

# KORONGATA MARAE COMPLEX - BOOKINGS

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## 1. Introduction

- a. This policy applies to all users of the Korongata Marae Complex [Ngāti Pōporo whānau, other users, corporate users]
- b. The marae complex is comprised of the wharekai [dining room, inside kitchen, outside kitchen], the wharepaku unit [including coin operated laundry facilities], marae ātea space in front and to the side of the wharenuui, and parking spaces to the side of the existing wharenuui and the parking pad behind the wharepaku. **The Wharenuui is out of bounds for all bookings until further notice.**
- c. Bookings are generally made on a whole or half calendar day basis unless otherwise negotiated.
  - a. Whole day = up to 8 hours same day;
  - b. Half day = up to 4 hours same day
  - c. There is an allowance for 1 hour setup before and 1 hour packdown after booking period.
  - d. Overnight wānanga or tangihanga are accepted on request only.
- d. Marae equipment and AV resources are available upon request. Hirer must use their own software applications and bring their own technical support to run these resources.
- e. General consumables are included in the pricing of the hire including tea, coffee, sugar, dishwashing liquid, toilet paper, handtowels, handwash, and 5 tea towels. General pantry items are available for use in the kitchen. Koha to replace these items is gratefully received. Gas is treated as a separate consumable which is charged in the final invoice to the hirer.
- f. The cleanliness of the marae, the lawns, the gardening, the pest control, the power, plumbing and the general upkeep of the marae comes at a cost and we are often monitoring the value of booking the marae to ensure it meets at least these monthly costs so the marae can be available when needed.

## 2. Tikanga

- a. Pōhiri / Mihi Whakatau - to be assessed by trustees for each hire
- b. Tangihanga will take priority over any other bookings at the marae. Pre-existing bookings will be refunded any deposits paid.
- c. Tangihanga payment - With respect there is a cost to the marae when in use. Tangihanga payment is a koha and we kindly ask that whānau consider the costs of the marae when using, keeping in mind the gas, water and use of the facilities.

## 3. Online Booking Information

- d. All confirmed bookings are posted in a calendar on the korongata website [www.korongatamarae.com](http://www.korongatamarae.com)
- e. This KORONGATA MARAE Policy and Procedures Document can be downloaded to read so that all hirers understand and agree to the information noted here.

*Policy signed off - [6 May 2023 and updated 12 October 2024]*

## 4. Booking Process

1. Booking queries can be made online at [www.korongatamarae.com](http://www.korongatamarae.com)
2. Potential bookings are discussed with the marae complex team
3. If approved the **Booking Officer** will email the potential hirer a quote and the agreement form for signing and return.
4. Once the booking fee / bond is deposited, the booking is added to the online calendar and the **Pre-Hire Person** conducts the pre-hire checklist and informs the **Booking Officer** that the complex is ready for the hire.
5. The **Booking Officer** co-signs the hire agreement and invoices for the balance of payments. Receipt of full payment should be confirmed before the hirer may use the complex.
6. The **Keyholder** meets with the hirer at the beginning of the hire to go through the marae checklist and handover the designated hire key
7. At the end of the booking the **Keyholder** meets the hirer at the marae to walk through the marae checklist and accept the return of the keys. Any damage or missing inventory items are discussed and notified to the **Booking Officer**.
8. Post-hire checks and jobs are completed
9. The **Booking Officer** notifies the hirer of any deductible charges and returns the balance of bond or invoices hirer for damaged or missing inventory.
10. Booking is closed off and added to the monthly **bookings report** to the trustees.

## 5. Rates

Space	Ngāti Pōporo Whānau	Other	Corporate
Marae Complex [day rate]	To be reviewed once Wharenuī is built		
Marae Complex [half day rate]			
Marae Complex [hourly]			
Wharekai [day rate / 8 hours]	\$200	\$250	\$300
Wharekai [half day rate / 4 hours]	\$150	\$200	\$250
Wharekai [hourly]	\$50	\$50	N/A
Wharekai [catering]	Available on request well before the event		
Tangihanga	Koha	Koha	N/A
Hangi Pit	N/C	N/A	N/A
Refill Gas [per cylinder]	Charged on use		
Washer or Dryer [per cycle]	\$2	\$2	\$2

