



## Nau mai, haere mai

Welcome to New Zealand’s premium cultural wellness spa in Rotorua.

Wai Ariki meaning ‘chiefly waters’ is proudly inspired, curated and owned by Ngāti Whakaue. It has been built on their legacy of cultural traditions, healing practices and manaakitanga (warm hospitality).

We invite you to experience Wai Ariki.



# ABOUT NGĀTI WHAKAUE – OUR PEOPLE

Ko Ngōngōtaha te maunga

Ko Te Rotorua-nui-a-Kahumatamomoe te moana

Ko Te Papaïouru te marae matua

Ko Ngāti Whakaue te iwi

*Ngōngōtaha is our mountain*

*Rotorua is our lake*

*Te Papaïouru is our main gathering place*

*Ngāti Whakaue is our tribe*

Ngāti Whakaue is part of the Te Arawa confederation of iwi and hapū (tribes and sub-tribes) of New Zealand who trace their ancestry to the Arawa migration canoe (waka).

The tribe takes its name from Whakaue-kaipapa, son of Uenukukōpako and grandson of Tūhourangi who were all prominent chiefs, warriors and visionary leaders during their reign.

Ōhinemutu village (pictured below) is home to Ngāti Whakaue.

Located on the southern shores of Lake Rotorua, Ōhinemutu was the first settlement. Early visitors would stay and be hosted and entertained by Ngāti Whakaue before going on to visit the Pink and White terraces at Lake Tarawera.

## SIGNIFICANT FACTS

- Since the 1800s Ngāti Whakaue has been fundamental in helping Rotorua become the cultural heart of New Zealand - a great place to live, work and visit.
- Ngāti Whakaue gifted substantial lands to establish the town, hospital, schools and recreational areas like the Lakefront, Kuirau Park and Government Gardens.
- The Māori street names within the city centre acknowledge notable Ngāti Whakaue chiefs and leaders.
- Every year, Ngāti Whakaue donates millions of dollars to local schools and groups for educational purposes that add value and benefit for the community.
- The development of Wai Ariki Hot Springs and Spa is a testament to Ngāti Whakaue's living legacy of foresight, leadership and investment into Rotorua and New Zealand Tourism.





