



Te Kaupapa

Product Manual - Rates Agreement



CONTENTS

Introducing Auckland Unlimited	1
Our brands	2
Auckland Art Gallery Toi o Tamaki	3-7
Auckland Live	8-11
Auckland Stadiums	12
Auckland Zoo	13-18
Māori Cultural Experience	19
Terms and Conditions	20

Enriching cultural and economic life in Tāmaki Makaurau by creating and sharing Auckland's culture and experiences.

INTRODUCING AUCKLAND UNLIMITED

Nau mai ki Auckland Unlimited – te pokapū ōhanga, ahurea hoki o Tāmaki Makaurau e ngākau titikaha ana ki te whakarite i tō mātou rohe kia matenuitia ai hei wāhi noho, mahi, torotoro, whakangao pūtea, whakahaere pakihi hoki.

Welcome to Auckland Unlimited – Tāmaki Makaurau Auckland’s economic and cultural agency committed to making our region a desirable place to live, work, visit, invest and do business.

As an Auckland Council-controlled organisation, we deliver a co-ordinated, region-wide programme to maximise cultural, social and economic benefits for our residents and visitors. Driving investment and innovation, we support Auckland businesses to thrive.

Home to some of the region’s most beloved arts, cultural, conservation and heritage institutions, we enhance Auckland’s cultural vibrancy, providing a wealth of enriching experiences and opportunities; and we tell Auckland’s story to the world.



OUR BRANDS

**AUCKLAND
ART GALLERY
TOI O TĀMAKI**

 **AUCKLAND LIVE**


aucklandstadiums
Ngā Whare Hākinakina o Tāmaki Makaurau

**Auckland
ZOO**
Wildlife conservation
science at work

 **New Zealand
Maritime Museum**
HUI TE ANANUI A TANGAROA

Auckland Art Gallery Toi o Tāmaki

Auckland Art Gallery Toi o Tāmaki is the largest art institution in New Zealand with a collection numbering over 15,000 works and a large and diverse audience.



Auckland Live

New Zealand's largest and leading performing arts and live entertainment platform, Auckland Live presents more than 1,500 events to more than 1 million visitors each year.



Auckland Stadiums

Auckland Stadiums is an intrinsic part of Tāmaki Makaurau's sport and entertainment story. The likes of Elton John, Adele, U2, Queen and local heroes Six60 have given us all some great memories.



Auckland Zoo

Auckland Zoo is on a mission to bring people together to enable the survival of the wild world and create a future in which species are safe from extinction. It's ambitious, it's optimistic.



New Zealand Maritime Museum

An integral part of Aotearoa New Zealand's cultural fabric, the New Zealand Maritime Museum unites people with the sea and our maritime heritage. The Museum celebrates the role our maritime heritage plays in defining what it means to be a New Zealander.



AUCKLAND ART GALLERY TOI O TĀMAKI

AUCKLAND
ART GALLERY
TOI O TĀMAKI

Welcome to Auckland Art Gallery Toi o Tāmaki.

Auckland Art Gallery is a cultural leader in Aotearoa New Zealand. Our purpose is to be a place for art and a catalyst for ideas. We offer experiences that strengthen and enrich our communities, and we value collaboration and dialogue.

Audiences are at the heart of all our activities, which extend out from the Gallery's home in the arts and learning precinct of Auckland's central city. We provide visitors with fresh ways to think about art and participate in creativity. Expand your cultural horizons through our remarkable collection and by experiencing our temporary exhibitions. Join the conversations generated by our innovative visitor events, outreach activities and education programmes, and become part of our connected community.

With multiple exhibition spaces spreading across four levels of our award-winning building, we are the largest and most inspiring visual arts experience in Aotearoa New Zealand. Our collection and loan collections currently number more than 17,000 artworks. Together, they include major holdings of New Zealand historic, modern and contemporary art. Alongside outstanding works by Māori and Pacific artists, they represent significant international painting, sculpture and print collections.



AUCKLAND ART GALLERY TOI O TĀMAKI

Hīkoi to Britomart

Whakarongo mai!

Grab your walking shoes and join one of our kaiārahi/tour guides to explore significant Māori public artworks in the heart of Tāmaki Makaurau. Discover a number of these artworks, along with four new commissions at Britomart, installed as a satellite to the exhibition, Toi Tū Toi Ora: Contemporary Māori Art.

Meet your kaiārahi at the Gallery's information desk and explore multiple art installations over the one-kilometre hīkoi to Takutai Square, in the centre of Britomart's bar and restaurant precinct. Manaakitanga/caring for our visitors is an important value to us, so make sure you bring sunblock and an umbrella! Headsets will be provided for ease of hearing.

Highlights:

- One hour guided walk from Auckland Art Gallery to Britomart Square, approx 1kmh
- Contemporary Maori street art
- Limited to 12pax per guide (*minimum of 6 pax per booking*)
- Dedicated headset for ease of listening
- Central city location

Rates:

Retail Rates - \$40pp

Nett Rates - \$32pp



AUCKLAND ART GALLERY TOI O TĀMAKI

Gallery Guided Tour

Our friendly and knowledgeable team is here to introduce you to the art, artists, stories and histories that make up our Gallery. Our tour guide will take you through Auckland Art Gallery's permanent collections, reveal the stories behind the artworks, explore the history of the building, and provide a world-class experience.

奥克兰美术馆中文导览服务

美术馆暂不提供例行中文导览。若需特别导览，请提前预约。

Mandarin language tours

The Gallery currently do not provide daily Mandarin language tours. Guided Mandarin language tours are available on request.

