



RIVER RATS PRODUCT MANUAL



MISSION STATEMENT

Our mission is to provide our clients with a thoroughly professional and friendly service while enhancing the wealth of experience of clients and staff alike. By taking the utmost pride in everything we do we will ensure that River Rats becomes acknowledged as the premier provider of quality recreational and tourism products which are in keeping with the continued well being of our natural environment.

RIVER RATS Raft & Kayak Adventures

Postal: PO Box 7028, Te Ngae, Rotorua 3042, New Zealand

Head Office: Hangar 14S, Rotorua Airport, 837 Te Ngae Road, Rotorua 3074

Freephone: 0800 333 900

Phone: +64 7 345 6543

Fax: +64 7 345 6321

Email: info@riverrats.co.nz

www.riverrats.co.nz





ABOUT US

Overview

River Rats are very proud to be celebrating over 30 years in business. We pride ourselves on a safety first culture and attention to detail. This is achieved through an absolute commitment to safety by every person who works for the company. The company are members of the New Zealand Tourism Industry Association and Justin served on the executive committee of the New Zealand Rafting Association for 5 years 3 of these as chairman.

Rafts & Equipment

All rafts are maintained in excellent condition and undergo an independent warrant of fitness inspection on an annual basis. All River Rats equipment is of the highest standard and meets or exceeds required safety standards.

Rotorua Sustainable Tourism Charter

River Rats are foundation members of the Rotorua Sustainable Tourism Charter. The charter is a step by step approach, working to achieve environmental, social, and financial sustainability in local businesses. Justin is currently deputy chair and treasurer of the Sustainable Charter Board.

Guiding

We ensure that all raft guides are trained to the highest standard. All River Rats rafting expeditions are led by an N.Z.Q.A (New Zealand Qualifications Authority) qualified Senior Guide. All River Rats guides hold a New Zealand Raft Guide Award. All Guides maintain current first aid and swift water rescue qualifications. In addition senior guides hold N.Z.Q.A qualifications in weather interpretation and risk management.

Qualmark

River Rats are proud to be a Qualmark approved operator. Qualmark is jointly owned by Tourism New Zealand and the AA. They provide an independent quality audit of the entire business. River Rats are proud to be the first Raft, Kayak or Sledge operation in New Zealand to achieve Qualmark Enviro Gold certification.

Guides / Drivers

All Guides and Drivers have a detailed knowledge of the areas and activities encountered during our tours. They are motivated, enthusiastic individuals who add a wealth of personal experiences to their detailed training, ensuring that our clients have a stimulating and enjoyable holiday.



CONTACT US HERE

Reservations

E-mail: info@riverrats.co.nz

Freephone: 0800 333 900

Directors & Operations

Justin Hutton: justin@riverrats.co.nz

Joann Hutton: jo@riverrats.co.nz

Steve McNab: steve@raftabout.co.nz

Kylee Stevens: kylee@raftabout.co.nz

Sales & Marketing

Justin Hutton: marketing@riverrats.co.nz

Accounts

Joann Hutton: jo@riverrats.co.nz



HISTORY

River Rats have been offering quality adventures for over 30 years and are one of NZ's premier adventure Brands.

Rafting was one of the first adventure activities available to the general public. As one of the longest standing adventure tourism operations in NZ, River Rats has become an iconic brand. Many people around the world have enduring memories of their first adrenalin adventure, rafting with us.

River Rats are members of the New Zealand Tourism Industry Association and Justin served 5 years on the executive committee of the New Zealand Rafting Association, 3 of these as chairman.

On 01 December 2010 River Rats Raft and Kayak merged with another well known Rotorua rafting company, Raftabout.

Raftabout is also known for offering unique experiences concentrating on safety, customer service, professionalism, product development and innovation. Raftabout was the first company to single guide the Kaituna River and also opened a new section of the Kaituna River known as the Awesome Gorge.

The merge of these two companies to form Rotorua Adventures means more capacity and the opportunity to take rafting, kayaking and sledging in Rotorua to a whole new level of professionalism and growth!

Offering something for everyone, from a gentle grade 2 scenic raft trip suitable for participants as young as 5, through to full on grade 5 action featuring the world's highest commercially rafted waterfall. Sledging on this river is also available. Kayaking is available as freedom hire or a guided tour. Paddle the local lakes to a secluded beach or enjoy a hot water swim only accessible by boat.