# WAI ARIKI HOT SPRINGS & SPA - OUR STORY



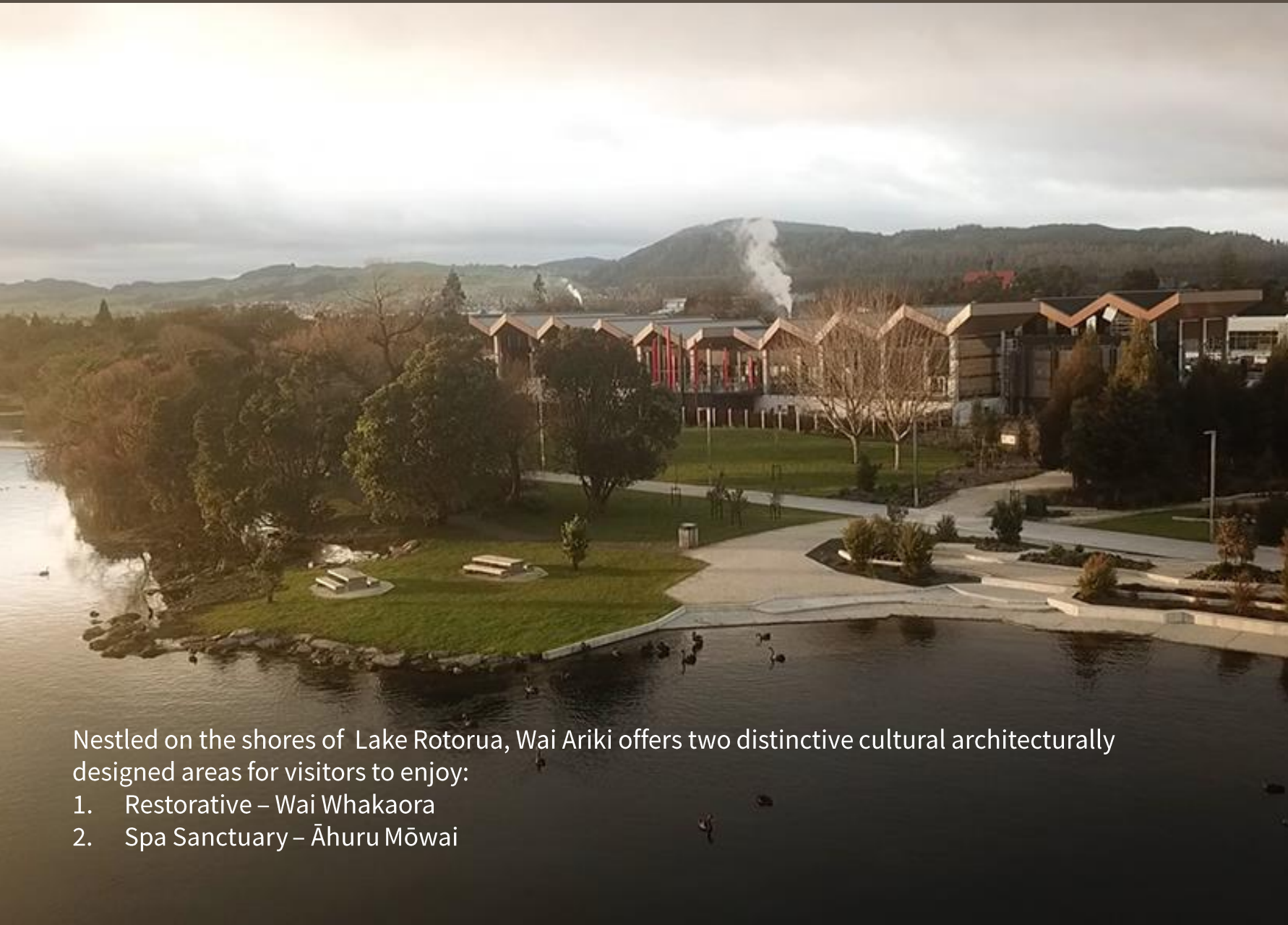
## TIMELINE

1. December 2017 - blessing of the land and turn of soil to mark the start of the Wai Ariki spa development.
2. January 2018 - site works began.
3. March 2018 - land and foundation preparation.
4. May 2018 - mauri (energy) stones specially sourced, blessed and sited in the building foundation representing 'Mai Maketū ki Tongariro'.
5. February 2021 - structural foundations began.
6. April 2022 - roof placement commenced.
7. 15 June 2023 - Wai Ariki Hot Springs and Spa official opening. A \$60m investment made by the local tribe of Ngāti Whakaue. 16 June 2023 Wai Ariki opens to the public.





# WAI ARIKI HOT SPRINGS & SPA – OUR VISION & PURPOSE



Nestled on the shores of Lake Rotorua, Wai Ariki offers two distinctive cultural architecturally designed areas for visitors to enjoy:

1. Restorative – Wai Whakaora
2. Spa Sanctuary – Āhuru Mōwai

## KEY DRIVERS

- To build the first luxury cultural wellness centre in New Zealand that enhances Rotorua's position as the Spa capital in the southern hemisphere.
- To showcase and celebrate Te Ao Māori through build, design and delivery to a world-class standard.
- To share Ngāti Whakaue centuries-old legacy of cultural traditions and healing practices for spiritual, mental, emotional, physical, social and community wellbeing.
- To bring to life the historic and cultural significance of the land.
- To create meaningful employment opportunities and career pathways for Ngāti Whakaue descendants.
- To develop a sustainable enterprise for the benefit of future generations.
- To be known globally as a world class destination for holistic wellness.



*A must do wellness experience that will relax and rejuvenate the mind, body and soul.*

The journey begins at the mauri (life essence) rock with a Māori prayer, followed by a 5-step curated therapeutic process:

**1. Waterfall Showers**

Four sequential soft streams of water to cleanse, energise and open awareness.

