



The Queenstown Cycle Trail



One of the Most Beautiful Places on Earth Awaits

5 Days, 4 Nights

Moderate Grade



tour highlights

- Stunning views
- Historic towns
- Lakeside biking
- Alpine vistas
- Rich in history
- Varied and exciting riding
- Great company
- Experienced attentive guide

tour cost:

2023 / 2024

NZD\$2395

options

Manual Bike Hire:

NZD\$225

Electric Bike Hire:

NZD\$525

Single Supplement:

NZD\$545

tours run

November - April

Starting in Queenstown

Custom Groups: Options are available for this tour



Tuatara Tours NZ Ltd, PO Box 13544, Christchurch 8141, New Zealand
Phone: New Zealand: 0800 377 378, Australia: 1 800 044 633, World: +64 3 962 3280
Email: info@tuataratours.co.nz, Web: www.tuataratours.co.nz





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the tour

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Your tour starts at Kelvin Heights and spends 2 days on the **Queenstown Cycle Trail** under the soaring heights of the Remarkables mountain range and framed by the meandering coves of Lake Wakatipu. Queenstown is a right show-off and you will experience it all.

The surrounding Central Otago region is known for its Pinot Noir and Chardonnay vineyards, and we cycle the Roxburgh Cycle Trail and the Clutha Gold Trail, The Dunstan Cycle Trail followed by a day in the spectacular and tranquil Wanaka region riding the cycle trails alongside the mighty Clutha River and Lakes Wanaka and Hawea.

Your fully guided tour starts and ends in the South Island's largest tourist mecca: Queenstown, with all accommodation, meals, and support vehicles provided.

at a glance

Day 1	Queenstown and Lake Hayes	38km
Day 2	Arrowtown, Clyde, Alexandra	38km
Day 3	Roxburgh Gorge and Clutha Gold Trail	47km
Day 4	Dunstan Trail and Wanaka	54.3km
Day 5	Hawea River Trail	27km

trip grading

To determine the grade of a particular adventure we consider a number of factors. These include the condition of the terrain, the altitude, the number of pass crossings and the length of the trip. **The Queenstown Cycle Trail** is graded Moderate: An above average level of fitness, you should be comfortable biking 45km on formed tracks and roads with some average to steep inclines at times. There is some low level mountain biking on this trail.

about your guide

Our guides are very experienced, friendly walkers and bikers who love to share their knowledge of New Zealand's flora and fauna and local history.

They all hold current first aid certificates, passenger driving licences and are the very best people to ensure your experience will be one to remember.

official partner

Tuatara Tours is proud to be in an official partnership with The New Zealand Cycle Trail.



The objective of the partnership is to create a nationwide network of cycle trails that connect the Great Rides with the rest of New Zealand.



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itinerary

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Day 1 Queenstown to Arrowtown - 38km biking

You will be collected from your accommodation between 8:00 and 9:00am

We then travel to Kelvin Heights where your guide will fit you out with your bike. You will bike through the world famous Queenstown landscape sidling beneath the willow trees alongside the Frankton Arm on the Kelvin Peninsula of Lake Wakatipu taking in the views of the peaks - the Remarkable Ranges, Cecil & Walter Peaks as well as Ben Lomond - which are stunning and provide a wonderful backdrop to this ride.

You then ride to the Shotover River past the airport and on to Lake Hayes. (24km)

On arrival at Lake Hayes you will complete a circumnavigation of this idyllic lake (8km)

After the ride around Lake Hayes you then ride on to finish the day in Arrowtown. (6km)

From here to you drive to your overnight accommodation.

Day 2 Arrowtown, Clyde and Alexandra - 38km biking

Today we drive from our accommodation to Arrowtown where Day 2 begins. You cycle from Arrowtown along the Arrow River crossing over two very impressive suspension bridges and over the historic Kawarau Bridge to the AJ Hackett bungy centre (13km).