Whether you are wanting to experience a family adventure or a team building exercise (perfect for schools or conference groups) we have a range of rafting, kayaking and sledging options as well as the ability to work with other Rotorua activities in and around Rotorua to tailor-make an adventure that suits any requirements.



TESTIMONIALS

River Rats Raft & Kayak, Rotorua



"Awesome"

NEW

★★★★★ Reviewed yesterday via mobile

When in Rotorua, you must do this!!! Make sure you look this up! The 7m waterfall was crazy. Great times. Good safe guide & water was amazing.

Helpful?

Thank SKDrooster2013

Report

"Exhilarating experience"

NEW

★★★★★ Reviewed 4 days ago via mobile

We rafted the grade 5 Kaituna River. It was a very fun, exciting experience. Our guide Cody made us feel comfortable and prepared for the challenge of the 7m waterfall!!

Helpful?

Thank OKgirls

Report

"Fun day ! "

★★★★★ Reviewed 1 week ago via mobile

This was a great company with enthusiastic and nice fun guides. We had Dave and I believe Cory and they were awesome. Fun Rapids with a nice drop. This is something that is enjoyable for everyone and conveniently located close to town. I was nervous to do it but it was a lot of fun. Try it !

Helpful?

1 Thank Travelsscvcv

Report

"White water adrenelin rush."

★★★★★ Reviewed 1 week ago

The river rats are a very friendly team with excellent safety guidance to beginners and with excellent knowledge of the river never lost any of us. Thanks to Steve, Jasper and co.

Helpful?

1 Thank JIII M

Report



River Rats Raft & Kayak, Rotorua



"Excitement in spades for amateur rafters"

★★★★★ Reviewed 1 week ago

there were only 3 boats that day for the stretch of the river we were tackling. Our guides gave all of us a proper safety briefing for the different scenarios that we may encounter. We were issued fleece jackets, wetsuits and a helmet, these keep us safe and warm in the water (which were about 20 deg celsius). The highest...

[More ▾](#)

Helpful?

[Thank Christopher P](#)

[Report](#)

"White Water Rafting Fun"

★★★★★ Reviewed 1 week ago via mobile

Our family of four turned up unsure of what to expect and feeling a little nervous. .. Our guide Mike had a hilarious sense of humour and together with his skills instructed us safely down the river, leaving us wanting more... Will definitely try this activity again! Thanks Mike and the team for a great experience and memories!

Helpful?

[Thank Teena W](#)

[Report](#)

"Fantastic trip"

★★★★★ Reviewed 2 weeks ago

The most exhilarating thing we did in NZ. The group are health and safety conscious and the level 5 trip was thrilling. Would recommend to anyone. Do listen and take off glasses and ear rings.

Helpful?

[1](#) [Thank JanT1234](#)

[Report](#)

"Excellent adventure"

★★★★★ Reviewed 3 weeks ago

A well organised rafting adventure. We are a family of four with both kids in late teens. The staff were friendly and informative and the rafting was excellent. Although not as many rapids as previous experiences in Canada there were 2 waterfalls which were exciting and you get to hop out the raft and float through a set of rapids....

[More ▾](#)

Helpful?

[Thank Sean B](#)

[Report](#)

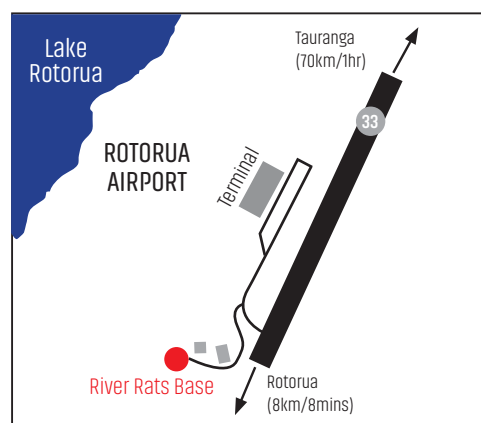


KAITUNA RIVER

Featuring the worlds highest commercially rafted waterfall the awesome 7m Tutea Falls. It is fast and furious but all the major rapids are followed by calm water making it very forgiving for a grade 5 trip. Adventurous beginners welcome - "Try it if you dare"!