**2. Fire & Ice Room**

Three saunas (Bio, Himalayan Salt and Hay), wading pool and frigidarium. Moving between extreme temperatures of hot and cold, wet and dry experiences invigorates the body and soul - improving respiratory, blood circulation, vigour and stamina.

**3. Bathing**

The healing properties of 5 pools -mineral alkaline, herbal, cold plunge and hydrotherapy (12°C to 41°C) is good for mental and physical wellbeing.

**4. Mud Lounge**

Self-apply naturally occurring mud mixed with indigenous plant and oil extracts to nourish the skin. Relax on reclined heated rock beds as the mud sets and works its magic.

**5. Steam Cave**

Feel the transformative effects of the steam (100% humidity) as you reflect on heated stone in a dark misty room.

The journey ends with a Māori prayer before final shower and change.





# RESTORATIVE JOURNEY, WAI WHAKAORA



## HIGHLIGHTS

- The positive effects this multisensory experience has on the skin, body, mind and spirit.
- Being within an award-winning cultural architecture building.
- Learning about health and wellbeing from a Māori perspective.
- Engagement with staff.
- Restricted numbers and adults only.
- Shelter from rain and sun.
- Stunning views of lake and island.

## WHAT IS INCLUDED

- Locker, towel and robe.

## WHAT TO BRING & DO PRIOR TO ARRIVAL

- Swimwear, flip flops or jandels.
- Refillable drink bottle.
- Hairbrush, hair straighteners, skincare and make-up bag.
- Remove make-up and leave jewelry and valuables at accommodation.
- Arrive 15-minutes prior to booking time.

## FACILITIES AVAILABLE

- Water stations.
- Wheelchair accessible shower/changing room. Wheelchair hoist into bathing pools.
- Open/private showers and changing rooms with hair dryers.

# RESTORATIVE JOURNEY RETAIL RATES

NZ\$ INCL 15% GST. ALL RATES ARE SUBJECT TO CHANGE



Experience Options:	Inclusions	Timeframes	Min/Max Pax	Until 30 Sep 24	1 Oct 24 - 31 Mar 25	1 Apr 25 - 31 Mar 26	1 Apr 26 – 31 Mar 27
1. Restorative Journey <b>2-HOURS</b>	<ul style="list-style-type: none"><li>2hr wellness journey</li><li>Locker, towel, robe</li></ul>	<ul style="list-style-type: none"><li>Every 30mins from 9am</li><li>Last entry 8pm</li></ul>	<ul style="list-style-type: none"><li>1 to 16 pax per time frame</li></ul>	\$155pp	\$175pp	\$175pp	\$195pp
2. Hosted Restorative Journey <b>2.5-HOURS</b>	<ul style="list-style-type: none"><li>Welcome at entrance</li><li>Guided commentary</li><li>2hr wellness journey</li><li>Locker, towel, robe</li></ul>	<ul style="list-style-type: none"><li>Confirmed at time of enquiry</li></ul>	<ul style="list-style-type: none"><li>1 to 8 pax per time frame</li></ul>	\$155pp plus flat host fee of \$250	\$175pp plus flat host fee of \$250	\$175pp plus flat host fee of \$250	\$195pp plus flat host fee of \$250
3. Exclusive Hosted Restorative Journey <b>UP TO 4-HOURS</b>	<ul style="list-style-type: none"><li>Private access and host/s</li><li>2hr wellness journey</li><li>Locker, towel and robe</li></ul>	<ul style="list-style-type: none"><li>Confirmed at time of enquiry</li></ul>	<ul style="list-style-type: none"><li>2 to 32 pax</li><li>Options available for larger groups</li></ul>	Upon application as this is tailored specifically to meet your requirements. <b>Optional extras</b> <ul style="list-style-type: none"><li>Graze platters, catered menus</li><li>Wine/beer/bubbles and non-alcoholic beverages</li><li>Entertainment (traditional and contemporary)</li></ul>			

