


Reference Number: 2024/1132

19 September 2024



Tēnā koe 

Thank you for email of 2 September 2024 requesting under the Local Government Official Information and Meetings Act 1987 (LGOIMA), information relating to Council properties. Please see outlined below a response to each part of your request.

All policies, guidelines, regulations, or statements relating to the use or hire of any property, spaces, or venues owned by the Horowhenua District Council.

The [Entry Guidelines](#) are essential for anyone intending to use or rent our Aquatic facilities. They encompass important details regarding the entry conditions, rules for pool usage, hydrotherapy, and the hydroslide.

The Terms and Conditions for hiring our halls and venues can be found [here](#), and information on bookings for our Parks and Facilities and sportsgrounds can be found [here](#).

Any information (including communications) relating to the cancellation or refusal to allow any person, group, or organisation to use or hire any property, spaces, or venues owned by the Horowhenua District Council in the last two years.

We sought and received clarification to this question on 3 September 2024. Based on the clarification “***We are seeking information on cancellations or refusals on the basis of who made/wishes to make the booking and/or the substance of the event or what will be discussed***” please see our response below.

Horowhenua District Council (the Council) typically does not cancel or reject a booking unless the facility is already booked or unsuitable for the event. In such cases, we strive to accommodate the client at a different date, time, or venue. If the facility is not suitable, we would recommend alternative venues.

We are not typically informed of the content discussed by our clients in meetings at our venues. Bookings are not denied based on the identity of the requester or the content of the event.

There are specific clauses regarding event cancellations in our terms and conditions, but as far as we know, we have never had to enforce them.

In the past 2 years, our Aquatic facilities have never turned down a booking request based on the requester's identity. Any rejections were due to double bookings or unavailability of time slots, and we always strive to offer alternative options to the requester.

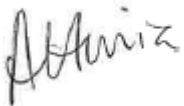
In the past 2 years, Parks and Property has declined 7 bookings. In most cases, the requested spaces were either unavailable, already booked, or unsuitable for the proposed activity. Additionally, some bookings were cancelled by the booker due to weather or other reasons.

You are entitled to seek an investigation and review by the Office of the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Horowhenua District Council publishes responses to Local Government Official Information and Meetings Act 1987 (LGOIMA) requests that we consider to be of wider public interest, or which relate to a subject that has been widely requested. To protect your privacy, we will not generally publish personal information about you, or information that identifies you. We will publish the LGOIMA response along with a summary of the request on our website. Requests and responses may be paraphrased.

If you would like to discuss this decision or any of the information provided as part of this request, please contact Brent Harvey (Group Manager Community Experience and Services) on brenth@horowhenua.govt.nz, or LGOIMAOfficer@horowhenua.govt.nz.

Ngā mihi



Ashley Huria
Executive Sponsor