Take a break and watch tourists take their jumps, before we continue cycling into the Gibbston Valley, high above the mighty Kawarau River, to a boutique winery where we enjoy a picnic vineyard platter lunch (11km).

After lunch relax on the bus for the scenic drive following the Kawarau River to Clyde.

The afternoon cycle is a 14km ride beneath the willow trees, from Clyde to Alexandra, following the Clutha River.





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itinerary continued

Custom Groups: Options are available for this tour.

Day 3 Roxburgh Gorge Trail and Clutha Gold Trail - 47km biking

This morning we travel a short distance to Alexandra where the Roxburgh Gorge Cycle Trail begins. The trail through the Roxburgh Gorge is just stunning and will take your breath away. A 10km cycle is followed by a scenic jet boat transfer from Doctors Point to Shingle Creek, followed by another 10km cycle to the Roxburgh Dam.

At the Roxburgh Dam we start the Clutha Gold cycle trail to Millers Flat (27km).

This section features orchards as well as gold mining relics which makes for a very pleasant scenic ride.

At Millers Flat we finish for the day, and then travel to our overnight accommodation at Roxburgh.

Day 4 Lake Dunstan Cycle Trail - 54.3km biking

After breakfast we head away on the bus to start today's journey which will take us back to Clyde where we head off on the Lake Dunstan Cycle Trail.

Lake Dunstan Cycle Trail – You will be amazed at the skills of trail builders with sections built out around sheer rock faces.

You will cycle at the base of the stonework faces of the Cairnmuir slide, a unique feature high on the slopes above the lake. It was designed to protect the river from a major land slide, which could overwhelm the Clutha Dam, a short distance downstream. Also look out for the drainage tunnels dotted along the length of the gorge. There are 13 tunnels (total 18.5km of tunnels) drilled into the hillsides of the gorge in the mid 1990's. These tunnels are also used to mitigate against landslips into the Clutha River.

A dominant feature at the Clyde end of the trail is New Zealand's third largest hydro-dam, the Clyde Dam. This was one of the "Think Big" projects driven by the Muldoon led Government to diversify the economy and drive growth. Started construction 1977. The first power was generated in 1992

As the trail continues past Cornish Point it passes by vineyards and olive groves – with views back across to Cromwell and the Heritage Precinct. Along the way there are sections where the land has been reshaped in the search for gold and then again when the lake was formed.

Following the Kawarau arm of Lake Dunstan to the Bannockburn bridge, you will have amazing vistas across the lake to Bannockburn vineyards and the next section of trail which loops back round on the opposite side.

The Trail then wends its way alongside Lake Dunstan from Cromwell via Pisa Moorings to Smiths Way the final stop of your Lake Dunstan Cycle Trail journey.

For the balance of the afternoon relax at your Lakeside accommodation.



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itinerary continued

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Day 5 Lake Hawea, Hawea River Trail, Newcastle and Upper Clutha Trails - 27km biking

Today we head away on the bus and drive to our starting point on the shores of Lake Hawea.

Our ride takes us along the shores of this remote and spectacular lake.

The first part of our ride finishes in the small lakeside settlement of Lake Hawea.

Here we join the picturesque Hawea River cycle trail. The track is well maintained with a few uneven patches as it travels through kanuka groves, woodland and along river terraces where it joins the Newcastle and Upper Clutha tracks to Albertown. From here we ride along the Outlet Track beside the Clutha River to Lake Wanaka.

An excellent relaxing ride alongside this crystal river to finish off our riding tour around this world renowned outdoor paradise.

From Wanaka we journey back to Queenstown and the finish of the tour.

You will arrive in Queenstown at approximately 4 to 4:30pm.



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The Queenstown Cycle Trail



what is included

Accommodation

Each night you will stay in comfortable hotel, motel, or bed and breakfast accommodation.

Rooms are double (one queen /king bed) or twin (2 separate beds)

If you have a preference for a twin room, please let us know when you make your booking.

All rooms have their own ensuite bathroom.