## 6. Inventory Checklist

Items	No.	During Hire	Locked Storage	Cleaning/Maintenance Process
Mattresses [Mixed]	0	In use	Mattress Rm	Need to be replaced
Mattresses [Green]	40	In use	Mattress Rm	
Sheets	100	In use	Mattress Rm	Diamond Dry Cleaners after each hire
Pillow Cases	100	In use	Mattress Rm	Diamond Dry Cleaners after each hire
Tables [flip]	16	Dining Rm	Dining Storage	Checked at the end of each hire

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Tables [board]	3	Dining Rm	N/A	Any damages assessed and deducted from hire bond or on-charged to hirer
Chairs [black]	150	Dining Rm	N/A	
Plates [dinner]	200	Trolley	Store Rm	Checked at the end of each hire Any damages assessed and deducted from hire bond or on-charged to hirer
Plates [side]	200	Trolley	Store Rm	
Dessert Bowls	200	Trolley	Store Rm	
Glasses	200	Servery	Servery	
Tea Cups	200	Servery	Servery	
Saucers	200	Servery	Servery	
Knives	200	Buckets	Store Rm	
Forks	200	Buckets	Store Rm	
Spoons	200	Buckets	Store Rm	
Tea Spoons	100	Buckets	Store Rm	
Carafes [large]	20	Shelf 1	Store Rm	
Glass Jugs [large]	20	Shelf 1	Store Rm	
Glass Jugs [medium]	20	Shelf 1	Store Rm	
Plastic Jugs [large]	20	Shelf 1	Store Rm	
Pots [large]	4	Shelf 2	Store Rm	Checked at the end of each hire Any damages assessed and deducted from hire bond or on-charged to hirer
Pots [medium]	4	Shelf 2	Store Rm	
Pots [small]	4	Shelf 2	Store Rm	
Pan [large]	4	Shelf 2	Store Rm	
Pan [medium]	4	Shelf 2	Store Rm	
Pan [small]	4	Shelf 2	Store Rm	
Comvi Trays [solid]	6	Shelf 2	Store Rm	Checked at the end of each hire Any damages assessed and deducted from hire bond or on-charged to hirer
Comvi Trays [slotted]	6	Shelf 2	Store Rm	
Deep Fryer Baskets	2	Shelf 2	Store Rm	
Chaffing Dishes	8	Shelf 2	Store Rm	Checked at the end of each hire Any damages assessed and deducted from hire bond or on-charged to hirer
Platters [lge plastic]	10	Shelf 2	Store Rm	
Platters [med plastic]	10	Shelf 2	Store Rm	
Platters [sml plastic]	10	Shelf 2	Store Rm	
TV Trolley	1	Office	Office	Checked at the end of each hire
PA System [2 mics]	1	Office	Office	Checked at the end of each hire
Glass Freezer	1	Kitchen	Kitchen	Cleaned out before and after each hire
Glass Fridge	1	Kitchen	Kitchen	Cleaned out before and after each hire
Walk-in Chiller	1	Kitchen	Kitchen	Only used for large wānanga / tangihanga
Tea Towels	50	Shelf 3	Store Rm	Diamond Dry Cleaners after each hire
Salt/Pepper Shakers	20	Shelf 3	Store Rm	Cleaned and stocked after each hire
Table Centres	20	Shelf 3	Store Rm	Refreshed at beginning of each year
Other Arrangements	6	Shelf 3	Store Rm	Refreshed at beginning of each year
Vaccum Cleaner	1	Cleaning	Cleaning	Checked after each hire / Annual check
Mop/Bucket [dining]	2	Cleaning	Cleaning	Checked after each hire / Annual replace
Mop/Bucket [toilets]	2	Cleaning	Cleaning	Checked after each hire / Annual replace
Brooms [inside]	2	Cleaning	Cleaning	Checked after each hire / Annual replace
Brooms [outside]	2	TBC	TBC	Checked after each hire / Annual replace
Water Blaster	1	TBC	TBC	Checked after each hire / Annual check