Highlights:

- One hour guided walk in the Auckland Art Gallery
- Limited to 12pax per guide
- Fully trained guides
- Ever evolving galleries
- Minimum of 8pax on Mandarin language tours

Rates:

Retail Rate - \$40pp

Nett Rate - \$32pp



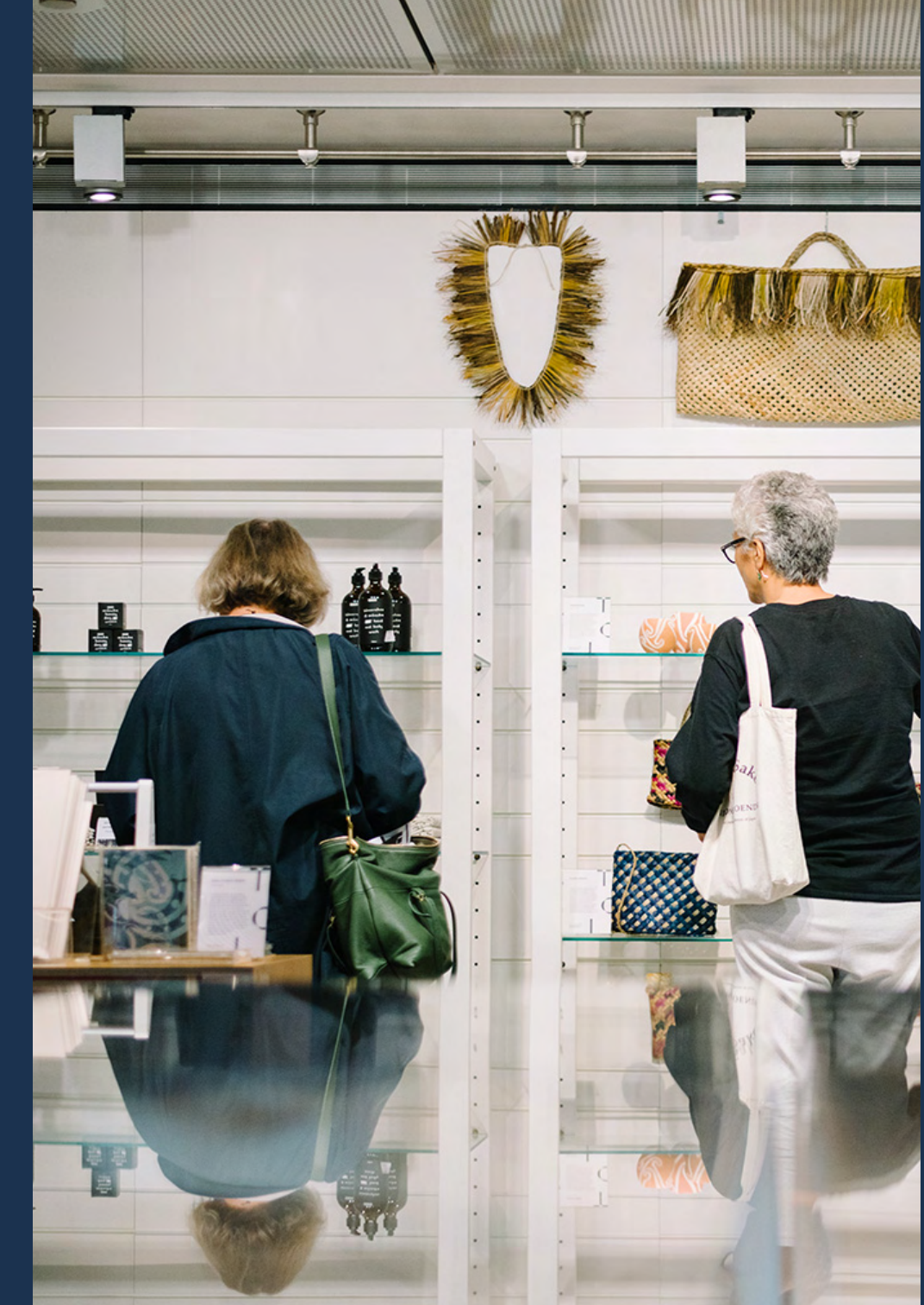
AUCKLAND ART GALLERY TOI O TĀMAKI

Café

Overlooking Albert Park and Kitchener Street is our spacious and sunny café.

Offering an array of delectable food and specialty coffee, it's the place to enjoy delicious treats and recharge after a day exploring the Gallery.

If you're looking for a central and relaxed spot for your next catch up or meeting in the city, nip in via the entrance off Albert Park to enjoy the café's bright and modern space. There's limited free Wi-Fi access available.



Shop

Brimming with locally made, innovatively designed and exclusive items, Auckland Art Gallery's shop is the perfect place to seek out a gift for that hard-to-please friend or to find something to brighten your own home.

Every purchase you make goes towards supporting the Gallery's work to connect art and ideas with people. Overlooking Albert Park and Kitchener Street is our spacious and sunny café.

Café kai highlights

*Hangi Pie by Hangi Master, Rewi Spraggon
Hangi pork, chicken, potato, kumara,
pumpkin, cabbage in pastry.*

*GF Kai Kohu Boil-up designed by Karena
and Kasey Bird Hangi pork belly, kumara,
fondant, watercress and bacon broth.*

*GF Kutai with bacon and watercress butter
designed by Karena and Kasey Bird 26
Green-lipped mussels, bacon and
watercress butter, toasted sourdough.*

Rongoā tī highlights

(Herbal tea)

*Green 5 Lady Gatsby Rose and manuka
with green tea Ice Breaker Mint and
kawakawa with green tea
Lemon and Ginger Caffeine free
Zealong's Own Breakfast
Zealong's Own Grey
Zealong's Own Chamomile Caffeine free*

Nā te mea he poutoko mō ngā mahi toi mataora me ngā mahi a te rēhia, e tāpae ana a Tāmaki Makaurau Mataora ki te ngangahau me te auahatanga o tō mātou tāone.

As the leader in live arts and entertainment, Auckland Live is actively contributing to the vibrancy and creativity of our city.

We present live arts performances and events at a number of prominent venues across Auckland; support the arts and creative sector; and provide opportunities for people of all ages to engage with the arts.

