

TRADE MANUAL
VALID UNTIL 31 MAR 2028



Nau mai, haere mai

Welcome to New Zealand's premium luxury
Māori cultural wellness destination in
Rotorua.

Wai Ariki meaning 'chiefly waters' is
proudly inspired, curated and owned by
Ngāti Whakaue. It has been built on our
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 Papaouru te marae matua
Ko Ngāti Whakaue te iwi

Ngōngōtaha is our mountain
Rotorua is our lake
Te Papaouru 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 overnight be hosted and entertained by Ngāti Whakaue before going on to visit the Pink and White terraces on Lake Rotomahana.

SIGNIFICANT FACTS

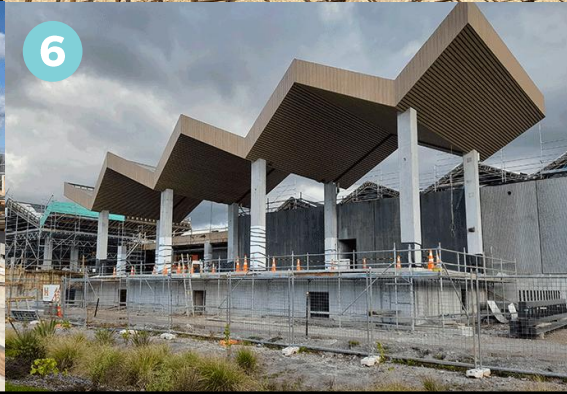
- Since the 1800s Ngāti Whakaue has been fundamental in helping Rotorua become the cultural heart of New Zealand - a great place to live, work and visit.
- Ngāti Whakaue gifted substantial lands to establish the town, hospital, schools and recreational areas like the Lakefront, Kuirau Park and Government 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