If you are a single traveller, you can nominate to share a room with another single of the same gender or pay an additional single supplement to secure a private room for the duration of the tour.

Food

You will enjoy great local cuisine; breakfasts and hearty packed lunches during the day, with restaurant meals in the evenings. If you have any dietary issues or food allergies, we are happy to cater for these, please advise the office of details when you make your booking. Alcohol is not included in the tour cost, but is available for purchase most nights.

Luggage

Tuatara Tours transports all your luggage for the duration of the tour.

Tour Kit Bag - Exclusive to Tuatara Tours

To ensure you get the very best out of your journey with the least of fuss, we provide you with a bag of useful goodies. This will be given to you at the start of your tour.

An experienced and fully qualified guide

All transport - support vehicle for the duration of the tour

Access and Concession fees paid to the Department of Conservation

NZ Goods and Service Tax (GST)

Safety and Risk Management

To ensure maximum safety for all, our guides are certified first aiders and fully qualified drivers. Tuatara Tours operate under a Safety and Risk Management Plan which is regularly audited and approved by a qualified and independent auditor.

what is not included

- Bike Hire
- pre and post tour accommodation
- alcoholic drinks
- personal expenses
- gratuities, tipping is not expected in NZ but gratefully received. It is at your discretion whether or not to reward for excellent service





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pre tour checklist

Please ensure you have the following items for your cycle tour.

- ☐ Waterproof rain jacket with hood
- ☐ Comfortable walking/riding shoes, we suggest lightweight walking shoes suitable for cycling
- ☐ Woollen (merino) or polypro thermals (top and bottom)
- ☐ Polar fleece jacket or top or woollen jumper
- ☐ Gloves-fleece or woollen or cycle gloves if you have them
- ☐ Warm hat
- ☐ Pair of shorts or longs (preferably quick-dry fabric, no jeans) or cycle shorts if you have them.
- ☐ Personal first aid items and any essential medications

The following are highly recommended

- ☐ Swimsuit and small towel
- ☐ Sun hat , sun glasses, sun block
- ☐ Pair of light shoes or sandals for the evenings
- ☐ Casual attire for the evenings
- ☐ Personal toiletries
- ☐ Insect repellent
- ☐ Camera
- ☐ Drink bottle (we supply you with a double wall insulated stainless steel water bottle, but you may wish to bring another as well)
- ☐ Torch or head torch

tuatara conservation

Tuatara Tours are proud to be actively involved in Tuatara Conservation.

Tuatara Tours has formally adopted "BP" a male juvenile tuatara who resides at Orana Park in Christchurch and is part of the conservation programme to ensure the safe future of these amazing reptiles.



If you are bringing along your own bike, you must ensure your bike has been fully serviced and is in a roadworthy and safe condition to ride. Please ensure you bring spare tyres and tubes as we only carry a basic stock for the bikes we hire out.

Please call the office on 0800 377 378 if you are unsure about your bike(s).

All our hire bikes come with a helmet, hi-vis safety garment and a very comfortable memory foam seat, you are welcome to bring your own helmet or gel seat cover if you prefer.





The Queenstown Cycle Trail



FAQ's - frequently asked questions

How do we book a tour? The deposit is \$300 per person to confirm your place and can be paid with a credit card through our website at <https://www.tuataratours.co.nz/make-a-payment/> (we accept Visa or Mastercard with no card surcharges) or by internet banking or bank transfer (New Zealand bank account holders only) to Tuatara Tours NZ Ltd account: 01 0797 0308837 00. Please use your surname or tour booking number as a reference when making a payment so we can identify it as yours.

When is the balance due? Your final balance is due 90 days prior to departure. We will email you a reminder when this is due. You are welcome to pay in instalments as long as your tour is paid in full by the due date. Please email us each time you make a payment so we can confirm receipt.

What if I need to cancel? Please see our Terms and conditions for our cancellation policy: <https://www.tuataratours.co.nz/terms-conditions/>. We do recommend you purchase travel insurance to cover you in the case that something unexpected happens and you cannot proceed with your tour.

