THE LIVING MĀORI VILLAGE
Whakarewarewa
ROTORUA NEW ZEALAND

Whakarewarewa Thermal Village Tours t/a
Whakarewarewa The Living Maori Village
17 Tryon Street, PO Box 6148
Whakarewarewa 3010, Rotorua, New Zealand
Ph: + 64 7 3493 463
Email: bookings@whakarewarewa.com

Trade Commissionable Rates

Valid 1st October 2026 to 30th September 2027

All prices shown are Full Retail, in $NZ & inclusive of GST — your contracted commission discount applies.

Whakarewarewa is the legacy and home of the Tūhourangi Ngāti Wāhiao people, who have been sharing their unique way of life with visitors from all around the world for over two hundred years.

Trading Hours:	**8.30am to 4.00pm**
Iconic Village Guided Tour Times:	9am, 10am, 11am, 12pm, 1.15pm, 2pm, 3pm
Duration:	*60 minutes*
Geothermal Trails Guided Tour:	10am & 2pm
Duration:	*60 – 120 minutes*
Whenua Wera Trails *own/self-guided*:	From 9am, *last entry 3.15pm*
Duration:	*30 – 120 minutes, you can choose duration*
Cultural Performance:	12.30pm
Duration:	*30 minutes*

Last ticket sales: *Guided Village Tour – 3pm, Self-Guided Geothermal Trails – 3.15pm.*

Refer to our *'Overview & Experiences'* document for information on each experience and/or visit our website for TRADE & additional information.

www.whakarewarewa.com

Please advise our staff when booking should you have any guests who may have mobility concerns. We have accessibility maps, wheelchairs & walkers available FREE for use while visiting us.

Cultural & Geothermal Experiences

	Adult	Child (5-15 years)
Iconic Village Guided Tour *Our most popular experience.* A peek into our home, our village, our lives, while on a one (1) hour Village Guided Tour. Includes complimentary piece of corn served straight from our main cooking hot pool.	**$58.00**	**$29.00**
Take your experience to the next level by adding an egg cooked in our hot pool, served to you straight from the pool during your guided tour.	***Add on an EGG* +$8.00pp**	
Guided Geothermal Tour *New Product* A 1-hour guided journey into the past and present as our guide will explain how the rare flora & fauna are utilised in producing Rongoa (Medicine) and Kai (Food) for our people. They will share the Māori stories and history of this natural wonder, and the science of today. After completing the guided portion of the tour, you will be welcomed to self-explore the rest of our Geothermal Trail enjoying further views and information of our landscape, flora and geothermal wonders.	**$79.00**	**$39.00**

	Adult	Child (5-15 years)
Whenua Wera Trails **TRADE ONLY:** Own guide, or your group can self-guide (Formerly self-guided Geothermal Trails) A flexible, high-value inclusion for your itineraries, where Mātauranga Māori meets western science in our unique geothermal landscape. No **time limit** on-site means easy scheduling around coach timings and changing conditions. You can guide your own group or let guests self-guide with our maps, clear signage and QR codes for added interpretation. Ideal for FITs, groups and last-minute changes.	**$42.00**	**$21.00**
Take your experience to the next level by adding an egg cooked in our hot pool, served to you straight from the pool during your guided tour.	***Add on an EGG* +$8.00pp**	

	Adult	Child (5-15 years)
Cultural Performance *A must see for the entire family* 30-minute live interactive performance.	**$37.00**	**$20.00**

Private Guided/Hosted Experiences

Available on request & subject to availability, additional charges will apply.

O Matou Kai (Our Food)

Geyser Café Open daily from 8.30am to 3.00pm

Specialty Cooked Meals – Geothermal Hangi & Hangi Pie Meals. Served from 11.30am to 1.30pm.

A selection of freshly made sandwiches, rolls, sweets, scones, muffins, hot food, Barista made coffee & much, much more to tantalise your taste buds, with a kai Māori theme.

Geothermal Hangi Lunch including Steamed Pudding Dessert Seated lunch served in our Wharekai; Tane Rore *(as available)*. Dietary requirements must be received 48 hours prior to your arrival date. Complimentary tea, coffee and carafes of water (self-serve) *Pre-bookings are required for all meals to ensure availability.*	***Adult*** **$53.00**	***Child (5-15 years)*** **$38.00**
Hangi Pie *(Takeaway Only)* Available daily from 9am to 3pm, in 3 flavours, Chicken, Beef or Vege. *(Please state preference when booking)* *Pre-bookings are required for all meals to ensure availability.*	**$9.50 each**	
Hangi Pie Meal *(No dessert)* Served with seasonal side salad & corn cob *Pre-bookings are required for all meals to ensure availability.*	**$28.50**	
Steam Pudding Dessert *(Takeaway)* Flavoured with a delicious blend of mixed spices & golden syrup cooked in our steam vents, served with custard, berry coulis, & a dollop of whipped cream.	**$11.50 each**	
Koru Cookie + Whaka Wai *(Takeaway)* Whakarewarewa branded bottle of spring water & a sweet, buttery cookie with our signature Māori koru design.	**$9.50 each**	

NOTE: Due to the rising costs of living and being able to sustain our whenua for future generations, Whakarewarewa Thermal Village Tours Ltd reserves the right to alter rates should this be deemed necessary at any time - all operators will be advised prior to any changes.