## TERMS AND CONDITIONS

Our aim is to give guests an amazing Restorative experience:

- Pre-bookings essential to ensure availability of Restorative experiences.
- Physical or medical conditions (e.g., hearing, walking, sight, skin sensitivity, pregnancy, heart) must be provided at time of booking or no less than 5 days prior to arrival.
- Check in time 15-mins prior to confirmed booking time.
- If guests are running late or need to amend the date or time, please phone reception on 07 349 7111 or email [info@waiariki.co.nz](mailto:info@waiariki.co.nz). Once we receive your amendment request, we will do our best to accommodate.
- Pre-payment is required prior to visit, or on arrival.

*NB: In the case of unexpected events or for visitor safety reasons, Wai Ariki Hot Springs & Spa can not be held accountable for any product/service being unavailable.*

## CANCELLATION POLICY - LESS TRANSACTIONAL FEES

- Options 1 - 100% refund with 48+ hrs notice of booking time / No refund less 48 hrs notice.
- Option 2 - 100% refund 72+ hrs notice of booking time / No refund less 72 hrs notice.
- Option 3 - A non-refundable deposit is required when booking is confirmed. 100% refund less deposit with 10 days notice from booking date / 50% less deposit with 5 days / No refund less 5 days notice.
- No shows and Late check in – Failure to contact our team at least 30mins prior to the confirmed check in time will be cancelled with no refund given.
- Changes to dates and times with no additional cost is subject to availability.

## EXCLUSIVE HIRE OR TAILORED REQUESTS

For all special enquiries please email Renee Paul:  
**M:** +64 27 727 0027 **E:** [rpaul@wai-ariki.co.nz](mailto:rpaul@wai-ariki.co.nz)

## BOOKINGS CONTACT

To set up a trade account or reservations, contact Min Chun:  
**P:** +64-7-349-7116 **E:** [trade@waiariki.co.nz](mailto:trade@waiariki.co.nz)





*An exclusive area of grandeur, peace and tranquillity specialising in traditional Māori treatments.*

Be welcomed into a luxurious space deeply influenced by Ngāti Whakaue culture, values and traditions.

## 1. Pre-treatment bathing

Two mineral-rich alkaline pools drawn directly from the source and a geothermally heated sky/stargazing pool with views of Mt Ngongotaha, Lake Rotorua and Mokoia Island.

## 2. Pre or Post treatment relaxation

Well appointed indoor and outdoor areas to relax and reflect. Here you can enjoy Wai Ariki's exclusive herbal tea range whilst enjoying a stunning vista of Lake Rotorua.

## 3. Signature treatments – Facials, Body wraps and Massage (60 to 90mins)

The traditional Māori massage aims to restore and rebalance the body offering spiritual and physical wellbeing. The process, techniques used follow in the footsteps of our tupuna (ancestors) inspired by the healing elements and resources from nature.





# SPA SANCTUARY, ĀHURU MŌWAI



## KEY HIGHLIGHTS

- A Māori holistic wellbeing experience.
- Signature oil blends and rākau (plant remedies) included into treatments.
- Being within a lavishly appointed setting and a multi award-winning cultural architecture building.
- Bathing within mineral-rich healing waters.
- Stunning lake and landscape views.
- Adults only (16 years and above).

## WHAT IS INCLUDED

- Still and sparkling water and signature herbal tea range.
- Lockers, towels, robes, slippers, disposable underwear.

## WHAT TO BRING & DO PRIOR TO ARRIVAL

- Swimwear for bathing pre-treatment.
- Hairbrush, hair straighteners, skincare and make-up bag.
- Arrive 15-minutes prior to booking time.

## FACILITIES AVAILABLE

- Wheelchair accessible shower/changing room and wheelchair lift into bathing pools.
- Private showers and changing rooms with hairdryers.
- Grazing platters and alcoholic beverages.