FACT FILE

Location -	Hanger 14S, Rotorua Airport, 837 Te Ngae Road, Rotorua
Timings -	On water 45 minutes, allow 2 hours (excluding travel time)
Travel Time -	From Rotorua 10 mins, from Tauranga 55 mins
Trip Times -	Summer (Labour Weekend - Easter) 9.00am, 12.30pm and 3.30pm. Winter 10.00am and 2.00pm
We Provide -	Full training and all required specialist equipment
Customers Require -	Swimsuit and Towel
Minimum Age -	13 years (conditions apply)
Complimentary pick up from central Rotorua approximately 30 minutes before trip time.	



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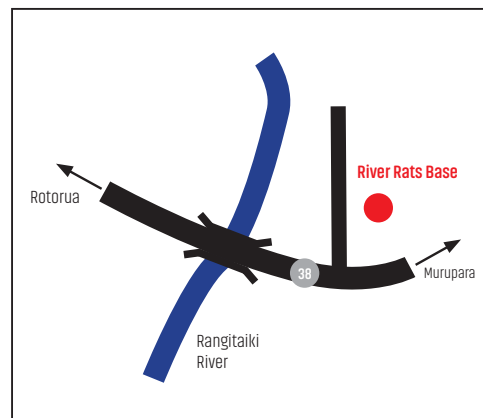
RANGITAIKI RIVER

14km of white water exhilaration and fantastic scenery! From the buzz of 'Geoff's Joy' - a torrent of white water, to stunning views of both native and plantation forest ... this trip has something for everyone.

The Rangitaiki is an ideal river to "get the hang of it" before hurtling yourself into the fast action of the Wairoa or Kaituna and is sheer solitude, fun and excitement without the steep drops experienced on the Grade 5 rivers.

FACT FILE

Location -	963 State Highway 38, Murupara
Timings -	On water 1 hour 45 minutes, allow 4 hours (excluding travel time)
Travel Time -	From Rotorua 45 minutes, from Taupo 1 hour
Trip Time -	11.30am
We Provide -	Lunch, full training, and all required specialist equipment
Customers Require -	Swimsuit and towel
Minimum Age -	10 years (conditions apply)
Complimentary pick up from central Rotorua approximately 1 hour before trip time.	



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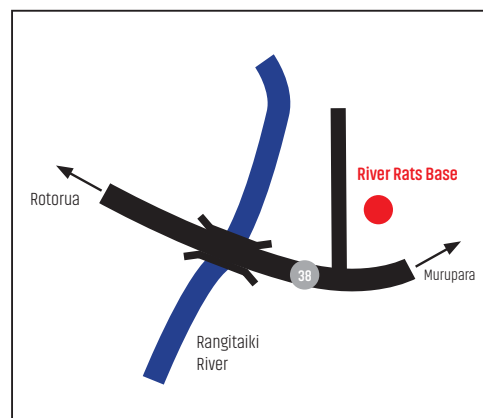


RANGITAIKI SCENIC

The trip starts at the base of the spectacular Aniwhenua falls. This river has spectacular scenery, including cascading waterfalls tumbling into the river, beautiful pine forest views and sheer rock gorges clad in native bush. The gentle rolling rapids never go above grade 2 making this a great trip for families and for those looking for a more laid back experience. Self guided trips (with safety backup) are also available and are a great team building experience.

FACT FILE

Location -	963 State Highway 38, Murupara
Timings -	On water 1 1/2 hours, allow 4 hours (excluding travel time)
Travel Time -	From Rotorua 45 minutes, from Taupo 1 hour
Trip Time -	11.30am
We Provide -	Lunch, full training, and all required specialist equipment
Customers Require -	Swimsuit and towel
Minimum Age -	5 years (conditions apply)
Complimentary pick up from central Rotorua approximately 1 hour before trip time.	



