

canyoning

QUEENSTOWN

VIA FERRATA

QUEENSTOWN

CLIP / CLIMB / EXPLORE



ADVENTURE
GROUP

PRODUCT MANUAL

CONTENTS

PAGE

3. WHO ARE WE?

4. WHAT IS CANYONING?

6. WHY CANYONING QUEENSTOWN?

7. OUR CANYONING TRIPS

8. WHAT IS VIA FERRATA?

9. WHY VIA FERRATA QUEENSTOWN?

10. OUR VIA FERRATA TRIP

11. FAQ'S

WHO ARE WE?



Canyoning Queenstown and Via Ferrata are part of the Adventure Group of Tourism companies.

Our owners have a long history operating a wide range of adventure tourism businesses as well as providing expert safety advice to other tourism operators and government agencies. Our aim is to deliver outstanding adventure experiences.

Our Guides include New Zealanders and a United Nations of guiding professionals from around the world. They hold a variety of international qualifications and have vast guiding experience — as well as being great people who enjoy sharing our spectacular environments.

We are the longest established canyoning operator in the Queenstown region, operating since 1998. Our Via Ferrata is also the first of its kind in New Zealand and has been operating since 2003.

We are proud to contribute to local and community activities that promote conservation and environmental sustainability in the areas that we operate.



ADVENTURE GROUP

A person wearing a red helmet, a red backpack, and a blue shirt is rappelling down a waterfall. The waterfall is surrounded by lush green trees and mossy rocks. The person is positioned on the right side of the waterfall, with their body angled towards the left. The water is white and foamy as it falls. The background is a dense forest with green foliage.

WHAT IS CANYONING?

CANYONING IS A GREAT WAY TO GET INTO THE MORE INACCESSIBLE BUT BEAUTIFUL PLACES THAT FORM PART OF NEW ZEALAND'S STUNNING LANDSCAPE. IT IS NATURE'S WATERPARK!

At the most basic level, canyoning is the practise of descending rivers and streams, using any combination of **walking, climbing, abseiling (rappelling), ziplining, jumping and sliding**. Canyons are natural water parks, carved into stone and located in the wilderness. **Anyone who loves sliding, jumping, playing in water, exploring, abseiling and technical problem solving, will love canyoning.**

Descend the canyon, doing whatever is necessary to reach the bottom, whilst having a ball and marvelling at the rugged beauty of these inaccessible places.



*This wasn't just a high
adrenalin fun day, it was
a lifetime achievement.*
Thom, Norway

WHY? CANYONING QUEENSTOWN

Canyoning is a range of Queenstown adventure experiences all rolled into one!

Slide down waterfalls, leap into crystal clear pools, explore amongst boulders and rocks, abseil and zip line across canyons. It's a great option for clients trying to squeeze a lot of experiences into a short space of time!

- ◆ **Canyoning is an active, not passive adventure experience** — clients can choose the level of challenge they want. For example, some people opt for the 5m leap into a pool, while others might prefer guides to lower them down.
- ◆ **Canyoning suits anyone with a reasonable physical ability and fitness** — it suits all comers, from the reasonably timid, to the thrill seeker.
- ◆ **Experience New Zealand's natural environment from a unique and exclusive perspective** — we take you to places where no one else can operate, including the Mt Aspiring National Park, which is part of the Te Waipounamu UNESCO World Heritage area.
- ◆ **Exceptionally high level of guiding** — our guides are true adventure professionals with international qualifications, who we hand-pick from all over the world. While safety is our top priority, the guides love sharing the wider canyoning experience and entertaining clients at the same time.
- ◆ **One of the world's fastest growing adventure sports** — canyoning is taking off around the world. It is particularly popular in Europe and growing fast in Canada, the USA and Japan.
- ◆ **Intimate Experiences** — our group sizes are small to ensure a higher quality experience and provide an opportunity to explore and enjoy the stunning natural environment.
- ◆ **Options to suit all itineraries** — we have a range of products and multiple departures to suit all abilities and travel schedules. Remember canyoning is a wet weather option for your guests, as we happily operate in the rain.

QUEENSTOWN ADVENTURER



FEATURES

- A bit of everything Canyoning Queenstown has to offer, packed into an action filled **half day experience**
- Clients can choose the level of challenge they want
- No experience necessary, a great canyon for all ages and abilities
- We have a custom built base facility with changing rooms and showers, set amongst the beautiful native bush setting in Bobs Cove

ROUTEburn EXPLORER



- **A full day experience with lunch included**
- Hike part of the world famous Routeburn Track, one of New Zealand's seven great walks
- Canyon in a Unesco World Heritage Park Canyoning Queenstown has exclusive access to operate in this spectacular area
- You might even spot an Orc, as this is Lord of the Rings Country!
- No experience is necessary, but definitely for the more adventurous traveller



We have the exclusive privilege to canyon in this UNESCO World Heritage area.

