

WAIPAPA MARAE TRUSTEES

WAIPAPA MARAE BOOKING PROCESS

Introduction	Follow this process to book Waipapa Marae
Process	<ol style="list-style-type: none">1. Complete our online booking enquiry form at www.waipapamarae.nz2. Submit the form as per the online instructions3. Await confirmation
Booking Review process	<p>The Marae Manager / Booking Administrator will:</p> <ol style="list-style-type: none">1. Receive the booking enquiry2. Review the request / Check marae calendar for availability.3. Contact the originator and discuss their booking requirements4. Liaise and coordinate with the relevant parties5. Confirm details with the customer and prepare booking confirmation form6. Email to customer7. Customer confirms booking details8. Booking confirmed
Changing a booking	<p>To change a booking:</p> <ol style="list-style-type: none">1. Email: bookings@waipapamarae.nz2. Reference the original booking3. Specify your change requirements4. Send the email <p>Upon receipt of your email the marae will:</p> <ol style="list-style-type: none">1. Review the change request.2. Liaise with relevant parties as required3. Reply to the sender with our response
Cancelling a booking	<p>To cancel a Marae booking:</p> <ol style="list-style-type: none">1. Email: bookings@waipapamarae.nz2. Reference the original booking3. Cancel the booking sharing the reason why4. Send the email <p>Upon receipt of your email the marae will:</p> <ol style="list-style-type: none">1. Note the request.2. Cancel the booking3. Send an email in reply to the sender to confirm the cancellation <p>We ask that you advise us of the need to cancel your booking as soon as possible.</p>

The Booking Enquiry Form and Booking Confirmation Form can be found on the website (www.waipapamarae.nz)