We champion Auckland internationally to secure big-name shows and concerts for our audiences. In addition we collaborate with national and international arts companies and festivals to present the best variety of performances, and introduce young people to the excitement of the stage.

Our iconic venues and public spaces - which include the Aotea Centre, Aotea Square, Auckland Town Hall, The Civic, Bruce Mason Centre and Queens Wharf - are our stages for presenting a programme of live arts and entertainment for the enjoyment and inspiration of everyone in our city.

Aotea – Te Pokapū | Aotea Centre | includes the Kiri Te Kanawa Theatre and the Herald Theatre.



AUCKLAND LIVE

Civic Tour

Our knowledgeable tour guides share this atmospheric theatre's fascinating history, from its inception and design in the 1920s, its scandalous war years, its decline during the 60s and 70s, through to its triumphant restoration and status as one of Auckland's architectural treasures.

This is an exciting opportunity to visit areas off-limit to the public, capture unique photographs and discover all the secrets that bring this amazing venue to life.

Highlights:

- Last remaining atmospheric theatre in the Southern Hemisphere.
- Exciting opportunity to see and experience The Civic like never before
- Fully trained guides
- 75minute tour
- 12pax per guide

Rates:

Retail Rate - \$59pp

Nett Rate - \$47.20pp

Add morning / afternoon tea

Retail rate - \$69pp

Nett Rate - \$55.20pp

Note:

**This experience requires a degree of fitness.
Multiple stair cases. Not accessible friendly**



The Civic

Built in the Roaring 1920's as a picture palace, The Civic is widely regarded as one of Auckland's architectural treasures and a favourite place to visit for live entertainment and film.

One of the few remaining atmospheric theatres in the world, in 2000 the grand old lady of Auckland theatre was lovingly restored, and original features such as the public foyer's Buddhas, twisted columns and domed ceilings were carefully

AUCKLAND LIVE

Town Hall Tour

Uncover the stories, history, and magic of the Auckland Town Hall with an incredible guided tour. This is an exclusive opportunity to explore this 109-year-old beauty. Our knowledgeable tour guides will lead you through this iconic venue where some of the biggest names in music have graced the stage – The Beatles, The Who, The Rolling Stones and Elton John to name a few.

You'll learn the fascinating history of the iconic landmark, from its inception and design in the 1900's to its incredible restoration in the '90s.

Highlights:

- Exciting opportunity to see and experience the Town Hall like never before
- Fully trained guides
- 75minute tour
- 12pax per guide

Rates:

Retail Rate - \$59pp

Nett Rate - \$47.20pp

Add morning / afternoon tea

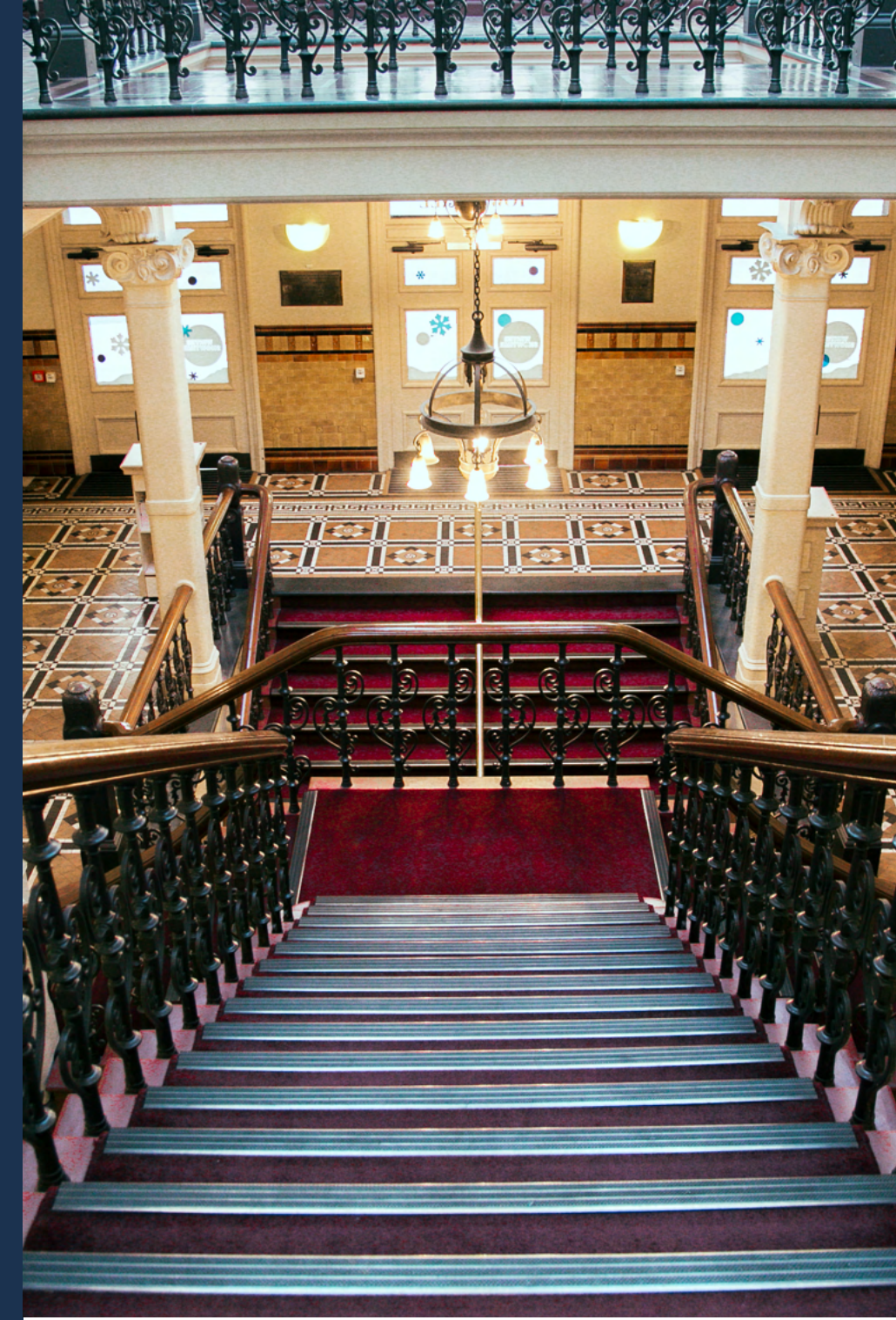
Retail rate - \$69pp

Nett Rate - \$55.20pp

Note:

This experience requires a degree of fitness.