# SPA SANCTUARY RETAIL RATES

NZ\$ INCL 15% GST. ALL RATES ARE SUBJECT TO CHANGE

Experience Options:	Inclusion	Timeframes	Min/Max Pax	Until 30 Sep 24	1 Oct 24 - 31 Mar 25	1 Apr 25 - 31 Mar 26	1 Apr 26 – 31 Mar 27
1. Sanctuary Bathing + Signature Massage <b>3-HOURS</b>	<ul style="list-style-type: none"><li>60min bathing /relaxation lounge with herbal tea</li><li>90min traditional Māori massage</li><li>Spa essential items</li></ul>	<ul style="list-style-type: none"><li>From 9am to 6pm</li><li>Last treatment at 5pm. Arrive for pre-bathing at 4pm</li></ul>	<ul style="list-style-type: none"><li>1 to 6 pax</li></ul>	\$315pp	\$335pp	\$355pp	\$385pp
2. Sanctuary Bathing + Muscle Focus Massage <b>2.5 HOURS</b>	<ul style="list-style-type: none"><li>60min bathing/relaxation lounge with herbal tea</li><li>60min massage</li><li>Spa essential items</li></ul>	<ul style="list-style-type: none"><li>From 9am to 6pm</li><li>Last massage at 5pm. Arrive for pre-bathing at 4pm</li></ul>	<ul style="list-style-type: none"><li>1 to 8 pax</li></ul>	\$260pp	\$275pp	\$290pp	\$320pp
3. Restorative Journey + 60min traditional massage <b>4 HOURS</b>	<ul style="list-style-type: none"><li>2hr wellness journey</li><li>60min massage (traditional Maori)</li><li>Spa essential items</li></ul>	<ul style="list-style-type: none"><li>From 9am to 6pm</li><li>Last massage at 5pm</li></ul>	<ul style="list-style-type: none"><li>1 to 6 pax</li></ul>	\$400pp	\$450pp	\$485pp	\$535pp

## TERMS AND CONDITIONS

Our aim is to give guests an amazing Sanctuary experience at Wai Ariki.

- Pre-bookings essential to ensure availability of Sanctuary experiences.
- Physical or medical conditions (e.g., hearing, walking, sight, skin sensitivity, pregnancy, heart) must be provided at time of booking or no less than 5 days prior to arrival.
- Check in time - 15-mins prior to confirmed booking time.
- If guests are running late or need to amend the date or time, please phone reception on 07 349 7111 or email [info@waiariki.co.nz](mailto:info@waiariki.co.nz). Once we receive your amendment request, we will do our best to accommodate.
- Pre-payment is required prior to visit, or on arrival.

*NB: In the case of unexpected events or for visitor safety reasons, Wai Ariki Spa can not be held accountable for any product/services being unavailable.*

## CANCELLATION POLICY - LESS TRANSACTIONAL FEES

- Option 1,2,3 - 100% refund with 72+ hrs notice of booking time / No refund less 72 hrs notice.
- No shows and late check in - Failure to contact our team 30mins prior to the confirmed check in time will be cancelled with no refund given.
- Changes to dates and times with no additional cost is subject to availability.

