

# Factsheet:

## Changes to entering the Enclosed Gardens

**Hamilton Gardens will introduce paid entry to its Enclosed Gardens from 18 September 2024.**

The Enclosed Gardens are 18 award-winning themed gardens. Visitor-favourites include the Indian Charbagh Garden, Surrealist Garden, Ancient Egyptian Garden, Chinese Scholars' Garden, and the Italian Renaissance Garden.

Council's website is the best place to find the most up-to-date information and FAQs - scan the QR code or visit [hamilton.govt.nz/mygardens](https://hamilton.govt.nz/mygardens)



### Hamiltonians

If you live or pay rates in Hamilton, you can continue to explore the Enclosed Gardens for free with a MyGardens Pass.

#### How to get a MyGardens Pass (from 18 September):

1. Turn up to the new Visitor Centre with your Hamilton proof of address and photo ID.
2. Sign up and receive your MyGardens Pass. This can be saved in a smartphone. Physical passes will be available on request.
3. Use your MyGardens Pass to come back and visit the gardens again and again.

Visitors under 16 years old can be loaded onto an adult's MyGardens Pass or get a free ticket on the day.

Proof of address is only needed to set up your MyGardens Pass and can include a bank letter, rates notice, power or internet bill.

### Visitors from outside Hamilton

If you live outside of Hamilton and do not pay rates to Hamilton City Council, an entry fee will apply to the Enclosed Gardens:

- \$20 single admission
- \$50 annual pass (special intro price of \$39 until 31 Dec 2024)
- free for under 16s
- 10% discount for cardholders (e.g. SuperGold, Community Services Card, student ID).

Outer areas of the Gardens (not part of the Enclosed Gardens) can be visited by anyone. Everyone, no matter where you live, can continue to explore the bush walks, spot fish in Turtle Lake by the waterfall, walk through the rhododendrons, enjoy a picnic amongst the roses, visit the cafe, and play on the playground.

### **How do I know if I can get a free MyGardens Pass?**

Everyone who lives in the Hamilton boundary can get a free MyGardens Pass. To find out if your home is in the Hamilton City Council boundary, search your address on our online property search. If your address shows up, you are in Hamilton, if your address does not show up then you are outside the boundary. [Click here to use the search.](#)

### **Can I give my MyGardens Pass to someone else?**

No. Every person 16 years old or over will need their own validated pass or to buy a single admission or annual pass.

### **How many times do I need to show my proof of address?**

Once you've signed up (showing your proof of address and photo ID), you can then use your MyGardens Pass to visit the Gardens again and again. You will be required to show your proof of address and photo ID again after two years.

### **What can I use for proof of address?**

You can use a household bill, rates invoice, or bank statement which shows your full name and address. It can be a physical copy or you can show a digital version on your phone.

### **What if I don't have a proof of address? E.g. living with family or a student.**

We recommend trying to get a letter from your bank, employer, or confirmation of admission to a school or tertiary institution in the city. If you are still having trouble, contact our friendly customer services team on 07 838 6699.

### **What if I pay rates in Hamilton but don't live there?**

If you own property in Hamilton, you pay rates to Hamilton City Council so can use that rates bill as your proof of address for a MyGardens Pass.

### **When was the decision made to have paid entry?**

Paid entry to the Enclosed Gardens was first included in Hamilton City Council's 2021-31 Long Term Plan. When developing their 2023/24 Annual Plan, the decision was made to increase the charge to \$20 per person, excluding Hamiltonians and under 16-year-olds.

### **What will the money be used for?**

Charging for entry will help make Hamilton Gardens more financially self-sufficient, reducing the financial burden on Hamilton ratepayers. All money from entry fees will be used for running the Hamilton Gardens and improving visitor services.

### **How much does the Gardens cost to run?**

The total budget to run Hamilton Gardens in the 2023/24 financial year was \$6.3 million.

### **How much revenue is expected from paid entry?**

Entry fees are expected to bring in \$10 million over 10 years.

### **Why is the cost \$20?**

It's considered a fair price for the Enclosed Gardens which consistently win international recognition for their uniqueness and quality. There are also almost 3000 five-star reviews on Tripadvisor from people who have visited and loved what they saw.

### **Why isn't there a cheaper price for people who live close to Hamilton but aren't technically in Hamilton? (E.g. Tamahere, Whatawhata)**

When deciding on the final price of entry, there were a lot of different options put forward including different prices based on locations. The decision was made to keep it simple, have one price for everyone with the option to buy an annual pass which costs less than three individual visits.

### **How much do other garden-based attractions around the world cost?**

While it's hard to compare, here are some of the other well-known garden-based attractions around the world and their single-visit adult entry fee (in NZD):

- Royal Botanic Gardens at Kew, England - \$48
- Butchart Gardens, Vancouver Island - \$47
- Hunter Valley Gardens, Australia - \$41
- Gardens by the Bay, Singapore - \$24-\$72
- Powerscourt Gardens, Ireland - \$21

### **When is the next new Enclosed Garden opening?**

Hamilton Gardens enthusiasts have the opportunity to support the completion of its Medieval Garden, the next new Enclosed Garden in development. A fundraising campaign to raise \$300,000 needed to complete the new themed space has been launched by Momentum Waikato, the region's community foundation. To find out more visit [momentumwaikato.nz/hamiltongardens](https://momentumwaikato.nz/hamiltongardens)