Multiple stair cases. Not accessible friendly



The Terrace Café

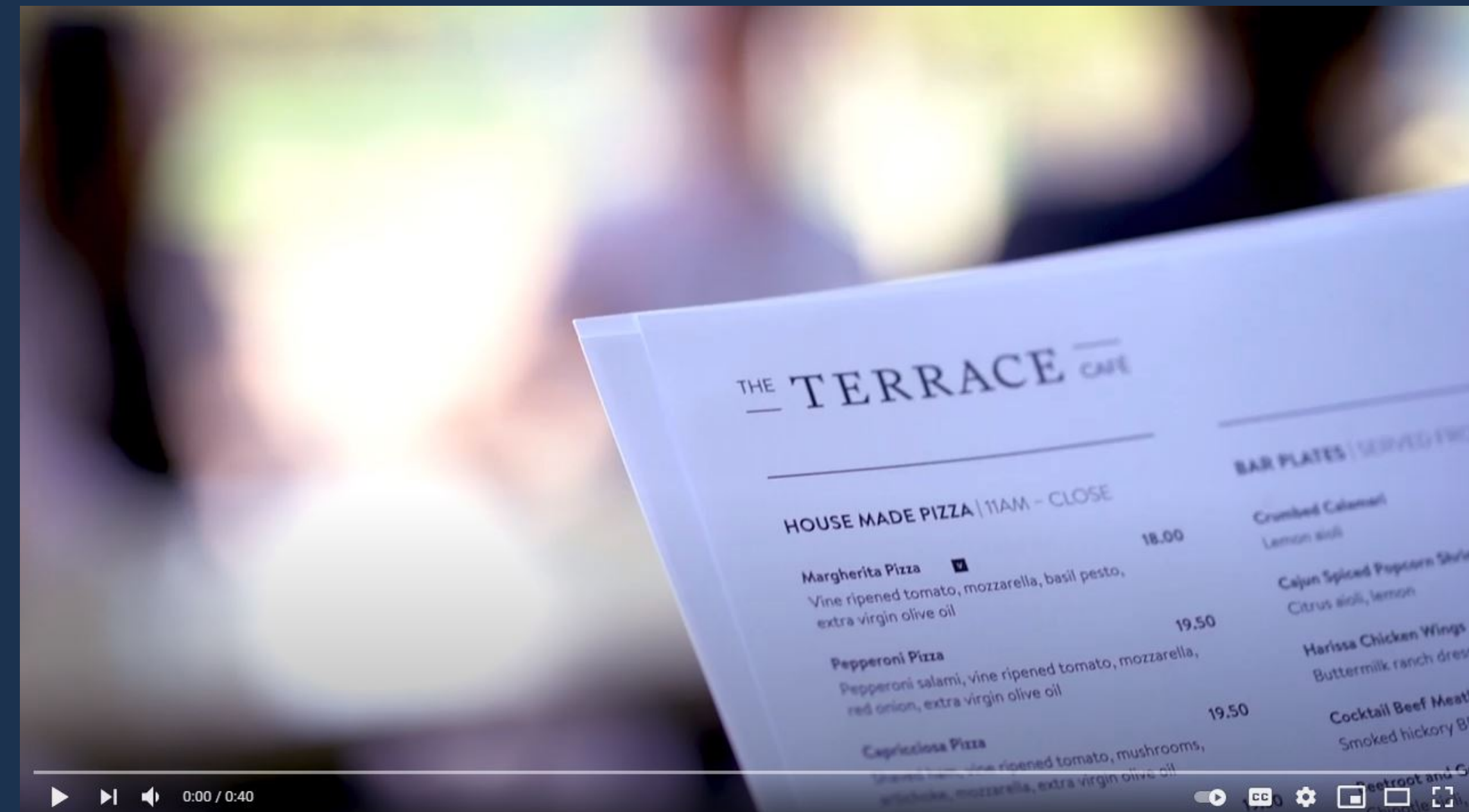
The Terrace Café is situated in the heart of Tāmaki Makaurau Auckland's Aotea Arts Quarter in the central city. Located at the main entrance of Aotearoa New Zealand's leading performing arts venue the Aotea Centre. The Terrace is a relaxing and spacious space where you can enjoy a leisurely catch-up over a delicious meal or snack with friends and whānau; connect at business meetings with colleagues; or kick back during happy hour at the end of the day while being part of the creative energy and buzz of the Aotea Arts Quarter.

Serving fresh and delicious meals as well as tasty share plates, L'affare coffee, and a great selection of local craft beers, The Terrace prides itself on the consistency and diversity of its menu offering, as well as the warmth and manaakitanga (hospitality) offered to all.

Highlights:

- Central City location
- The Terrace overlooks the Aotea Square
- Close proximity to Auckland Town Hall, Civic Theatre, Auckland Art Gallery
- Group bookings available

Terrace Cafe menu



AUCKLAND STADIUMS

Auckland Stadiums is the proud kaitiaki/guardians of Mt Smart Stadium, Western Springs Stadium, and North Harbour Stadium. We enrich the lives of Aucklanders, New Zealanders and international visitors alike through music, sports and events. Our stadiums are ideal venues for functions, exhibitions, dinners, conferences, meetings or incentive.



Mt Smart Stadium

New Zealand's premier outdoor concert and festival venue, Mt Smart Stadium hosts some of the world's best entertainment acts.