IMPORTANT INFORMATION

Health & Safety

Here at *Whakarewarewa – The Living Māori Village* the Health and Safety of all our visitors is our priority. Whakarewarewa – The Living Māori Village sits on an active Geothermal Plateau and Geothermal activity can be unpredictable.

While we take all practicable steps to manage the hazards associated with Geothermal activity, we also require your assistance to be able to do this, so please adhere to *ALL* safety signage & messages.

Always

- Adhere to all warnings, including signage, & instructions given by our admissions, hosts, guiding or other staff, it is for your own safety.
- Ensure children are always watched, we would encourage you to hold the hand of young children.
- Keep to all marked paths/tracks – DO NOT wander off the paths/tracks, or cross barriers.
- Beware of moving vehicles as you walk along the roadways, please move to the side of the road until the vehicle has passed.

Should you or your guests be injured while you are visiting us, please:

- Alert one of our staff members – we have first aid stations situated throughout our village & staff are trained first aiders.
- Inform our staff of any medical conditions the patient may suffer from.
- Should our staff deem the situation requires expert assistance an ambulance will be called.

We are required to have a written report of all injures and/or accidents that occur on our premises, please do not be offended when you are asked for personal details, this is for our information only.

ACCESSIBILITY

- There are uneven surfaces throughout our village guided tour and geothermal trails. Most of the paths & roads throughout our village & trails are either cobblestones or compacted gravel & extra care must be taken.
- For those who require the use of a wheelchair, there are areas that you *will not* be able to be access due to the terrain, such areas are in both our village and on our trails.
- We have an Accessibility Map available that shows where a wheelchair and/or persons with difficulties may or may not be able to access, this is located on our website Trade - Whakarewarewa or email us for a copy.

NOTE: We have wheelchairs & walking frames available free of charge to use while you are visiting us, any damage caused while in your use will be your responsibility & you will be charged accordingly for the repair or replacement.

Making Bookings

AGENTS PORTAL - We encourage you all to please make use of our ***Agents Portal*** available via our website. Trade - Whakarewarewa This is extremely helpful for those booking for up to 10 guests.

- You will require the email address you registered your company with.
- Enter this email address and click on *'Forgotten Password'*
- You will need to create a password to gain access.
- Once you have completed the above you will be able to start booking.

Please email us for full instructions or should you have any issues accessing the portal.

EMAIL BOOKING REQUESTS - If you are emailing bookings through to us, please ensure the following information is contained in your request, before sending it to bookings@whakarewarewa.com

1. A reference/order number unique to your company that can be used as a reference.

2. Date, Day & time of booking
3. Number of pax plus FOC for your tour Guide/Driver if required.
4. Name & contact number of your tour guide/leader/driver. This needs to be the person in charge of your group while visiting us.
5. Any special requests for your group.

BOOKING MEALS/FOOD

Please ensure all the above information along with any dietary requirements is included in your booking. Dietary requirements need to be confirmed at least 48 hours prior to arrival.

BOOKING AMENDMENTS

Any amendments for existing bookings will need to be requested by emailing: bookings@whakarewarewa.com. Please provide your Whakarewarewa Booking Number which is located near the top of your Booking Confirmation.

FOC/Famil Policy

TOURS & TRAILS FOC - 1x tour guide/group leader/driver admitted FOC for each coach/group booked up to 20 pax, 20+ pax will receive 1 x additional FOC for every additional 10pax.

MEALS FOC- 1x tour guide/group leader/driver admitted FOC for each coach/group booked up to 20 pax, *20+ pax each additional FOC will be charged at our wholesale price.*

FOC must be included in your original booking.

FAMILS

- Must be requested by a manger of the company you work for.
- Are subject to availability – *normally not available during our high/busy season.*
- Additional family members or friends can attend at a discounted rate.
- If you are unable to attend the specified date/time you must contact us to reschedule – *failure to do so may result in refusal of future entry.*

Cancellation Policy

Cancellations must be received *24 hours prior to the date of your booking* to receive a full refund, if outside this time frame a 25% cancellation fee will be charged. If no notification is given within 24 hours of your date of arrival, *NO REFUND* will be given.

Bookings where food or special services have been booked *(e.g. private guided tours, interactive activities, exclusive cultural performances, Hangi Meals/Pies etc) require 48 hours' notice of cancellation*, to receive a full refund, if outside this time frame a 100% cancellation fee will be charged.

What to bring

Comfortable walking shoes, weather appropriate clothing, hat, and sunscreen, rain jacket & beanie.
Often, we will have sunscreen available at our admissions free to use.
Drink/Water bottle on warmer/hot days.
Your camera or phone to take those lifetime memories.

You are entering a geothermal area; the temperature inside is hotter than outside our village.

For all communication regarding Rates, Sales & Marketing please contact:

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For all Bookings, please contact:
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