

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 401220 - [REDACTED] - info about proposed fees for Hamilton Gardens
Date: Tuesday, 4 June 2024 11:09:29 am
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

I am reading about a proposed fee charge to visit the inner gardens at the Hamilton Gardens and that this is proposed at \$20 each or \$40 per couple to have a walk through.. I have a few questions and hope you can answer these:

When will the fee apply from?

Who must pay the fee?

Do pensioners have a discount or free admission?

Why is the fee charged and it has not been up to now?

What will the money be used on?

How were the gardens funded up to know?

What is about the annual cost to operate the gardens?

Our response:

Thank you for your request.

1. When will the fee apply from?

- The Enclosed Gardens entry fee will apply from mid-September 2024, once the new Hamilton Gardens Visitor Centre is completed.

2. Who must pay the fee?

- Enclosed Gardens entry fees have now being confirmed as the following:

- Hamiltonians (residents and ratepayers): free
- Children aged 15 and under: free
- Adults (non-Hamiltonian residents and or ratepayers) aged 16 years and over: \$20.00 for a single visit, or \$50 for an Annual Pass.

The outer areas of Hamilton Gardens including the Rose and Camellia Gardens, Rhododendron Lawn, Turtle Lake and playground will remain free to everyone. The Hamilton Garden Café will also remain accessible to all visitors. An annual pass is valid for one year from the date of purchase.

3. Do pensioners have a discount or free admission?

- Cardholders (e.g. SuperGold, Community Services, Student ID) will receive a 10% discount.

4. Why is the fee charged and it has not been up to now?

- Hamilton City Council approved the \$20 entry fee for non-Hamiltonians to visit the Enclosed Gardens as part of its 2022-2023 Annual Plan deliberations. This decision aims to reduce the financial burden on Hamilton ratepayers and support the increasing costs of operating a world-class visitor destination.

Hamilton ratepayers and residents will continue to have free access since they are still paying for the gardens through their rates directly or indirectly (e.g. through rent). By introducing an entry fee, the gardens can secure a funding stream beyond rates and grants, allowing for continued growth and development.

5. What will the money be used on?

- Paid entry will create a more self-sufficient model for Hamilton Gardens, reducing the financial burden on Hamilton ratepayers. The funds will enable sustainable reinvestment in the Gardens' operation, development, and aim to improve services for visitors. All money from entry fees will be used for running the Hamilton Gardens.

6. How were the gardens funded up to know?

- Hamilton Gardens have primarily been funded through rates. Development of new enclosed gardens and attractions have received significant external funding.

7. What is about the annual cost to operate the gardens?

The total cost to Council for FY23-24 is budgeted at \$6.3m, which includes direct operating revenue, finance, depreciation, and corporate costs.

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

Ngaa mihi

Keeley Faulkner

Official Information Coordinator

Legal services

Governance & Assurance Team | Business Services

Email: officialinformation@hcc.govt.nz





[Like us on Facebook](#)



[Follow us on Twitter](#)

This email and any attachments are strictly confidential and may contain privileged information. If you are not the intended recipient, please delete the message and notify the sender. You should not read, copy, use, change, alter, disclose or deal in any manner whatsoever with this email or its attachments without written authorisation from the originating sender. Hamilton City Council does not accept any liability whatsoever in connection with this email and any attachments including in connection with computer viruses, data corruption, delay, interruption, unauthorised access or unauthorised amendment. Unless expressly stated to the contrary the content of this email, or any attachment, shall not be considered as creating any binding legal obligation upon Hamilton City Council. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of Hamilton City Council.

I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

-----Original Message-----

From: [REDACTED]

Sent: Wednesday, 15 May 2024 3:20:53 pm

To: info@hcc.govt.nz

Subject: Hamilton Gardens Entry Fee Query

Hi there someone who knows about this.

I am reading about a proposed fee charge to visit the inner gardens at the Hamilton Gardens and that this is proposed at \$20 each or \$40 per couple to have a walk through..

I have a few questions and hope you can answer these:

When will the fee apply from?

Who must pay the fee?

Do pensioners have a discount or free admission?

Why is the fee charged and it has not been up to now?

What will the money be used on?

How were the gardens funded up to know?

What is about the annual cost to operate the gardens?

I may have more questions depending on your answers.

Cheers and thanks.

[REDACTED]
[REDACTED]