How big are the groups? Normally we take a maximum of 12 people on a tour but are happy to cater to larger groups on request if you are planning to get a group together.

Do I have to share a room? The tours are priced on a twin share basis (2 people to a room), please let us know at the time of booking if you prefer a queen room (one queen bed) or a twin room (2 separate beds). If you are a solo traveller we will room you with another single person of the same gender, or you may wish to pay an additional single supplement to reserve a private room to yourself.

Am I fit enough? As a general guideline we suggest the following activity level guide for our tours:

Walking Tours:

Easy/Mild: An average level of fitness, you should be comfortable walking 12km on well-formed tracks and roads with a small amount of incline.

Moderate: An above average level of fitness, you should be comfortable walking 20km, on formed tracks and roads with some average to steep inclines at times.

Challenging: An above average level of fitness, you should be comfortable walking 20+ km, on partially formed tracks and roads, some steep inclines, some easy river and creek crossings.

Cycle Tours:

Previous cycling experience is necessary to comfortably complete a multi-day cycle tour.

Easy/Mild: An average level of fitness, you should be comfortable biking 25km on well-formed tracks and roads with a small amount of incline.

Moderate: An above average level of fitness, you should be comfortable biking 45km on formed tracks and roads with some average to steep inclines at times.

Challenging: An above average level of fitness, you should be comfortable biking 50+km on partially formed tracks and roads, some off-road, some steep inclines, some easy river and creek crossings.

If you have any concerns about your fitness level, or ability to complete a tour, please call our office staff and we can discuss this further with you.

Can you pick me up for the tour? Yes, if your tour starts in Nelson, Christchurch, Queenstown or Rotorua pickups and drop offs are available at most central city hotels and motels. Pick-ups are not possible at Airbnb properties or in residential suburbs. Please check with our office before you book accommodation if you are not sure about the location of your stay. If your tour departs from Picton we ask you to make your own way to the meeting point on the wharf for the tour departure.





The Queenstown Cycle Trail



FAQ's - frequently asked questions - continued

What's the best time to do a tour? New Zealand is known to have four seasons in a day. Rain can be expected at any time throughout the year, and we depart rain, or fine so you should always be prepared for sudden changes in weather or temperature and always have the appropriate gear with you. Gear lists are in our trip notes for each tour.

Spring (September-November) and Autumn (March-May) are generally cooler months for experiencing the outdoors with temperatures averaging 15-25 degrees during the day.

Summer (December-February) is usually warmer with averages of 20-30 degrees and has longer sunshine hours due to daylight saving. We typically see more activity on the trails over February, March and April so September to December can be a quieter time to travel if you prefer trails less busy.

Do I have breakfast on the first day or is this included? Your tour starts after we pick you up on the first day so please come having had breakfast. After this all meals on tour are included for you as per the trip inclusions in your itinerary.

What sort of food do you provide? We provide continental breakfasts, either café or packed lunches, and an evening meal either in-house at your accommodation, or dining out at a local restaurant. We can cater for vegetarian, vegan, gluten free and dairy free diets, and most food allergies, however these need to be advised at the time of booking.

Do you provide alcohol? No but this can be purchased each evening with your meal, or you are welcome to bring a small amount for your own personal consumption. BYO is not available when dining at licensed premises.

Do I need to come ready to walk or cycle? Yes, please come dressed ready to walk or cycle with your overnight bag packed ready for the transport. During the day you will not have access to your overnight bag so please make sure to have all the items you require for use during the day, packed in a day pack for easy access. For some of the tours there is a ride of up to several hours in the bus to get to your start location, if you are not comfortable travelling in full walk or cycle gear, please have this readily available to change into before the walk /ride starts.

Can I fly in/fly out the same day? Ideally, we recommend you arrive the day prior to your tour and depart the morning after the tour finishes just in case there are any unexpected delays or cancellations to your flights.