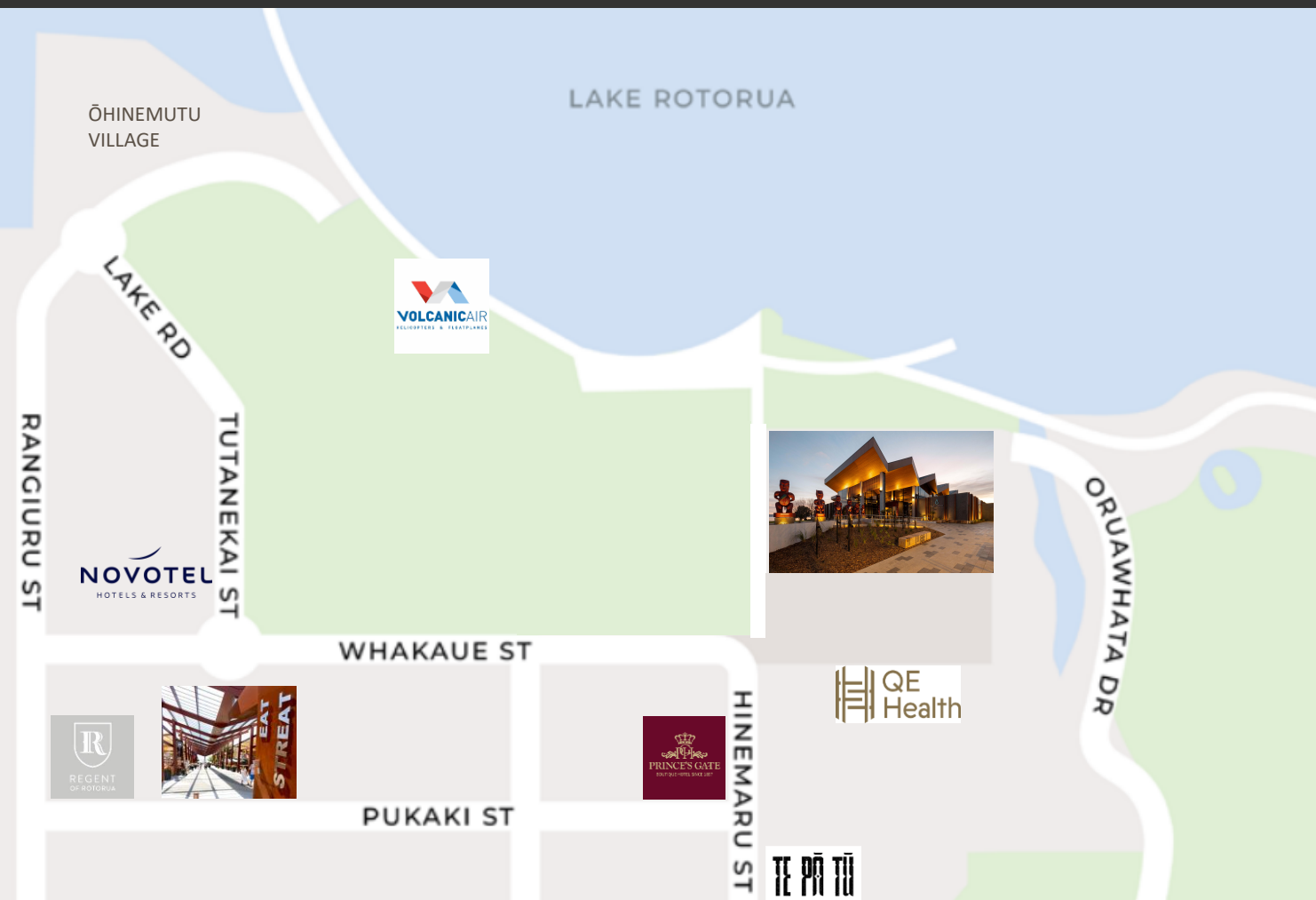
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Wai Ariki is the perfect haven for travellers to recharge and rejuvenate whilst on holiday, especially arriving or departing for a long flight.

For travellers visiting NZ for sports, hiking, arts, health and wellness, spiritual, architecture and design, culture/indigenous purposes, Wai Ariki is a 'must do'.

- Ample free parking with allocated coach and campervan parks.
- Close walking distance from inner-city hotels including Princes Gate, Lakeside Novotel, Pullman, Millennium, Regent of Rotorua and The Quest.
- Less than a 5-min walk from Volcanic Air, Government Gardens and Eat Street (restaurants, cafes and bars).
- Less than a 10-min walk from the Rotorua i-SITE, Ōhinemutu village, Te Pā Tū (office) and Polynesian Spa.
- Less than a 15-min drive to and from the Rotorua Airport.



+64 7 349 7111



INFO@WAIARIKI.CO.NZ



WAI-ARIKI.CO.NZ



WAIARIKISPA



WAI\_ARIKI\_SPA



OPEN DAILY (EXCEPT CHRISTMAS) 9AM – 10.30PM



1047 WHAKAUE STREET, ROTORUA, NZ