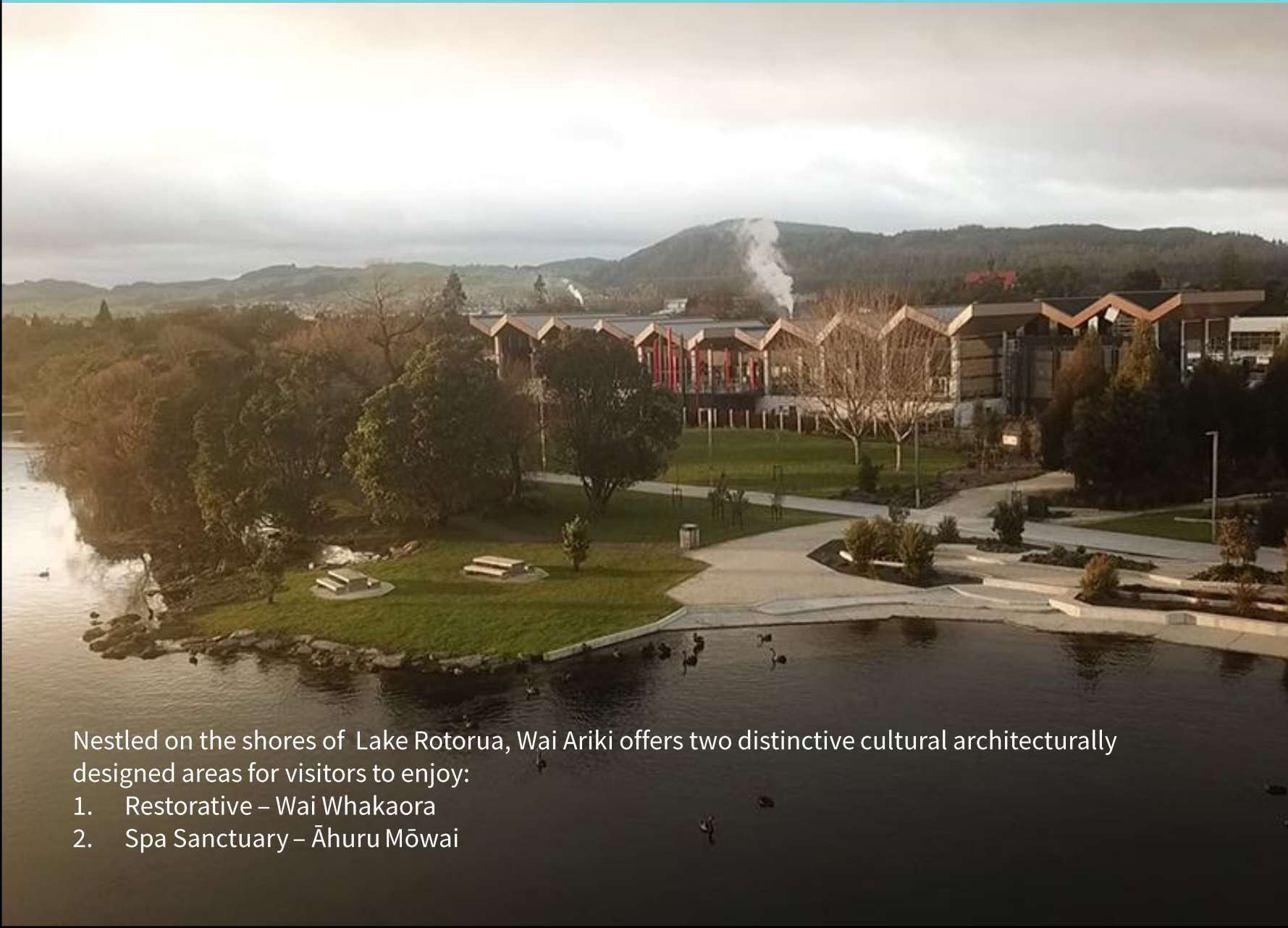


TIMELINE

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 Pukeroa Oruawhata of Ngāti Whakaue. Wai Ariki opens to the public on 16 June 2023 .



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 Māori 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 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 history and cultural significance of the land.
- To create meaningful employment opportunities and career pathways for Ngāti Whakaue descendants.
- To develop a sustainable enterprise for future generations to benefit from.
- To be known globally as a world class destination for holistic wellness

Unique in the world - this 7-step multisensory is a must-do cultural wellness experience. Purposefully designed and crafted to relax rejuvenate mind, body and soul.



1 Traditional Wellness Blessing
The journey begins at the mauri (life essence) rock with a Māori blessing.

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

3 Fire & Ice Cave
Saunas-wadepool-frigidarium
Moving between extreme temperatures of hot and cold, wet and dry experiences improves respiratory, blood circulation and stamina.

4 5 Healing Waters
The healing properties of 100% pure mineral alkaline, herbal, cold plunge and hydrotherapy (12°C to 41°C) enhances mental, physical and spiritual wellbeing.



5 Geothermal Mud Lounge
Self-apply on heated rock beds sweet-scented volcanic mud to nourish the skin.

6 Steam Cave
Embrace the transformative effects of 100% humidity in a dark misty room.

7 Closing Māori blessing
The journey ends with a Māori blessing before final shower and change.

Journey Times:	Every 30mins from 9am. Last session 8pm in winter, 8.30pm in summer
Duration:	2-hours (standard option)
Inclusions:	Locker, robe, towel
Additional Options:	Hosted, Private & Exclusive Journey options with F&B also available for FIT and groups



HIGHLIGHTS

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

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. Notice required at time of booking.
- Open/private showers and changing rooms with hair dryers.



Blessing Stone

This one hour bathing experience begins at the mauri (life essence) rock with a Māori blessing to clear the mind...setting the scene for a peaceful escape to restore, reconnect and unwind.

Restorative Waters

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



Geothermal Bathing Times:

9.15am, 10.45am, 12.15pm, 1.45pm, 3.15pm, 4.45pm, 6.15pm, 7.45pm, 9.15pm

8.45am, 8.45pm and 9.45pm on request only.