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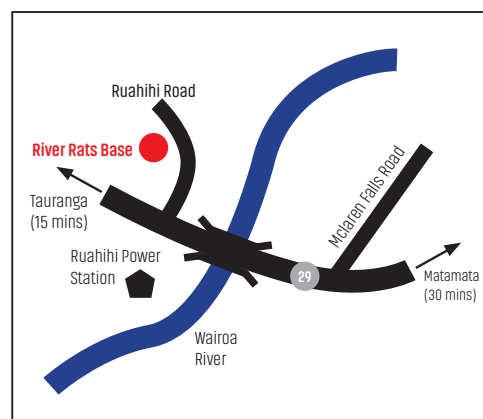


WAIROA RIVER

This is 'the one the locals love' and is recognised worldwide for its rafting value. The most technical of the trips we offer, the Wairoa courses through a stunning rock and tree lined gorge. The trip combines turbulent rapids with exciting drops to produce top white water action. This hydro-controlled river is only released 26 days per year so get in quick!

FACT FILE

Location -	81 Ruahihi Road, Lower Kaimai Ranges
Timings -	On water 1 ½ hours, allow 3 ½ hours (excluding travel time)
Travel Time -	From Tauranga 20 minutes, from Rotorua 1 hour, or Auckland 2 ¼ hours
Trip Times -	10.00am and 1.00pm
We Provide -	Lunch, full training, and all required specialist equipment
Customers Require -	Swimsuit and towel
Minimum Age -	13 years (conditions apply)



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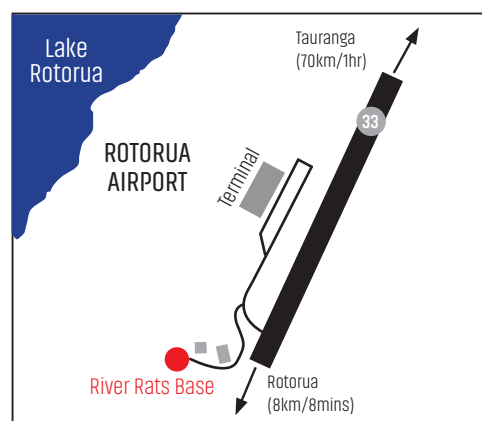


KAITUNA SLEDGING TRIP

Sledging is the most strenuous of all the trips we offer. You must be a strong swimmer and physically fit. Seeing the river from water level is extremely challenging and rewarding. For most enjoyment and safety a maximum of 10 guests per trip is advised.

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Timings -	On water 45 minutes, allow 2 hours (excluding travel time)
Travel Time -	From Rotorua 10 mins, from Tauranga 55 mins
Trip Times -	Summer (Labour Weekend - Easter) 9.00am, 12.30pm and 3.30pm. Winter 10.00am and 2.00pm
We Provide -	Full training and all required specialist equipment
Customers Require -	Swimsuit and Towel
Minimum Age -	13 years (conditions apply)
Complimentary pick up from central Rotorua approximately 30 minutes before trip time.	



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EVENING KAYAK TRIP

Join us for a guided Kayak trip to the spectacular Manupirua Springs Hot Pools. Paddle across scenic Lake Rotoiti to this amazing spot only accessible by boat. Situated right on the lake edge there are a range of hot pools of varying temperatures all fed from a natural hot spring. Have a leisurely soak while your guide cooks an appetising Kiwi BBQ dinner. After dinner enjoy a sunset paddle across the lake and a visit to the glow worm caves. Paddling time is usually around 1 hour each way.

FACT FILE

Location -	Hangar 14S, Rotorua Airport, 837 Te Ngae Road, Rotorua.
Timings -	On water 2 - 2½ hours, allow 6 - 6½ hours (excluding travel time).
Trip Times -	3.30pm daily. Available November - April.
We Provide -	Dinner, full training and all required specialist equipment, complimentary transfers from central Rotorua.
Customers Require -	Swimsuit and Towel.
Complimentary transfers are available from central Rotorua accommodation half an hour before the trip.	

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RETAIL PRICES

Rates are per person and valid from: October 1st 2014 to September 30th 2018 (\$NZ inclusive of GST).

