire times.
- No materials can be fixed to the walls.
- Main plant and themed displays change periodically and cannot be removed.
- Any authorised movement of displays is to be done by gardens staff and will be charged.

Set up and break down:

- Set up cannot begin until after closing.
- The atrium must be left clean and tidy at the end of the function ready for public use the following day.

Security:

- Security will be requested to ensure the space is secured and staff areas remain clear of public. Staff will assess the number of security staff required depending on the nature and numbers for the function. This will be at the cost of the hiree.

Cleaning:

- The atrium is to be available for core business of a visitor centre daily. Hence any hiree will be requested to pay for any extra cleans required to enable this.

Emergency management:

- Please refer to building notices re fire and evacuation. Keep valuables secure at all times.

BG Logan Campbell & Friends Building Codes & Conditions

- 45-person capacity of buildings is to be adhered to (any larger contravenes safety regulations)
- Only removable fixings that leave no marks can be used for displaying poster materials. These must be removed prior to leaving the facility.
- All excess rubbish associated with functions must be taken away by the user.
- Buildings must be cleared within agreed hire times. Staff can ask users to leave if they overstay.