

# NZ'S #1 ORIGINAL ZIPLINE TOUR



QUEENSTOWN, NZ



## FREQUENTLY ASKED QUESTIONS

### Where is Ziptrek Ecotours located?

We are situated 450m above Queenstown on Bobs Peak, providing some stunning vistas. Our Guest Services Treehouse is located 100 meters to the left of the Skyline Gondola upper terminal, just past the helipad. You can reach us via the Gondola (allow 40-60 minutes from Queenstown), or walking up the Tiki Trail (allow 60-90 minutes).

### How long is the tour?

Our three tours vary in length. The Kereru runs for 1 hour, the Moa is between 1.5-2 hours and the Kea is 2.5-3 hours in length. Check in time is 15 minutes before the tour is scheduled to start at the Ziptrek Treehouse. Please allow 40-60 minutes to travel by gondola from the base to the Ziptrek Treehouse.

### Is the Skyline Gondola pass included in the Ziptrek tour price?

The Skyline Gondola pass is not included and can be purchased directly from the Skyline terminal building on the day of your tour, or online through the Skyline website which will cut queuing time on the day.

### Do I need to make a booking?

Reservations are essential. We book a maximum of 10 people on our Moa and Kea tours and a maximum of 8 people on our Kereru tours – therefore they can sell out quickly. In order to guarantee a place on tour, at a time that will work best for you, please contact our Guest Services team.

### What are the age and weight restrictions?

- The minimum age to participate in a Ziptrek tour is 6 years of age.
- There is a minimum weight limit of 30kg (65lbs) for Kea tours and a minimum weight of 20kg (44lbs) for Kereru.
- Guests under 30kg (65lbs) may zip tandem with a guide on the Moa tour only.
- The maximum weight of a guest is 125kg (275lbs) for all tours.
- Youths (6-14 years) must be accompanied on tour by a parent or guardian.

### Is this tour suitable for children?

We see ourselves as extremely family-friendly and welcome anyone 6 years and over on all our tours. Youths (6-14yrs) must be accompanied on tour by a parent or guardian.



eco-exhilaration™

### Where does my tour start and finish?

The Moa and Kereru tours start and finish at the top of the Skyline Gondola hill. The Kea tour starts at the top of the Gondola and finishes at the base of the hill.

### Are tours cancelled if it is raining or snowing?

Ziptrek tours run in all weather conditions. Keep in mind you are entering a mixed alpine forest and whilst it does rain or snow, you are provided with some level of shelter through the tree canopy. We also have a limited supply of wet weather jackets, hats and gloves, if required.

### What type of harness do you wear?

Ziptrek has custom designed and manufactured harnesses, similar to the ones used for rock climbing. Our harnesses are a five-point full body design and are lightweight, giving all our guests the security and comfort they need. They are designed to keep you upright but provide the freedom to move around when on the flying fox/zipline.

### Can I go on Ziptrek Ecotours if I am pregnant?

Pregnant guests may not participate in Ziptrek tours for their own safety and the safety of their unborn child.

### How do you stop?

Ziptrek Ecotours has an internationally patented braking system that is manually controlled by your guides. We can safely stop riders no matter what the wind conditions, bringing them to a smooth and controlled stop before each treetop platform. The Kereru device slowly lowers you to the ground via a controlled descent after a 3 meter free fall.

### Can I take my Camera or a GoPro?

Yes, our helmets have a mount so you can take your own GoPros. If you have a camera or small video recording device you can also bring it with you. We recommend they have a wrist or neck strap so that you can attach it to yourself when zipping. We also have GoPros available for hire.

### Can I bring a bag or backpack?

You will not be able to bring a backpack or any other baggage on tour with you. You will be wearing a full body harness and backpacks will interfere with this harness. We recommend you leave your personal belongings at your hotel. Capacity for "small item" storage is available at the Treehouse for the Moa and Kereru tour guests. Alternatively you can store your bags at our booking office at 45 Camp Street, Queenstown.

### Can I watch the tour?

Guests will have the ability to accompany friends and family to the Guest Services Treehouse and watch them zip the first line. After this, there are several opportunities to see guests zipping through the forest and dropping from the Kereru platform from the Tiki Trail.

### What should I bring?

As it is a few degrees cooler in the forest than in Queenstown, we recommend that you dress with warm layers and for changeable conditions on the day. During the winter months, gloves, hats and warm coats are essential. Closed-toe footwear is compulsory on all tours. If you have a camera or small video recording device you may bring it with you.

### Do you provide transfers from the accommodation?

As our tour area is situated on Bobs Peak, right in the centre of Queenstown, we do not provide transfers. It is all within easy walking distance from the majority of accommodation providers in town.

BOOKINGS ARE ESSENTIAL

By phone: **0800 ZIPTREK (0800 947 873)**

By email: **NZRESERVATIONS@ZIPTREK.COM**

On website: **ZIPTREK.CO.NZ**

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