Duration:

1-hour (standard option)

Inclusions:

Locker, robe, towel

Additional Options:

Hosted, Private & Exclusive Bathing options with F&B also available for FIT and groups upon request

HIGHLIGHTS

- 100% pure mineral healing waters.
- Learning about traditional Māori well-being rituals and practices.
- Limited numbers and adults only.
- Shelter from rain and sun with stunning day views of lake and island and star and moon views at night.

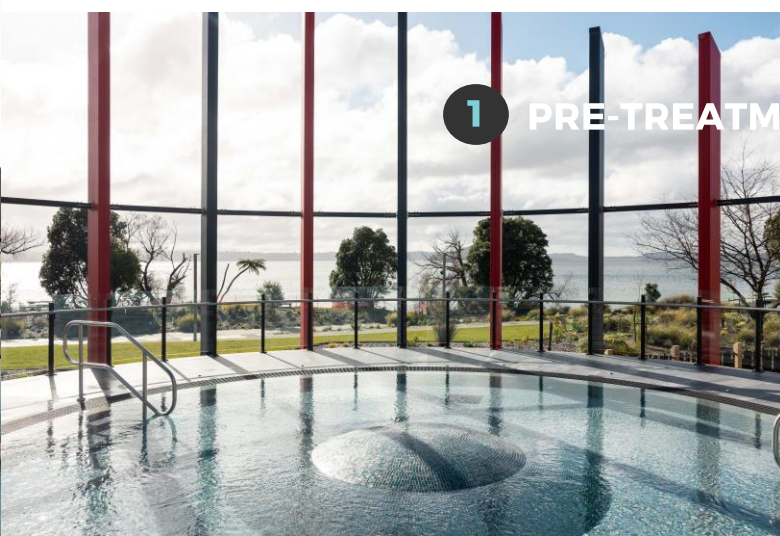
WHAT TO BRING & DO PRIOR TO ARRIVAL

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

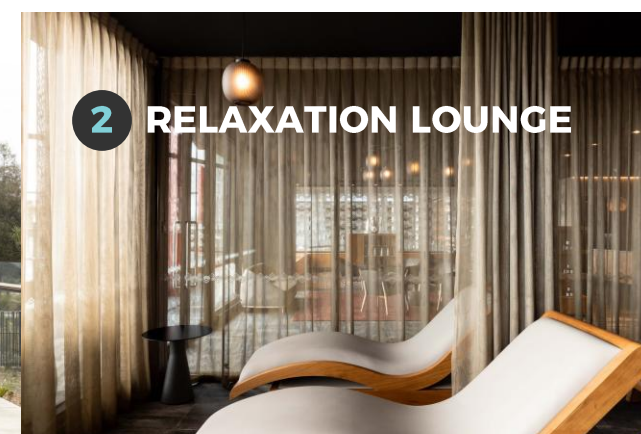
RESTORATIVE RETAIL RATES

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

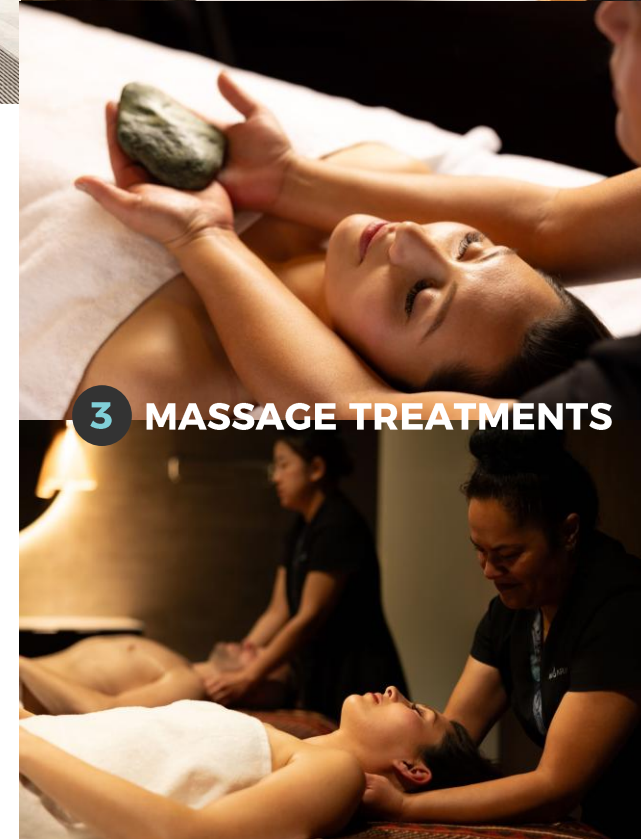
Restorative Options:	Inclusions	Timeframes	Min/Max Pax	From 1 Apr 26	1 Oct 26 -30 Sep 27	1 Oct 27 - 31 Mar 28
Restorative Journey 2 HOURS	2hr wellness journey (self guided) - Locker, towel, robe	- Every 30mins from 9am - Last entry 8pm (winter) / 8.30pm (summer)	1 to 16 pax per session	Retail - \$175pp	Retail - \$175pp	Retail - \$175pp
Restorative Bathing 1 HOUR	- Mauri (Energy) stone blessing - Waterfall showers 5 healing waters (mineral alkaline, herbal, hydrotherapy and cold plunge), Locker, robe, towel	9.15am, 10.45am, 12.15pm, 1.45pm, 3.15pm, 4.45pm, 6.15pm, 7.45pm, 9.15pm 8.45am, 8.45pm, 9.45pm on request	1 to 16 pax	Retail - \$99pp	Retail - \$99pp	Retail - \$99pp
Private Geothermal Pools 45 MINS	- Mauri stone blessing - Private room with roof cover and lake views. 100% pure mineral alkaline waters, robe, towel	From 9am. Last time at 9.15pm in winter, 9.45pm in summer	2 to 4 pax	Retail - \$120 for two	Retail - \$130 for two	Retail - \$130 for two
