

Agent Info

Postal address + meeting place	3 / 1 Umbers Street, Three Parks, Wanaka, 9305 Please meet at our office 15 minutes before departure.
Town pick up timing	We can pick up from outside of the Wanaka i-Site in Town at 103 Ardmore Street, Wanaka. Pick up is 30mins before departure. This must be arranged prior to the tour.
Phone	0800 WILDWIRE (0800 945 394) Within NZ
Reservation phone	+64 27 430 1332
Reservation email	info@wildwire.co.nz
Accounts email	laurel@wildwire.co.nz
Cancellation policy	<ul style="list-style-type: none">▪ Cancellations or changes within 10 days may incur a NZ\$50.00 cancellation fee.▪ No refunds will apply to cancellations within 48hrs of the departure date.▪ Our trips DEPART at the designated trip time.▪ No refund will be given for late arrivals.▪ No refund will be given if you choose to, or do not have the ability to complete your booked climb. You are able to downgrade, but no refund will be given.▪ Some promotional bookings may be totally non-refundable, this will be clearly identified in that booking section.▪ We reserve the right to cancel trips if the minimum number of 2 is not reached.▪ We reserve the right to cancel if weather or any other situation should demand this and a full refund will be given.
GST registered	Yes. GST Number: 95313221
Do rates include GST?	Rates are GST Inclusive.

Tour Information

Information for all tours

Meeting + pick up	Please arrive at our NEW office: Unit 3/ 1 Umbers Street, Three Parks Wanaka - 15 minutes prior to scheduled trip departure. Town pick up is outside the Wanaka I site - 103 Ardmore Street - 30 minutes Prior to departure. Please advise if pick up is required.
Drop off location	Our Office or Wanaka I site if preferred.
Operating season	Year round, Closed May/June
Duration	Allow approximately 3 hours round trip.
Minimum passengers for 2 tour to operate	
What to bring	Please ensure guests are prepared with sturdy walking shoes with grip, comfortable outdoor clothing suitable for the weather on the day and water bottle.
Weight restrictions	Please advise of anyone over 100kgs. Our standard harnesses have a weight limit of 100kgs. If they are over 100kgs, they must be in strong and in good fitness. We have limited harnesses with a higher limit.

**GO
WILD**



LEVEL 1 150m

Tour name	Go Wild Waterfall Climb — Easiest Climb
Drop off time	Approximately 3 hours after trip departure time
Child policy	Minimum age is 9. However we have taken younger active kids. Please call to discuss.
Fitness required	Suitable for beginners, must be able to climb a ladder, walk on uneven terrain and be active for 2-3 hours.

WILD THING



LEVEL **2** 320m

Tour name	Wild Thing Waterfall Climb — Most Popular Climb
Duration	Approximately 3 hours after trip departure time
Drop off time	Approximately 5 hours after trip departure time
Child policy	Minimum age is 10. However we have taken younger active children. Please call to discuss.
Fitness required	Suitable for adventurous, active beginners. Must be able to climb a ladder, walk on uneven terrain, move through steep exposed cliffs and be active for 5 hours.
Own transport	People can also self drive to the waterfall. They must check in to our new office prior to the tour, to sign the waiver and for directions.

LORD OF THE RUNGS



LEVEL **3** 450m

Tour name	Lord of the Rungs (LOTR) — Advanced Climb
Duration	Allow approximately 5 – 7 hours round trip
Drop off time	Approximately 5 – 7 hours after trip departure time
Child policy	Minimum age is 12. However we have taken younger active kids. Please call to discuss.
Fitness required	Suitable for fit, adventurous, thrill seekers. Must be able to climb a ladder, be active for 5 – 7 hours and move through steep exposed heights.
Special notes for LOTR	On windy days, the waterfall can move around and get you wet. Bring a rain jacket on tour. Please advise weights for the Helicopter.

Required Guest Information

Guest contact details	Please provide a contact for them. Preferably an email, phone number or where they are staying
Dietary restrictions	We provide lunch on Wild Thing and LOTR. Please advise if there are any restrictions
Medical conditions	Please advise if there is anything we should know to keep them safe.
Children's ages	Please advise on the age of anyone under 17 years
Weight	Please advise if over 100kgs. Our standard harnesses are rated to 100kgs. We do have limited higher rated harnesses. If over 100kgs, they must be in good fitness and strong. For LOTR - Please advise weight for Helicopter.
