2027 RED STAG ROTORUA MARATHON

Rotorua Marathon Packages Terms & Conditions

These Terms & Conditions apply to all accommodation and activity packages purchased through RotoruaNZ – Rotorua Visitor Centre & isite in conjunction with the 2027 Red Stag Rotorua Marathon.

By confirming your booking and making payment, you agree to the following Terms & Conditions.

1. Bookings and Payment

At the time of booking, payment by credit card is required for the full amount of each booking, in New Zealand dollars.

A booking confirmation, including a reference number, will be sent to your nominated email address. Please retain this email with reference number should you need to contact us regarding your booking.

We will collect and use your personal information for the purposes fulfilling bookings and reservations, processing transactions, ticketing, and activities requested by you, including sharing necessary booking details with Rotorua Marathon and chosen local tourism and accommodation operators to confirm your reservations.

2. Changes to Packages

Any changes to your Marathon Package, including changes to accommodation dates, activities or other package inclusions, must be advised to RotoruaNZ – Rotorua Visitor Centre & isite at least 7 days prior to your accommodation check-in date.

Requests for changes made within 7 days of the accommodation check-in date may not be able to be accommodated and may incur cancellation fees or additional charges, depending on the individual supplier's terms and conditions.

All changes are subject to availability and supplier approval. Any additional costs resulting from changes will be payable by the customer.

3. Cancellations and Refunds

Cancellation policies vary between individual accommodation and activity suppliers and will be advised at the time of booking.

RotoruaNZ – Rotorua Visitor Centre & isite reserves the right, at its discretion, to apply a 10% cancellation administration fee where a customer cancels their package due to a change of mind or personal preference, rather than for a valid reason such as illness or other unforeseen circumstances.

Any applicable supplier cancellation fees will also apply and will be deducted from the refund amount where relevant.

Where a refund is approved, it will be processed to the same credit card used to confirm the booking.

Please note that cancellation and refund conditions for the Rotorua Marathon entry are separate and are governed by Athletics New Zealand's official 2027 Red Stag Rotorua Marathon Terms & Conditions.

4. Marathon Entry

Marathon entries included as part of a package are subject to the separate Terms & Conditions set by Athletics New Zealand.

These include specific conditions relating to:

- Entry eligibility and minimum age requirements.
- Withdrawal and refund timeframes.
- Transfers to another event distance or category.
- Transfers of entries to another participant.
- Event cancellation and force majeure.

Customers are responsible for familiarising themselves with the Athletics New Zealand Marathon Terms & Conditions before confirming their package.

Please note that cancellation or changes to accommodation and activity components of a package do not automatically cancel or amend the associated marathon entry.

5. Accommodation Check-in Requirements

Individual accommodation providers may require guests to present a valid credit card at check-in to cover incidental charges. Photo identification may also be required.

Please check the individual accommodation provider's requirements prior to arrival.

6. Supplier Terms & Conditions

All accommodation, activity and other package inclusions are subject to the individual supplier's terms and conditions.

RotoruaNZ – Rotorua Visitor Centre & isite acts as the booking agent for the accommodation and activity components of the package. Supplier-specific cancellation fees, booking conditions and availability restrictions will apply.

7. Health and Safety Responsibilities

RotoruaNZ – Rotorua Visitor Centre & isite acts as an information provider and booking agent for accommodation and tourism experiences included in the Marathon Packages.

Under the Health and Safety at Work Act 2015 (HSWA), individual accommodation and tourism service providers are responsible for managing their own health and safety obligations and ensuring, so far as is reasonably practicable, the health and safety of their workers and other people who may be affected by their services, including visitors and customers.

RotoruaNZ – Rotorua Visitor Centre & isite is responsible for meeting its own health and safety obligations in relation to its workers, visitors to its premises and people who may be affected by its work.

RotoruaNZ – Rotorua Visitor Centre & isite does not operate or manage the accommodation or tourism activities booked as part of these packages. Customers are responsible for familiarising themselves with and following the health and safety requirements, instructions and guidance provided by the individual service providers during their experience.