Ngāwha Deluxe Private Geothermal Bath Treatment 75 MINS	- Hosted commentary with blessing - Private room with shower, robe, towel. Bath filled with 100% pure mineral alkaline water. Tray of skin and body exfoliation treats - Signature herbal tea	10.45am, 12.45pm, 2.45pm, 4.45pm 6.45pm (on request)	1 or 2 pax only	Retail - \$140pp	Retail - \$145pp	Retail - \$145pp
Trade Only Options:						
Hosted Restorative Journey 2 HOURS 30 MINS	Welcome at entrance with guided commentary for each step of the Journey. Locker, towel, robe	Confirmed at time of enquiry	1 to 8 pax per Host	Nett – 1pax \$490 / 2 pax \$315pp / 3 pax \$257pp / 4 pax \$228pp 5 pax \$210pp / 6 pax \$198pp / 7 pax \$190pp / 8 pax \$184pp		
Private Hosted Journey 2 HOURS	Private session with Host – no other guests at the time booked	Confirmed at time of enquiry	1 to 16 pax	Nett - \$2590 (total)	Nett - \$2640 (total)	Nett - \$2640 (total)
Exclusive Journey 3 HOURS	Exclusive session with Host - no guests in any of the Journey areas	Confirmed at time of enquiry	1 to 32 pax	Nett - \$7220 (total)	Nett - \$7220 (total)	Nett - \$7220 (total)
Hosted Restorative Bathing - 90 MINS	- Welcome at entrance with cultural commentary and storytelling 60mins bathing	- Confirmed at time of enquiry - Hosted Bathing for less than 10pax is on request	10 to 25 pax	Nett - \$99.50pp	Nett - \$99.50pp	Nett - \$99.50pp



1 PRE-TREATMENT BATHING



2 RELAXATION LOUNGE



3 MASSAGE TREATMENTS

An exclusive area of grandeur, peace and tranquillity influenced by traditional Māori healing practices.

Embraced by warmth, cared for in wellbeing. Be welcomed into a luxurious space deeply influenced by Ngāti Whakaue culture, values and traditions. Is a place where time slows and healing begins

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 scenic views.

3. Signature treatments – Facials, Massages and Day Package

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.