As well as the main arena, Mt Smart features an international standard athletics facility, multi-purpose function spaces and a range of community-focused facilities catering for more than 500,000 visitors a year.

Recent concerts have included international superstars such as Adele, Queen and Adam Lambert, Bruce Springsteen, Ed Sheeran, Taylor Swift, Coldplay and Justin Bieber. Past acts have included Fleetwood Mac, The Rolling Stones, The Eagles and U2 just to name a few.



North Harbour Stadium

Located in Albany on Auckland's North Shore, North Harbour Stadium (formerly QBE Stadium) is purpose built for New Zealand's favourite sporting codes of rugby and football.

North Harbour Stadium is also home to New Zealand Football, Northern Football Federation, North Harbour Rugby, Marist North Harbour Rugby Club, Harbour Sport and Auckland Tuatara.



Western Springs Stadium

Just 3 kilometres from downtown Auckland, the natural amphitheatre Western Springs hosts crowds up to 55,000 for concerts and festivals.

Sited across 10 hectares, Western Springs Stadium enjoys a variety of events in the main arena and outer fields, including regular favourites Friday Jams Live, Auckland City Limits and Taste of Auckland. Recent concerts have included big names such as SIX60, Mumford & Sons, AC/DC, Fat Freddy's Drop and Billy Idol. Historical and unforgettable past acts have included David Bowie, Led Zeppelin, Elton John, The Rolling Stones, Mick Jagger, KISS, Stevie Wonder and Eminem just to name a few.

AUCKLAND ZOO

A Zoo on a mission!

At Auckland Zoo we're dedicated to building a brighter future for wildlife and wild places. In fact, we play a vital role in breeding, research and recovery programmes for threatened wildlife globally.

Our onsite vet hospital, the New Zealand Centre for Conservation Medicine, is involved in a wide range of research programmes and field projects. And as well as caring for Zoo animals our vet staff help to treat sick and injured animals across the country. Visiting us means helping us achieve our mission. We're a not-for-profit organisation so all the money from your ticket goes towards building a brighter future for wildlife and funding our wild work.

Auckland Zoo and its partners are conservation optimists - all working hard to build a brighter future for wildlife and wild places. Even when a species population is at critical, we will always be there to help. We're driven by our desire to make a positive difference and our enthusiasm to inspire others to care about wildlife and wild places as much as we do.



		Information First Aid
		Toilets Baby change
		Water fountain
		Food outlet
		Rest stop
		Kids play area
		Parking
		Please do not feed the animals
		No smoking or vaping



AUCKLAND ZOO

Te Wao Nui The Living Realm

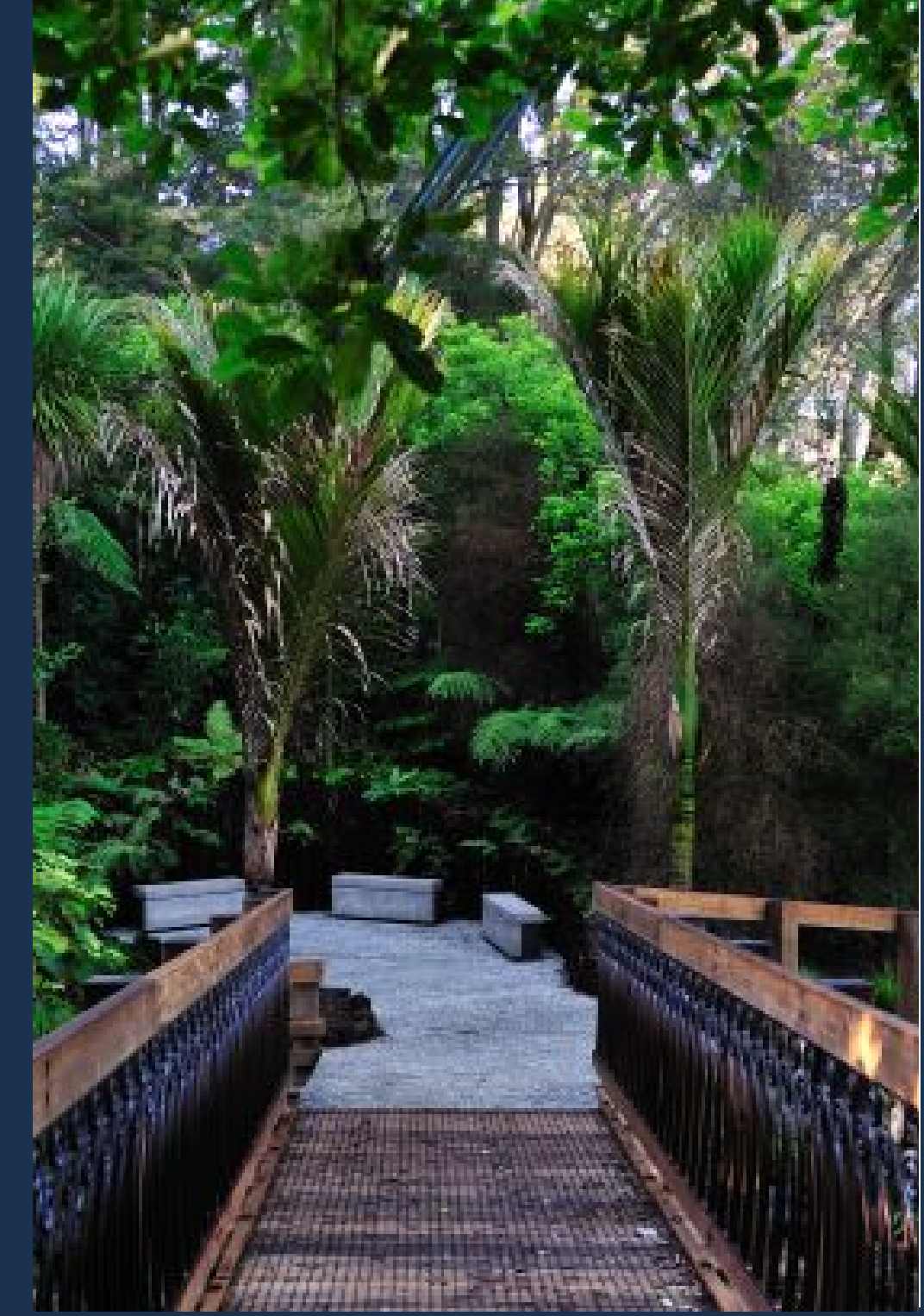
Discover all of Aotearoa at Auckland Zoo. From the iconic kiwi to the giant wētāpunga, New Zealand is home to some of the rarest and most fascinating animals in the world. So, take an immersive journey through our unique wildlife at Te Wao Nui. Six stunning and immersive habitats that showcase more than 50 of our country's natural treasures, all in one place. Te Wao Nui was blessed by local Iwi, Ngāti Whātua o Ōrakei in 2012, and has become a must see destination for all visitors to Tāmaki Makaurau.