Can I bring my own bike for the cycle tours? Yes, please make sure it has been serviced and is fit for purpose for the trail you are undertaking. If you are not sure, please check with our office staff on booking.

What comes with the hire bikes? Our hire E bikes, and standard bikes all come with a comfortable memory foam saddle and a rack bag for carrying your jacket, phone, and a drink bottle. Helmets and hi-vis garments are issued with each bike, and as helmets are required by law in New Zealand, we ask riders to wear these at all times while riding. The support vehicle is never far away if you need access to other items of your clothing or equipment.

How much luggage can I bring on tour? Space is limited so we would appreciate if you could please keep your luggage to one hand carry and one overnight bag or suitcase max 20kg. For the Abel Tasman we provide a bag for you to pack into (please see trip notes for the Abel Tasman tours) and for Queen Charlotte tours please limit luggage to 15kg as there are restrictions on the size and weight of bags that can be transported on the water taxis. On some of the hiking tours you may be required to carry your own pack, this is specified in the packing list for your tour.

Are all your tours guided?

Our walking tours, with the exception of the Queen Charlotte Boat stay tour, are all guided by a knowledgeable local guide, they provide information on the terrain you are passing through as well as logistical support.

On a cycle tour we provide a support vehicle and driver-guide throughout to help with any bike issues, first aid, trail instructions and to set up for meal breaks. On occasion they will bike a section of the trail with you to highlight places of interest or point out directions, but they do not guide the full trail. If anyone needs to take a break from the riding, you are welcome to make use of the vehicle at any stage.

If there is something we have not covered in these FAQ's please feel free to call **0800 377 378** or email our office team for further assistance.



The Queenstown Cycle Trail



Pre and Post Departure Accommodation Options - Queenstown

Each of the properties below can be booked directly with the host for the best rates.

On the morning of your tour, we will meet you at your accommodation. Please let us know where you have booked to stay and we will confirm the time for pickup with you. For some of the locations below, we will need you to walk a short distance to the nearest bus stop for pickup as parking is not available directly in front of the property.

Please note: Pickups are not available at Airbnb properties or in residential suburbs, if you are not sure about your pre/post tour location please call or email us to check.

PROPERTY TYPE	WEBSITE	LOCATION
4-5 STAR HOTELS		
Sofitel Queenstown	https://www.sofitel-queenstown.com/	8 Duke St Queenstown Town Centre
Hotel St Moritz	https://www.stmoritz.co.nz/	10/18 Brunswick Street 5 min walk to town
Novotel Queenstown Lakeside	https://www.all.accor.com/hotel/5308/index.en.shtml	Cnr Earl St and Marine Parade Queenstown Lakefront
Crown Plaza	https://www.queenstown.crowneplaza.com/	93 Beach Street Queenstown Town Centre
QT Queenstown	https://www.qthotels.com/queenstown/	30 Brunswick Street 5 min walk to town
ECONOMY HOTELS / 3 STAR+		
Rydges Lakeland Resort	https://www.rydges.com/accommodation/new-zealand/queenstown-resort/	38-54 Lake Esplanade 10 min walk to town
Copthorne Hotel and Apartments	https://www.millenniumhotels.com/en/queenstown/copthorne-hotel-apartments-queenstown-lakeview/?cid=nzmposwim	88 Frankton Road 10-15 minute walk to town
Copthorne Hotel and Resort Queenstown Lakefront	https://www.millenniumhotels.com/en/queenstown/copthorne-hotel-and-resort-lakefront-queenstown/	Cnr Frankton Road and Adelaide St 5 min walk to town
MOTEL	SELF CATERING	
Amity Serviced Apartments	https://www.amityqueenstownaccommodation.co.nz/	7 Melbourne St 5 min walk to town centre
Bella Vista Motel	https://www.bellavista.co.nz/our-motels/queenstown	36 Robins Road 10-15 min walk to town centre
Garden Court	https://www.marsdenhotels.co.nz/gardencourt/	41 Frankton Road 5 min walk to town centre
AIRPORT VICINITY	(Drive or ride local bus to town centre)	
Hilton Queenstown Resort and Spa	https://www.hilton.com/en/hotels/zqnhghi-hilton-queenstown-resort-and-spa/	79 Peninsula Rd, Kawerau Village 10km drive to town Centre
Wyndham Garden Queenstown	https://www.wyndhamhotels.com/wyndham-garden/	32 Red Oaks Drive, Remarkables Park-10km drive to town centre
Ramada Suites	https://www.ramadaremarkables.co.nz/	24 Hawthorne Drive, Remarkables Park-10km drive to town centre
ARROWTOWN		
Shades of Arrowtown Motel	https://www.shadesofarrowtown.co.nz/	9 Merioneth Street, Arrowtown 30 min bus ride to Queenstown
Arrowtown Holiday Park	https://www.arrowtownholidaypark.co.nz/	12 Centennial Ave, Arrowtown 30 min bus ride to Queenstown