RAFTING		
KAITUNA	\$ 105	
WAIROA	\$ 129 (NO TRANSPORT) \$ 139 (WITH TRANSPORT)*	
RANGITAIKI	\$ 139	
RANGITAIKI SCENIC	\$ 139	\$ 100 (CHILD 5-12 YRS)
SLEDGING		
KAITUNA	\$ 129	
KAYAKING		
GUIDED HOT POOLS	\$ 119	
EVENING KAYAK	\$ 149 (INCLUDES BBQ DINNER)	
OHAU CHANNEL FREEDOM TRIP	\$59	\$ 39 (CHILD 5-12 YRS)

*Transport subject to availability. Please confirm at the time of booking

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KAYAKING PACKAGES

Ohau Channel Freedom Trip

Explore the beautiful scenery and wildlife of the Ohau Channel at your leisure by kayak. We will provide you with equipment and transport you from our base to Lake Rotorua. Paddle along the lake and down the Ohau Channel to Lake Rotoiti and along the Okere Arm. We will pick you up at the other end and take you back to the base.

Location	Hangar 14S, Rotorua Airport, 837 Te Ngae Road, Rotorua
Trip Duration	2 hours
Travel Time	10mins from Rotorua or 55mins from Tauranga
Cost	\$59 adult, \$39 child (under 13)

Guided Hotpools Kayak Trip

Join us for a guided Kayak trip to the spectacular Manupirua Springs Hot Pools on Lake Rotoiti. Paddle down the Ohau Channel and across Lake Rotoiti to this amazing spot only accessible by boat. Situated right on the lake edge there are a range of hot pools of varying temperatures. Paddling time is around 1 hour each way with time to relax and enjoy the hot pools. Evening option available including Glow Worm caves.

Location	Hangar 14S, Rotorua Airport, 837 Te Ngae Road, Rotorua
Trip Duration	2 hrs on water allow 4 hrs
Travel Time	10 mins from Rotorua or 55 mins from Tauranga
Cost	\$119 per person



Bookings & Conditions

A credit card number is required at the time of booking to secure the reservation. Unless requested River Rats Raft and Kayak will not charge the card. Card details will be held to secure the booking and payments can be made on the day of the trip.

River Rats Raft and Kayak operates within strict safety guidelines however adventure activities by their very nature involve a degree of risk. By partaking in these activities guests agree to assume this risk and will be required to sign a waiver of liability.

It is essential that ALL customers contact us on the day before their trip to confirm that everything is fine with water levels, minimum numbers etc.

River Rats Raft and Kayak reserves the right to cancel or amend any trip due to safety issues, weather, river or road conditions, or insufficient numbers.

Final numbers of group bookings (10 or more people) must be confirmed 10 working days prior to the booking date. This is the minimum number of people that will be charged for.

Cancellation Policies

FIT Bookings

A minimum of 48 hours notice of any cancellation is required to avoid any cancellation fees being charged.

Cancellations with less than 48 hours but more than 24 hours notice will be charged a 50% cancellation charge.

Cancellations within 24 hours of departure or no shows will be charged 100% cancellation fee.

Group Bookings (10 or more people)

Ten (10) working days notice is required if the entire group is cancelling to avoid cancellation charges.

Refund Policy

Trips cancelled by River Rats Raft and Kayak for any reason (insufficient numbers, flooding, etc) will be refunded in full if an alternative trip / date is not suitable.



TEAM BUILDING

River Rats can customise team building programs both on and off the water to suit a company's individual goals. Examples of previous programs or references are available on request. River rafting itself requires most of the attributes contained in a traditional team building program. Adventure based learning activities can be combined with river rafting and other outdoor activities or they can be used as a stand alone program, for anything from an hour to lighten up a busy conference schedule to an ongoing program to address specific issues within an organisation. One of the key aspects of adventure based learning is for participants to learn while having fun. Our adventure techniques require high levels of involvement, while providing the opportunity for insight, change and improvement. They require participants to use such skills as communication, organisation, planning, and analysis. Participants need to negotiate, discuss & identify personal and team goals.

SHORT TERM

"Out of the box" thinking stimulated by Adventure techniques enhances staff enthusiasm, improves motivation and communication, and encourages creativity and trust. These skills impact positively on the way participants interact and communicate as a team in the workplace.

LONG TERM

Adventure based learning provides a vehicle to work towards establishing procedures and norms to increase productivity. The implementation of organisational development strategies can ensure goals and objectives are achieved and maintained.

PRICE: Team building programs are quoted on an individual basis.

WHEN: 7 Days, anytime by arrangement

WHERE: Either on or off the water or a combination of both



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