Highlights:

- See rare native New Zealand species
- Exclusive guided walk not available to the general public
- Learn about rongoā - Māori herbal medicine
- One hour guided walk
- Accessible friendly

Rates:

Contact Sales Advisor to find out more



AUCKLAND ZOO

General Admission

Seeing amazing animals is just the beginning...Prepare to explore more than 17 hectares of naturally inspired and award-winning habitats. You'll come face-to-face with over 135 species including some of the world's rarest animals and you'll get to see how our staff go above and beyond – for animals here at the Zoo and in the wild.

With year-round keeper talks and special events, you'll find no two days, or even two hours, are the same at Auckland Zoo.

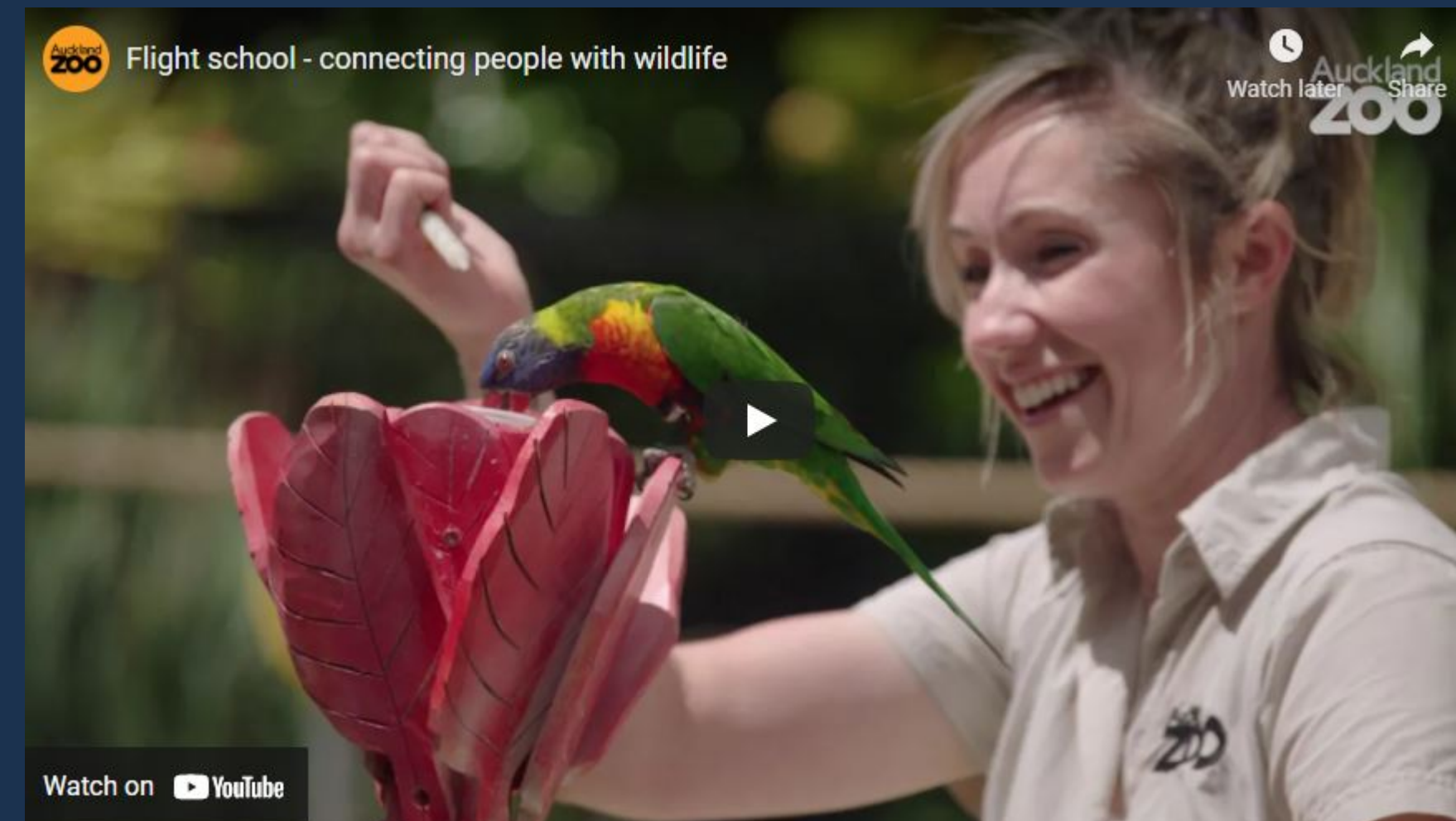
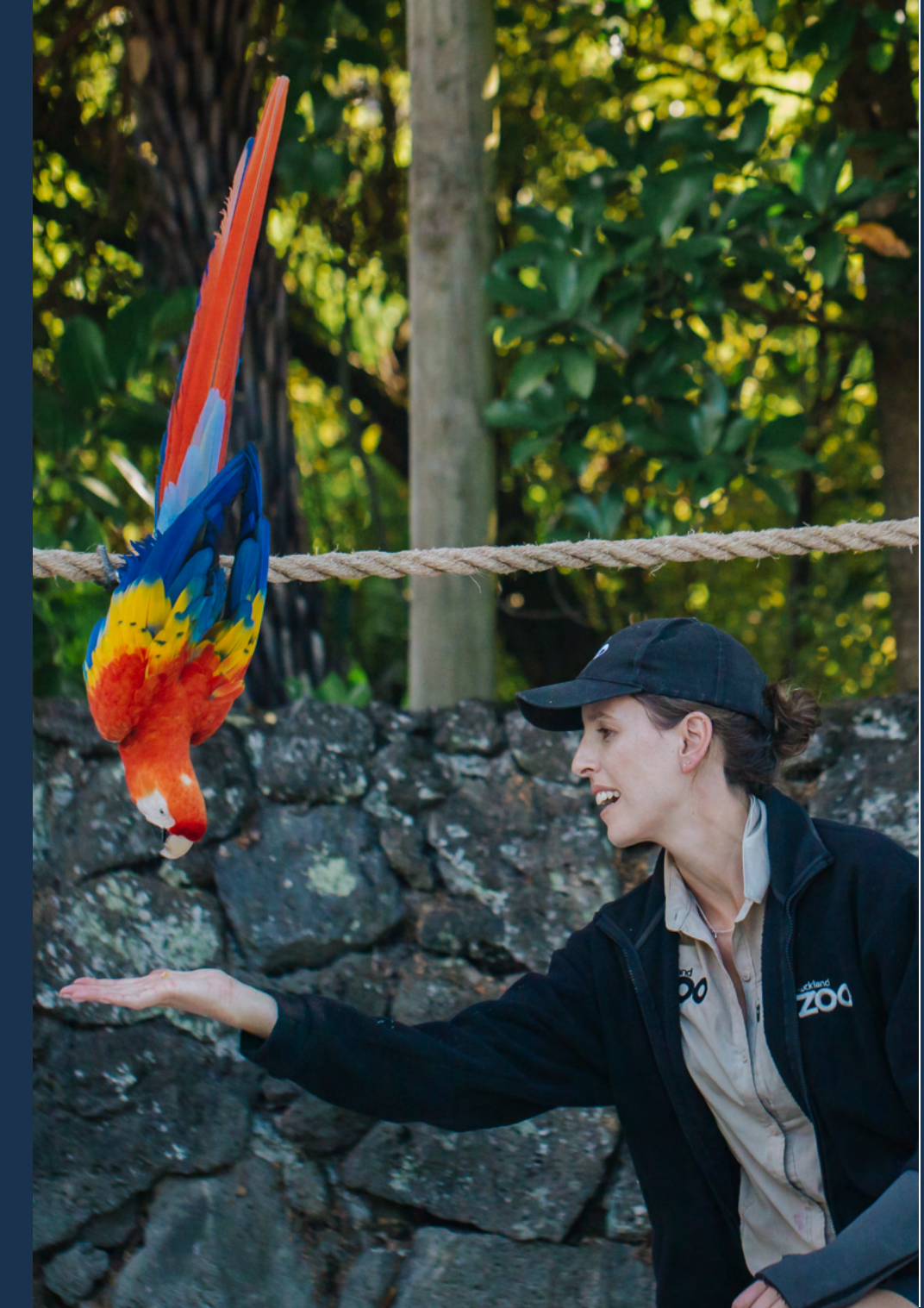
Visiting us means helping us achieve our mission. We're a not-for-profit organisation so all the money from your ticket goes towards building a brighter future for wildlife and funding our wild work.