DART CHALLENGER



- **A full day experience with lunch included**
- A full noise canyoning experience including technical instruction
- This canyon is only suitable for customers who have a knowledge of abseiling / rappelling or previous canyoning experience is required
- Smaller groups sizes
- Higher guiding intensity

PRICE	\$199
DURATION	Half day, 2 hours approx in the canyon
CHALLENGE	Moderate
WATER CONFIDENCE	Medium
DEPARTURE	Adventure Centre, 39 Camp Street , or pick ups can be arranged from certain accommodation centres
WHAT YOU NEED	Swimwear and towel
TIMETABLE	8.30am, 10.30am, 1pm and 3pm. Check in is 15 minutes prior to departure. We can also provide private trips on demand
TRIP INCLUDES	Transport to and from the Canyon. Wetsuits, booties helmet and all the technical gear. A safety instruction and full briefing
MINIMUM AGE	10 years

PRICE	\$299
DURATION	Full day, 3 hours approx in the canyon
CHALLENGE	Medium, good level of fitness required
WATER CONFIDENCE	Medium
DEPARTURE	Adventure Centre, 39 Camp Street , or pick ups can be arranged from certain accommodation centres
WHAT YOU NEED	Swimwear and towel
TIMETABLE	Daily 9:00am, check in is 15 minutes prior to departure
TRIP INCLUDES	Transport to and from the Canyon. Wetsuits, booties helmet and all the technical gear. A safety instruction and full briefing. A picnic lunch
MINIMUM AGE	15 years

PRICE	\$450
DURATION	Full day, 4 hours approx in the canyon
CHALLENGE	Canyoning or related similar experience required, excellent level of fitness required
WATER CONFIDENCE	High
DEPARTURE	Adventure Centre, 39 Camp Street , or pick ups can be arranged from certain accommodation centres
WHAT YOU NEED	Swimwear and towel
TIMETABLE	Daily 9:00am, check is 15 minutes prior to departure
TRIP INCLUDES	Transport to and from the Canyon . Wetsuits, booties helmet and all the technical gear. A safety instruction and full briefing. A picnic lunch
MINIMUM AGE	18 years



What is VIA FERRATA?



**STEP INTO
NATURE'S
ELEVATOR**

TAILORED TO YOUR ADVENTURE APPETITE

Not so much a 30
second rush, more like
hours of constant fun
and challenge
Andy, New Zealand

Via Ferrata means "iron road" in Italian. In essence, it is a series of iron steps, fixed into the rock face and supported by a safety cable, which allows you to scale rock faces with ease.

Popularity of Via Ferrata really grew from the mid 1840's when alpine tourism and exploration in the European Alps expanded. Peaks that were previously only accessible to the brave and skilful few, were soon opened up to everyday people seeking challenge and adventure.

In 2003 New Zealand's first Via Ferrata was built on a series of eight rock faces overlooking Queenstown. Each route is engineered to provide a range of difficulty and challenge for all abilities while ensuring maximum safety.

Our guides will kit clients out and instruct them on how to use the system. Within minutes, they will click into a gentle rhythmic movement as they start to move up the first rock face. Views of Queenstown, Lake Wakatipu and beyond are simply stunning and will be enjoyed both during and after the climb.

VERTICAL FUN

Vertical metres — about 300 to choose from. From the grassy base of the hill to the breath-taking views at the top, there's more than 1000 rungs and over 500 metres of cable.

At any point, clients can stop, enjoy a moment and take it all in. For the more adventurous, our guides can safely lead them through more challenging cliffs and faces.

Via Ferrata is comparable to climbing a ladder — it looks harder than it is! It is not technically or physically demanding.



TRIP DETAILS

PRICE	\$179 Adult / \$99 Child (12 and under)
DURATION	3.5 Hours
CHALLENGE	Tailored to clients ability
DEPARTURE	Adventure Centre, 39 Camp Street , or pick ups can be arranged from certain accommodation centres
WHAT YOU NEED	A sturdy, grippy pair of shoes, some water and a smile!
TIMETABLE	9.30am & 1:30pm. Check in is 15 minutes prior to departure
TRIP INCLUDES	Helmet, harness and all of the technical gear. A safety instruction and full briefing
MINIMUM AGE	Children must be 10 or older

LET'S GO CLIMBING!