The Queenstown Cycle Trail



Pre and Post Tour Accommodation Options in Queenstown



Accommodation Options

- A Sofitel
- B Hotel St Moritz
- C Novotel Queenstown Lakeside
- D Crown Plaza
- E QT Queenstown
- F Rydges Lakeland Resort
- G Copthorne Hotel and Apartments

- H Amity Serviced Apartments
- I Bella Vista Motel
- J Garden Court Suites and Apartments
- K Hilton Queenstown Resort and Spa
- L Wyndham Garden Queenstown
- M Ramada Suites
- N Copthorne Hotel and Resort





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Pre and Post Tour Accommodation Options in Arrowtown



O Shades of Arrowtown Motel

P Arrowtown Holiday Park



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making an enquiry

Go to www.tuataratours.co.nz, click the make an enquiry button and submit your enquiry using the form provided.

We enjoy talking to people about their travel interests. So feel free to contact us directly if you'd rather not fill out a form.

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custom tours

We Can Customise Existing Tours - You may want to spend an extra day or you may want to add an element to your tour!

We Can Design A New Tour Just For You.

We have years of experience in creating custom-made tours for groups, so if you are planning a tour for your friends, family, club, corporate workplace.... contact us now.



subscribe to our newsletter

Our newsletter will be emailed to you monthly on the first working day of every month.

- latest trips
- travel advice
- events & attractions
- and more!

Go to www.tuataratours.co.nz and go to the newsletter sign up in the footer of any page.





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Tuatara Tours Hire Bikes

Carbon Fibre E Bikes

F18 Cruise Elite Special

The F18 Cruise Elite Special is a very popular all-terrain model between comfort cruiser and trail bike. The F18's low step-through nearly all heights and abilities and will take you comfortably on. 10 speed gearing and 29 inch wheels. Low bar.

and is the perfect cross over makes it ideal for riders of on all the cycle trails we tour



M18 Sport Elite Special

In all respects exactly the same as the F18 Cruise Elite different handlebar profile. (more of a mountain bike style). wheels. High bar.

Special except for having a bar and 10 speed gearing and 29 inch



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Tuatara Tours Hire Bikes



WILDCAT TRAIL 5

Aluminum Women's Specific Frame, 27.5" Wheels, Low Standover. 11 speed gearing.
Mid to low bar



BOBCAT TRAIL 5



The Bobcat Trail is a capable mountain bike with modern trail geometry.
Aluminum Frame, 27.5' and 29" Wheels, low Standover. 11 speed gearing.





The Queenstown Cycle Trail



Tuatara Tours Hire Bikes

The Bobcat Trail 3 is a capable mountain bike with modern trail geometry. Aluminum Frame, 29" Wheels, low Standover. 11 speed gearing. Available in XL only



All of our bikes come with a safety garment, helmet and have a bell, bike stand, rear carrier with a trunk bag where you can carry your personal gear whilst on the trail. In the carrier bag you will find a tyre pump, a small toolkit, puncture repair kit and a bike lock. All of our bike seats are the very latest unisex design and made from memory foam which is more comfortable than a gel seat.



