

[REDACTED]

[REDACTED]

[REDACTED]

From: Kate Camp

Sent: Thursday, 8 October 2020 2:32 PM

To: [REDACTED]

Subject: Te Papa visit

Kia ora [REDACTED]

Thanks for your feedback, and I'm so sorry to hear that your experience at Te Papa wasn't a good one.

It's really important for us to care for our visitors and ensure they have a great experience at Te Papa and we're sorry this wasn't the case for you.

From time to time there will be things in the art gallery that are challenging or things that visitors feel are not suitable for them or their family. We do want to make sure that we give visitors clear information at the right time so they can choose what they do and don't want to see.

We did have signage at the entrances to the exhibition *MAU: House of Night and Day*, letting our visitors know that it contains nudity and loud sounds. We tried to make it as prominent as we can, but it obviously didn't do its job in your case and we are sorry about that.

The exhibition has now closed, but we will take on board your feedback when we plan our signage for any future exhibitions where we think our visitors would appreciate advance notice of the content.

You are obviously someone who really enjoys connecting with the art and heritage of Aotearoa and sharing that with your whanau. I hope that you will come back to Te Papa in future with your kids, and have more positive experiences.

Nga mihi,

Kate

Kate Camp

Head of Marketing and Communications | Kaiwhakahaere Whakapa

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From: [REDACTED] via Te Papa [<mailto:webmaster@tepapa.govt.nz>]
Sent: Sunday, 4 October 2020 8:00 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Other

From: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reason for enquiry: Other

Enquiry:

Earlier today I brought my young kids to Te Papa. They are aged 6 & 8. I wanted to show them the NZ treasure that are the Goldie paintings on level 5. I myself was very much looking forward to seeing them again. On our way in we were forced to walk past a disgusting video displayed on the walls of a fully grown stark naked man with a huge penis writhing around on the floor slapping himself. Why would you show something this explicit at the national museum during the school holidays when you know kids will be visiting, or if the level 5 art gallery isn't suitable for young kids why were there no warnings about this!!! What my 6 & 8 year olds saw today was completely unsuitable for their ages, I witnessed other little children and adults with prams on level 5. Whose decision was it to blow up a penis tossing around the floor all over the huge walls on the way into the gallery that houses NZ's most important artwork by Goldie. I am hugely offended and I intend to speak to the media about this. My kids are traumatized!!!

Attachments:

Submitted from general enquiry form on Sunday, 4 October, 2020 - 19:59.