Treatments Available For Trade:

- Wai Ariki Signature Massage
- Wai Ariki Signature Facial
- 90min Wellness
- 60min Muscle Focus or Wellness

Duration:

From 9am, 2hours to 6hours

Inclusions:

Locker, robe, towel, spa sleepers and signature herbal tea

Additional Options:

Exclusive hireage
Food and beverage



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 100% pure mineral-alkaline waters.
- Stunning lake and landscape views.
- Adults only (16 years and above).

WHAT'S INCLUDED

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

WHAT TO BRING & DO PRIOR TO ARRIVAL

- Swimwear for pre-treatment bathing.
- Toiletries, make-up bag.
- Remove make-up and leave jewelry and valuables at accommodation or locker.
- Arrive at recommended time prior to your treatment.

FACILITIES AVAILABLE

- Wheelchair accessible shower/changing room and wheelchair lift into bathing pools. Notice required at time of booking.
- Private showers and changing rooms with hair dryer.
- Grazing platters and alcoholic beverages.

SPA SANCTUARY RETAIL RATES

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

Massage Options:	Inclusion	Min/Max Pax	Current	1 Oct 26 – 30 Sep 27	1 Oct 27 – 31 Mar 28
Signature Massage - Traditional Māori Inspired 2 HOURS 30 MINS	60min pre-treatment bathing 90min massage with spiritual ritual - Relaxation lounge with herbal tea - Spa essential items	1 to 6 pax	Retail - \$355pp	Retail - \$365pp	Retail - \$365pp
Extended Wellness Massage 2 HOURS 30 MINS	60min pre-treatment bathing - Guided aroma selection followed by a 90min massage light to medium pressure - Relaxation lounge with herbal tea - Spa essential items	1 to 6 pax	Retail - \$355pp	Retail - \$355pp	Retail - \$355pp
Muscle Focus or Wellness Massage 2 HOURS	60min pre-treatment bathing - Relaxation lounge with herbal tea 60min massage - Spa essential items	1 to 6 pax	Retail - \$290pp	Retail - \$290pp	Retail - \$290pp
Facial Option:					
Signature Facial - Fire & Ice 90 MINS	90min facial - Relaxation lounge with herbal tea	1 to 6 pax	Retail - \$265pp	Retail - \$265pp	Retail - \$275pp
Trade Only Options:					
Restorative Journey + 60min signature massage 3.5 HOURS	2hr wellness journey 60min signature massage with spa essential items	1 to 4 pax	Retail - \$485pp	Retail - \$495pp	Retail - \$495pp
Tiaki Taonga – A Living Treasure 6 HOURS An immersive day package focused on holistic well-being from a Māori perspective – whānau (family), tinana (physical), hinengaro (mental) and wairua (spiritual) health. Sharing the healing waters and heritage of our ancestors with genuine care will have guests leaving uplifted, connected and renewed.	- Hosted experience from arrival to departure - Restorative Journey + choice of Traditional massage or Spiritual session with our Ngāti Whakaue Healer - Lite meal with choice of hot/cold beverage in private setting overlooking Lake Rotorua - Signature Fire & Ice facial - Tiaki closing blessing ritual and gifting ceremony. Includes wellness gift pack (Wai Ariki's exclusive range of mud mask, scrub, herbal tea, and carved pendant)	2 to 4pax • 10am to 4pm Additional availability confirmed at time of enquiry.	Nett-\$1695pp • Spa Sanctuary services are from 9am to 6.30pm • Last 90min treatment at 4.45pm (pre-bathing 3.35pm) • Last 60min treatment at 5.15pm (pre-bathing 4.15pm) • Treatments after 5pm can be requested/confirmed at time of enquiry.	Nett - \$1695pp Nett - \$1695pp	Nett - \$1695pp Nett - \$1695pp

KEY CONTACTS | T&C's | CANCELLATION POLICY

TRADE PARTNER CONTACT - EXCLUSIVE OR TAILORED REQUESTS

To set up a trade account or for any special enquiries including one-off incentive visits, exclusive hire or tailored services such as:

- Graze platters, lite meals or catered menus (from \$25pp)
- Wine/beer/bubbles and non-alcoholic beverages (from \$6pp)
- Cultural talks, healing workshops, storytelling etc (on request).