LARGE TRUNK BAG

This deluxe bag is a large trunk bag which includes an expanding top section, large roll-out side panniers. Large 18 litre capacity.



COMFORT SEAT

New unisex maximum comfort memory foam seat.



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TERMS & CONDITIONS

Tuatara Tours NZ Limited accepts bookings subject to the following conditions:

Contract

This contract is between Tuatara Tours and you the client being any person travelling or intending to travel on a tour supplied by Tuatara Tours as the operator. The contract, including all matters arising from it, is subject to New Zealand law and the exclusive jurisdiction of the New Zealand courts. Only Employees and Directors of Tuatara Tours have authority to vary or omit any of the terms.

Cancellation Policy due to travel restriction that is imposed by either the New Zealand government or any other government. Should your trip be impacted by a travel restriction that is imposed by either the New Zealand government or any other government, we will either work with you to transfer your trip to a future date at no additional cost, or provide you with a full refund.

Price

The price is quoted in New Zealand dollars and includes GST of 15%. The price is based on prices at time of publishing and Tuatara Tours hereby reserves to modify without notice those prices in any way considered necessary or desirable.

Organised tour accommodations are based on a twin/double share accommodation. Individual travellers will be placed in rooms together with other individual travellers of the same sex. A single supplement is available on request.

Confirmation of Booking

Bookings are confirmed upon receipt of the full tour price which is payable 90 days prior to the commencement of the tour. Tuatara Tours or their agents reserve their right to decline any booking at their discretion.

Cancellation

If a client wishes to cancel a Tour the following charges will be applied: (Unless stated otherwise)

1. 91+ days prior to departure – no fee
2. 90-60 days prior to departure – NZD\$300.00 per person applies
3. 59-30 days prior to departure – 30% of total package cost applies
4. 29-0 days prior to departure – 100% of total package cost applies
5. After tour commencement – no refund available.

These cancellation fees are not negotiable, therefore we strongly recommend that you purchase travel insurance.

Travel Insurance

Tuatara Tours recommends that the client take out tour cancellation insurance together with all other necessary travel insurances. Obtaining all necessary insurances is the responsibility of you the client and Tuatara Tours can not held liable for any failure on your part to get insurance.

Medical conditions

When you book you must notify us of any medical condition, medical history or medication that you are on.

Changes to Tours

Tuatara Tours will use its best endeavours to ensure that all tours are operated as advertised. It may be that reasonable changes in the itinerary may need to be made where is deemed necessary or advisable by Tuatara Tours. Changes will be advised to the client as soon as is reasonably possible. Where a tour service needs to be changed, a substitute or similar quality or standard will be provided.

Weather

Adverse weather conditions may mean that planned activities cannot proceed as intended. A decision to change an advertised tour based on the weather conditions will be made by a tour guide at the time and is made in the best interest of the group and their safety. Tuatara Tours and or their contracted suppliers can not be held responsible to any changes as a result of the weather.

General conditions

Tuatara Tours, its agents, contractors and guides do not accept responsibility or liability for loss, damage to, or theft of personal belongings (owners risk) or for any expenses, including medical and transport expenses arising from a personal accident, injury, illness, or hospitalisation. Tuatara Tours and their guides reserve the right to make any alterations to the itinerary in the interest of safety, or unforeseen circumstances due to causes such as weather, illness or misadventure. Every reasonable endeavour will be made to keep to published schedules but no guarantee is given. Tuatara Tours will not be held liable for costs incurred by change, delay or the missing of connecting services. Tuatara Tours reserves the right to exclude a person from a tour at any time, if in the opinion of the guide or operator, that person may be likely to risk the health, safety or comfort (including unsociable behaviour) of other clients, him or herself or the environment. In such circumstances, Tuatara Tours will not be obliged to offer any refund or transfer ticket. These terms and conditions apply to each participant including in a group booking. Where a booking is made on behalf of a group or two or more people then each participant in the group must be made aware of and accept these terms and conditions.



