dewildcosplay@gmail.com

From: Rajesh Dahiya <[redacted]>
Sent: Thursday, 29 October 2026 5:13 pm
To: dewildcosplay@gmail.com
Cc: [redacted]
Subject: Costumiers New Zealand Charitable Trust Costumiers' Fantasy Masquerade Ball weekend

Flag Status: Flagged

Kia Ora Rozanne,

I hope you are doing well. Thank you for your time over the phone earlier.

I am writing to you personally regarding your upcoming *Costumiers' Fantasy Masquerade Ball weekend*, scheduled for 25 and 26 June 2027 at Arawa Park Hotel Rotorua.

As you are aware, Arawa Park Hotel has recently transitioned to new ownership, and the new owners have plans for an extensive refurbishment of the property over the coming months. These works will involve significant changes to our guest rooms, conference and event facilities, restaurant, lobby and other public areas.

Unfortunately, following a review of the refurbishment program and the availability of our facilities during this period, I regret to advise that we will not be able to provide the event spaces required to host your Masquerade Ball as originally planned. While we will have limited accommodation capacity available, we will only be able to offer approximately 45 rooms for your group, which is considerably less than the accommodation originally arranged.

I fully appreciate the time, effort and planning that goes into organising an event of this scale, and I sincerely apologies for the inconvenience and disruption this will cause you and your team. We understand how important this event is to Costumiers New Zealand Charitable Trust and your attendees, and we are genuinely sorry that the circumstances surrounding the refurbishment mean we cannot deliver the experience we originally committed to.

Given these limitations, I would strongly recommend that you begin exploring alternative venues that can accommodate your event requirements and the accommodation needs of your attendees.

However, we would still like to assist wherever possible. If helpful, we can discuss retaining a limited accommodation allocation of up to 45 rooms at Arawa Park Hotel for your guests, subject to confirming the dates and room requirements. We hope this may help ease some of the pressure while you make alternative arrangements for the event itself.

We would also like to confirm that we will provide a full refund of all deposits paid to date in relation to this booking.

I would welcome the opportunity to speak with you directly to discuss the available accommodation options, the refund process, and the next steps regarding your booking.

Once again, please accept my sincere apologies for the disruption to your plans. We greatly appreciate your decision to choose Arawa Park Hotel for this event, and we regret that we are unable to fulfil your original requirements due to the upcoming refurbishment.

Thank you for your understanding. Please let me know a convenient time for us to speak, and I will do my best to assist you through this transition.

Kind Regards

Rajesh Dahiya / General Manager

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