Highlights:

- Free daily keepers talks
- Free carparking
- Multiple food and beverage outlets serving sustainably sourced food
- Onsite vet hospital

Rates:

Contact Sales Advisor to find out more



AUCKLAND ZOO

New Zealand Centre for Conservation Medicine

The Auckland Zoo Vet Hospital is where our talented team of vets and vet nurses care for our zoo animals, treat sick and injured wildlife, work on vital conservation projects, and undertake important research on conservation medicine.

With a viewing area for visitors, you can watch procedures unfold and experience a real vet hospital in action. You might get to witness such sights as a tiger getting a root canal, an injured little penguin getting an X-ray, or a Lace monitor lizard undergoing an ultrasound examination. You can also see the in-house veterinary laboratory in action, such as the microscopic examination of samples for parasites. We are open during Zoo hours, so be sure to visit and see all the ways in which the zoo vet team contribute to conservation.



AUCKLAND ZOO

Old Elephant House

Nestled deep within the Zoo just outside the South America Rainforest Track, our iconic Old Elephant House has been transformed into a bistro-style restaurant featuring a full a-la-carte menu, alcoholic beverages and cafe fare.

Te Puna

Serving canteen style fare, guests are able to enjoy meals indoors in the spacious open plan interior, on the deck overlooking the High Canopy habitat where soon you'll be able to see our orangutans and siamang swinging by! Grab-and-go or grab a seat and enjoy, Te Puna has options and modern facilities for all visitors.

Shop

With a strong focus on conservation and sustainability, The Zoo Shop offers a range of products made from recyclable and sustainable sources, many of which contribute to humanitarian and conservation projects around the world - so if you're looking for great gifts with heart, then look no further than The Zoo Shop.



Old Elephant House

Available for daytime group bookings, and evening private hire.



Te Puna

Available for evening private hire.



MĀORI CULTURAL EXPERIENCES

Kaupapa

Auckland Unlimited's kaupapa is to provide enriching cultural and economic life in Tāmaki Makaurau by creating and sharing Auckland's culture and experiences. We work in partnership with Mana Whenua and Māori to showcase Tāmaki Makaurau Auckland, help transform our region, improve economic prosperity and bring enduring benefits for Māori. Live cultural experiences are available at all of our attractions, perfect to for dignitaries, small to large tour groups and incentives.