The Queenstown Cycle Trail



RISK DISCLOSURE STATEMENT

In any adventure activity, there is an element of risk involved. Risks in undertaking this activity include (but are not limited to): hypothermia, heat exhaustion, physical injury caused by environment i.e. rock falls, and physical injury caused by self, i.e. falling over.

Tongariro National Park is an active volcanic area, and eruptions from any of the volcanoes can happen at any time. Early warning systems and alarms are in place that indicate times of increased volcanic activity, however events can occur without any warning.

The staff and management of TuataraTours and any of its agency partners take all practicable steps to identify and minimise potential dangers. The Operator makes all arrangements for all tours on the condition that it shall not be liable for any sickness, injury, damage, loss, accident, delay or irregularity which may be occasioned, either directly or indirectly, by reason of any defect in any vehicle, vessel or aircraft, by weather, by any other cause, or through acts of default of a company or person engaged in conveying the passengers, or in carrying out arrangements for these activities.

We strongly recommend that you purchase travel insurance prior to your trip. By participating in this activity, you are expressly assuming those risks and responsibilities and are, to the maximum extent permitted by law releasing the Operator, its officers, employees, directors, agents and any other person associated with us, from any liability, claims, loss, damages or expenses (whatsoever and irrespective of whether direct, indirect or consequential) caused by any event including but not limited to: personal injury or death; property loss or damage; acts which may be construed as negligible or accidental; any other loss, damage, suffering, emotional or nervous disorder suffered by you or any other person in relation to this activity. You accept that you have been advised to obtain adequate travel insurance for all persons named on the booking.

In participating in the activity, the customer agrees to be bound by the following conditions:

- My successors, executors and administrators are bound by the Terms and Conditions;
- I agree not to commence any litigation proceedings in any country in relation to the risks and liabilities set out above and to indemnify the Operator against any claims;
- I confirm and warrant I am physically fit and suffer no medical conditions, which may affect my ability to participate in the activity;
- I confirm I am aware that professional medical assistance may be difficult and/or take some time to access due to the remote areas in which we are travelling;
- I consent to receive medical treatment in the case of injury, accident or illness during the activity and to indemnify the Operator against any claims, costs or expenses in respect of the treatment;
- I agree that any film, sound, video or other recordings taken of or during the activity will not be used in any production, or advertising without prior consent of the Operator, however the Operator may use such recordings itself at its complete discretion without any prior approval; and
- I agree to listen to my driver/guide/host, follow their instructions and make sure any children in my care do the same. Furthermore, the Operator will not be responsible for any personal injury and/or property damage caused by you and any costs for such injury/damage will be your responsibility. You shall indemnify the Operator in relation to such costs.



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NZ Walking Tours

The Akaroa Walk
The Queenstown Ben Lomond Walk
The Queen Charlotte Walk
The West Coast Trail
The Hump Ridge Track Walk
The Coromandel Explorer Walk
The Tongariro Crossing Walk
The Waikaremoana Discovery
Great Barrier Island Escape
The Abel Tasman Walk - 3 Days
The Abel Tasman Walk - 5 Days
The Abel Tasman Walk/Kayak - 3 Days
The Abel Tasman Walk/Kayak - 5 Days
Bucket List Walk

NZ Cycling Tours

Around The Mountains Cycle Trail
The Alps 2 Ocean Cycle Trail
The West Coast Wilderness Cycle Trail
The Queenstown Cycle Trail
The Otago Rail Trail
The Tasman Great Taste Trail and
Golden Bay Explorer

Overseas Tours

Bhutan Tours
Japan Walking Tours
Australia Walking Tours

All of these tours and more available at
www.tuataratours.co.nz