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<b>Consumables:</b>				
Toilet Paper		Cleaning	Cleaning	Restocked after each hire
Hand Towels		Cleaning	Cleaning	Restocked after each hire
Foaming Hand Soap		Cleaning	Cleaning	Restocked after each hire
Shower Cleaner		Cleaning	Cleaning	Restocked after each hire
Toilet Cleaner		Cleaning	Cleaning	Restocked after each hire
All Purpose Cleaner		Cleaning	Cleaning	Restocked after each hire
Floor Cleaner		Cleaning	Cleaning	Restocked after each hire
Dish Wash Liquid		Sink	Cleaning	Restocked after each hire
Dish Brush		Sink	Cleaning	Restocked after each hire
Scrubbing Pads		Sink	Cleaning	Restocked after each hire
Dish Cloths		Sink	Cleaning	Restocked after each hire
COVID Supplies		Cleaning		Restocked after each hire
First Aid Kit [marae]		Office	Office	Checked and restocked after each hire
First Aid Kit [hireage]		Wall Mount	Office	Checked and restocked after each hire

## 7. Marae Complex Personnel / Roles & Responsibilities

Role	Who	Responsibilities
Booking Officer	Ruth Wong	<ul style="list-style-type: none"> <li>Liaison for queries, bookings, agreements, all hirer comms, bonds, payments and refunds</li> </ul>
Pou Tikanga	On request only	<ul style="list-style-type: none"> <li>Organises Pohiri or mihi whakatau as required</li> </ul>
Ringawera	On request only	<ul style="list-style-type: none"> <li>For tangihanga only - first meal for whānau pani</li> <li>Provides paid marae catering options - as agreed</li> <li>Monitors food handling and safety during hire</li> <li>Monitors use of kitchen equipment and inventory</li> </ul>
Pre-hire checker	Michelle Ferris, Ruth Wong and Vanessa Sadler	<ul style="list-style-type: none"> <li>Checks inventory</li> <li>Stocks agreed inventory for hire</li> <li>Stocks consumables</li> <li>Check gas levels and organise refill if required</li> <li>Organises lawn mowing if required</li> </ul>
Keyholder	Michelle Ferris, Ruth Wong, Laura Kele or Vanessa Sadler	<ul style="list-style-type: none"> <li>Meets with hirer at the marae and takes them through H&amp;S, equipment use, facilities, gas, agreed inventory, consumables, rubbish and recycling etc.</li> <li>Point of contact during hire</li> <li>Meets the hirer at the marae post hire to receive the key</li> </ul>
Post-hire checker	Michelle Ferris, Ruth Wong	<ul style="list-style-type: none"> <li>Checks inventory</li> <li>Packs away all inventory from hire to locked storage</li> <li>Checks and restocks consumables if required</li> <li>Checks gas levels and organise refill if required</li> <li>Coordinates laundry for sheets, pillow cases, tea towels and returns them to locked storage - signs off inventory</li> <li>Notifies administrator of any damages or missing inventory</li> </ul>
Cleaning	Trustee over whānau cleaning group	<ul style="list-style-type: none"> <li>Coordinates marae cleaning as required</li> <li>Liaises with monthly whānau cleaning group</li> <li>Recommends any maintenance jobs required</li> </ul>

## 8. Rubbish / Parekore / Recycling

1. Hirer is responsible to remove any and all rubbish or recycling generated from their hire
2. Korongata marae will have a composting unit available for approved foodstuffs
3. Bin liners and general rubbish bags will be supplied by the user

## 9. Booking Form

1. The online booking form collects the following information:
  - a. Contact person / email / phone / organisation / whānau
  - b. Dates and time required
  - c. Kaupapa of booking and how many expected to attend
  - d. Link to policy, terms and conditions

## 10. H&S, Emergencies, First Aid

1. Hirer should identify an emergency person who will be in attendance during the hire. They will be the main contact for any and all H&S and emergencies and liaise with a designated marae person where required.
2. Hirer should be made aware of any potential Health & Safety issues and how to report any new issues that might arise. A designated marae complex person will be assigned to H&S issues.
3. The process for marae emergencies are outlined in the marae emergency guidebook and material posted around the marae i.e. floods, fires & earthquakes etc.
4. Hirer should utilise the first aid register whenever there is a first aid incident. All incidents are reported to the marae complex team after each hire.