Renee Paul: **M:** +64 27 727 0027 **E:** rpaul@wai-ariki.co.nz

BOOKINGS & RESERVATIONS

All bookings and reservations to be emailed directly to:

E: trade@waiariki.co.nz **P:** +64 7 349 7111

Your key contact for payment, invoicing, agent portal or booking issues is Min Chun: **P:** +64 7 349 7116 **E:** mchun@waiariki.co.nz

TERMS AND CONDITIONS

- Pre-bookings essential to ensure availability.
- 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 is 15-mins prior to confirmed booking time unless specified earlier. Late arrivals, we will do our best to accommodate. However, no extention to the time will be provided.
- Written notification via email to trade@waiariki.co.nz is required no less than 15mins prior to the confirmed check-in time. Any changes to the date and time is subject to availability and may incur an additional fee.
- No shows after 15min check-in time will be cancelled with no refund.
- Please refer to cancellation policy and additional T&Cs.
- In the case of an unexpected event outside of our control or for visitor safety reasons, Wai Ariki Spa can not be held accountable for any product or services not being available.

CANCELLATION POLICY – LESS TRANSACTIONAL FEES

Spa Sanctuary Experiences

- | | |
|--|--|
| <ul style="list-style-type: none">• Wai Ariki Signature Massage (2 hours 30mins)• Extended Wellness Massage (2 hours 30 mins)• Muscle Focus or Wellness Massage (2 hours)• Wai Ariki Signature Facial (90 mins) | <ul style="list-style-type: none">• Full refund less transaction fee (if applicable) with 48+ hours notice from confirmed booking time• No refund less 48 hrs notice. Full charge will apply• Change of pax must also be recieved with 48+ hours notice to avoid being charged the higher pax. |
|--|--|

Restorative Experiences

- | | |
|---|--|
| <ul style="list-style-type: none">• Restorative Journey (2 hour)• Restorative Bathing (1 hour)• Private Geothermal Pools (45 minutes)• Ngāwha Deluxe For One or Two (75 minutes) | <ul style="list-style-type: none">• Full refund less transaction fee (if applicable) with 48+ hours notice from confirmed booking time• No refund less 48 hrs notice. Full charge will apply• Change of pax must also be recieved with 48+ hours notice to avoid being charged the higher pax. |
|---|--|

Trade Partner Only Experiences

- | | |
|--|---|
| <ul style="list-style-type: none">• Restorative Journey + 60min Signature Massage (3 hours 30 mins)• Hosted Restorative Bathing (90 mins)*• Hosted Restorative Journey (2 hours 30 mins)* | <ul style="list-style-type: none">• As above• For any group bookings A non-refundable 15% deposit may be required to secure your booking time on a public holiday, weekend or for group bookings larger than 8pax. |
| <ul style="list-style-type: none">• Private Hosted Restorative Journey (2 hours)• Exclusive Hosted Restorative Journey (3.5-hours)• Tiaki Taonga – A Living Treasure Cultural Wellness Day (6 hours) | <ul style="list-style-type: none">• A 15% non-refundable deposit is required when booking is confirmed.• 100% refund (less deposit) with 15 days notice from booking date.• 50% refund (less deposit) with 5 days notice.• No refund less 5 days notice. |

Additional T&Cs:

- Pre-payment is required prior to visit or on arrival (unless a contractual agreement is in place) before guests can enjoy their wellness experience.
- 6-months of regular trading is required before credit can be extended.
- Trade partners on credit. Payment is required no later than the 20th of the following month. A 10% interest fee will be applied for late payments over 60days (2 months). If more than 3mths late, a 25% fee will apply.



Wai Ariki is the perfect haven for travellers to recharge and rejuvenate whilst on holiday, especially arriving after a long flight or in preparation to fly back home.

For travellers visiting Aotearoa 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, Sudima 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), Rotorua Museum 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 – LATE



1047 WHAKAEUE STREET, ROTORUA, NZ