CANYONING

DO I HAVE TO BE ABLE TO SWIM TO GO CANYONING?

All trips require a medium level of water confidence, as opposed to swimming ability. This may vary on the trip and the water levels in the canyon on the day. The half day Queenstown trip is more suitable for lower levels of water confidence. Please advise the frontline team and the guides before the trip if your guests are not confident in the water.

DO I NEED TO HAVE PREVIOUS CANYONING EXPERIENCE?

No!! Both our Queenstown and Routeburn canyons are ideal for people who are new to Canyoning. However if you do have experience and are looking for the next level the Dart Canyon will test your courage.

ARE THE JUMPS OPTIONAL?

Yes, if you really don't want to do any of the elements once you are in the canyon we can provide alternative options.

CAN I WEAR MY GLASSES?

We don't recommend you wear glasses in the canyon. Contact lenses are better but can still fall out. If you only have glasses, ensure you have a sports strap or tie and let your guide know before departure. Glasses are worn at clients risk.

WHAT DO I NEED TO BRING ON A CANYONING TRIP?

All you need is your swimwear, a towel and a sense of adventure! We will provide all equipment including wetsuit socks and booties. We recommend you do not bring any valuables. Secure lockers are available for storage.

WILL I GET WET?

Yes! However, you will be wearing a wetsuit, buoyancy aid and wetsuit booties. Canyoning is a perfect rainy day activity as you're going to get wet anyway!

CAN I TAKE MY CAMERA OR GO PRO?

Cameras are not permitted in the canyon for safety reasons. Go Pro type devices can be taken as long as they are helmet mounted and hands free at all times and are carried at users risk. We provide a Go Pro rental service as well.

CAN I ORGANISE PRIVATE TRIPS?

Yes. We can organise trips to suit your needs. Canyoning is perfect for group activity, team building and corporate events.

WHAT IS YOUR CANCELLATION POLICY?

We require 24 hours notice of cancellation in order to receive a full refund. But if for any reason we cancel a trip we provide a full refund.

WHAT IS THE CANYONING SEASON?

Canyoning Queenstown operates trips between 1st October and 30th April.

CAN MY FRIENDS / FAMILY WATCH WHILE I GO CANYONING?

No, our canyons are not accessible to the public there is not an appropriate place for a spectator to watch safely.

VIA FERRATA

WHERE IS IT?

The starting point is located 2 minutes drive from Queenstown.

WHAT EQUIPMENT IS SUPPLIED?

Harnesses, helmets, Via Ferrata leashes.

WHAT ABOUT THE WEATHER?

Via Ferrata trips can be conducted in most weather. We reserve the right to cancel or modify any trips in the interest of safety.

WHAT DO I BRING ON A VIA FERRATA TRIP?

A warm layer, water and sturdy, grippy footwear. Valuables can be left at our Adventure Centre Base.

COULD I FALL?

Yes it is possible. Any fall will be arrested by the Via Ferrata leashes which are attached to the steel cable. The whole point of the Via Ferrata is to reduce the probability of falling and minimise the consequences should a fall occur.

CAN I STOP PART WAY AND TURN AROUND?

Yes, if necessary, there are a number of exit routes available.

CAN I ORGANISE PRIVATE TRIPS?

Yes. We can organise trips to suit your needs. Via Ferrata is perfect for group activity, team building and corporate events.

IS THERE A MINIMUM TRIP SIZE?

A minimum of two people are needed to confirm a trip.

DO I NEED PREVIOUS VIA FERRATA EXPERIENCE?

Via Ferrata is an adventure any able-bodied person can do.

CAN I WEAR MY GLASSES?

Glasses and sunglasses are OK. We recommend a sports strap or a tie so you don't lose them.

WHAT IS YOUR CANCELLATION POLICY?

We require 24 hours notice of cancellation in order to receive a full refund. But if for any reason we cancel a trip we provide a full refund.

IS THERE AN AGE LIMIT?

Participants need to be 10 years.

CAN I TAKE MY CAMERA OR GO PRO?

Yes. It must be taken at your own risk and be securely fastened to your body. We offer a Go Pro rental service as well.

CAN MY FRIENDS / FAMILY WATCH WHILE I VIA FERRATA?

No, the Via Ferrata is not accessible to the public there is not an appropriate place for a spectator to watch safely.

CONTACT ↓ US

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