HIWA: Māori kapa haka group

The name HIWA derives from the wishing star Hiwa-I-te-Rangi, which is part of the Matariki cluster. The performance-based group are proud ambassadors of Māori cultural, heritage and knowledge in Tāmaki Makaurau Auckland. Together with their audience, they create moments of aspiration through song and dance by telling the stories of their ancestors in a fun and interactive environment.

Highlights:

- Flexibility to fit any itinerary and location
- Highly regarded cultural performance group
- Highly engaging

Rates:

Mihi Whakatau - from \$1500+ GST

Vibrant Māori Welcome - from \$1700+ GST

Māori Welcome and Show - from \$1900+ GST

Note: Pricing based on 150pax maximum, please inquire direct for groups over 150pax.



Mihi Whakatau

3 performers, 5-10 minutes.

A speech of welcome in Māori. Waiata (Song) to embellish the words of the mihi.

Vibrant Māori Welcome

8 performers, 15 minutes.

1. Conch Or Pūkāea - This is the shell horn to signal the arrival of visitors are mingling
2. Te Karanga (Call of Welcome) - A Māori woman offers an ancient call of welcome.
3. Chant - The Māori dancers offer a welcome chant to the visitors using rhythmical hand actions.
4. Waiata (songs) - A ten-minute showcase of action songs, poi dancing and concludes with Haka.

Māori Welcome and Show

8 performers, 30 - 40 minutes.

A combination of the Māori Vibrant Welcome and a Māori show where you will enjoy a warm, vibrant and entertaining glimpse of Māori culture culminating in a high-energy spine-tingling version of our most celebrated dance, the world famous haka. Your Māori cultural experience includes the opportunity to meet, talk and take photos.

Terms and Conditions

Rates schedule

1. Thank you for agreeing to work with Auckland Unlimited Limited.

We (Auckland Unlimited) will provide products and rates as detailed in this document

Rates are valid from 1 April 2021 to 30 June 2024. Rates are inclusive of GST.

2. This is not an exclusive arrangement, and we reserve the right to work with other agents and distributors.
3. You (Agent) will distribute product as specified in the Rates Schedule, retaining the agreed commission, and remitting the balance (the Nett price) to Auckland Unlimited.
4. You must ensure vouchers and reporting is accurate in respect of products sold, and the amounts.
5. Following the redemption of vouchers or delivery of the service by Auckland Unlimited, we will invoice you. Payment will be due by the 20th of the following month (excluding online tour operators).
6. If any part of a voucher or booking is disputed by Auckland Unlimited, we shall promptly notify you and may suspend supply of product until the dispute is resolved.
7. You will meet your obligations under the Privacy Act (2020), and will notify Auckland Unlimited immediately in the event of a breach of customer data.
8. Either party can end this arrangement at any time, noting that we will honour any vouchers already sold and you will expedite the reconciliation and final payment.

Terms and Conditions

Important Things That All Visitors Should Know

1. The operating hours are as follows:
 - Auckland Art Gallery – 10am to 5pm daily. 10am to 9pm Fridays.
 - Auckland Zoo 9.30am to 4.30pm May to August. 9.30am to 5.30pm September to April. Last entry at 4.15pm daily.
 - Closed Christmas Day.
2. All visitors entering our Business Units do so at their own risk. Auckland Unlimited will take all reasonably practicable steps to ensure the health and safety of all visitors entering our venues and /or experiencing our products.
3. Children under the age of 14 must be accompanied by a parent or guardian at all times.
4. Auckland Unlimited is a smoke free environment.
5. Auckland Unlimited reserves the right to change prices, activities, displays and times of entry without prior notice.
6. No food or beverages may be consumed in the Auckland Art Gallery's galleries, or enclosed Auckland Zoo habitats.
7. Photography and video is permitted for personal use only. Commercial use must be negotiated prior to shooting and with written permission from the relevant Business Unit.
8. Footwear must be worn at all times.
9. No dogs are permitted on either of Auckland Unlimited's Business Units (except service dogs).
10. Alcohol is permitted in designated food and beverage areas of the Auckland Art Gallery, Auckland Live, Auckland Stadiums, Auckland Zoo.
11. Tour Leaders/Tour Escorts are FOC at Auckland Zoo and Auckland Art Gallery for General Admission and Guided Walks/Tours only.

Postponement, Cancellation and Refunds – Auckland Art Gallery, Auckland Live, Auckland Zoo.

1. If it proves necessary for the Auckland Art Gallery, Auckland Live or Auckland Zoo to make any changes or cancellations to dates and/or times of experiences for weather, safety maintenance and/or operational requirements, staff will endeavor to provide as much notice as is reasonably possible and where possible, a booking will be transferred to a similar date or payment will be refunded in full.
2. If an experience is cancelled or postponed by the agent, a full refund (or transfer to another timeslot or experience) is available up until 48 hours prior to the scheduled experience.
3. If an experience is cancelled or postponed by the agent, within 48 hours, a refund minus any administration fees is at the discretion of Auckland Art Gallery, Auckland Live and Auckland Zoo. Refunds are not guaranteed for cancellations within 48 hours.
4. Postponements and cancellations of group bookings must be received in writing.
5. No refunds will be provided direct to the customer, tour leader or tour escort.

Guests will be asked to leave the any Auckland Unlimited premises if they:

1. Engage in conduct which unreasonably interferes with the enjoyment of other visitors;
2. Hamper or impede the conduct of Auckland Unlimited activities;
3. Or Breach any of the terms and conditions, by-laws or orders applicable to Auckland Unlimited.

Terms and Conditions

For and on behalf of **Auckland Unlimited Limited**

Signature:.....

Name:

Position: Auckland Unlimited Tourism Sales Advisor

Date:/...../.....

For and on behalf of.....

Signature:.....

Name:.....

Position:.....

Date:/...../.....

NGA MIHI



**Auckland
Unlimited** 
An Auckland Council Organisation

