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## Wildwire Information

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<b>Postal address + meeting place</b>	1 Umbers Street, Three Parks, Wanaka, 9305
<b>Phone</b>	0800 WILDWIRE (0800 945 394) Within NZ
<b>Reservation phone</b>	+64 27 430 1332
<b>Reservation email</b>	info@wildwire.co.nz
<b>Accounts email</b>	laurel@wildwire.co.nz
<b>Cancellation policy</b>	<ul style="list-style-type: none"><li>▪ Cancellations or changes within 10 days may incur a NZ\$50.00 cancellation fee.</li><li>▪ No refunds will apply to cancellations within 48hrs of the departure date.</li><li>▪ Our trips DEPART at the designated trip time.</li><li>▪ No refund will be given for late arrivals.</li><li>▪ 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.</li><li>▪ Some promotional bookings may be totally non-refundable, this will be clearly identified in that booking section.</li><li>▪ We reserve the right to cancel trips if the minimum number of 2 is not reached.</li><li>▪ We reserve the right to cancel if weather or any other situation should demand this and a full refund will be given.</li></ul>
<b>GST registered</b>	Yes. GST Number: 95313221
<b>Do rates include GST?</b>	Rates are GST Inclusive.

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## Tour Information

Information for all tours

<b>Meeting + pick up</b>	Please arrive at our <b>NEW</b> office: 3 / 1 Umbers Street, Three Parks Wanaka - 30 minutes prior to scheduled trip departure
<b>Wanaka Town pick up timing</b>	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.
<b>Own transport</b>	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.
<b>Queenstown Transport</b>	We can book the Ritchies Wanaka - Queenstown bus for those staying in Queenstown. 1 – way \$30pp (non-commissionable) 2 - way \$55pp (non-commissionable) Bus departs Queenstown I Site at 7:15am, arriving in Wanaka at 8:30am Bus departs Wanaka Lakefront at 4:30pm, arriving in Queenstown at 6:15pm
<b>Operating season</b>	Year round, Closed in June. Peak season is from November – March.
<b>Duration</b>	Allow approximately 3 hours round trip for our shortest tour and up to 7 hours for our longest tour.
<b>Minimum passengers for tour to operate</b>	Tours must reach a minimum of 2 to operate.
<b>What is provided</b>	Guide, safety equipment, training, transport ex Wanaka.
<b>Cameras</b>	Bring small cameras at your own risk. GoPro attachments available on some helmets.
<b>What to bring</b>	Please ensure guests are prepared with: <ul style="list-style-type: none"><li>- sturdy walking shoes with grip</li><li>- comfortable outdoor clothing suitable for the weather on the day</li><li>- water bottle.</li></ul> Optional: fingerless gloves. Gloves are not essential, however some may wish to have extra protection on their hands. We have gloves for sale at our office.
<b>Weight restrictions</b>	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**

**Description**

Our shortest climb is a perfect taste of adventure for families or those new to heights hesitant and one that'll keep people remembering that they've always had a bit of a wild side.

Accepting the challenge and epic views over Lake Wanaka are just a few of the accomplishments you'll achieve today!

**Description**

The shortest climb is a perfect taste of adventure those looking for families or the hesitant adventurer. Great for those that have a bit of a wild side.

Accomplishments include: Climbing 150m up a waterfall, crossing 4 suspension bridges and epic mountain views over Lake Wanaka.

**Duration**

Allow approximately 3 hours round trip

**Drop off time**

Approximately 3 hours after trip departure time

**Fitness required**

Suitable for beginners, must be able to climb a ladder, walk on uneven terrain and be active for 2-3 hours.

**Child policy**

Minimum age is 9 and minimum height is 120cm. However we have taken younger active kids. Please call to discuss.

# WILD THING



LEVEL **2** 320m

<b>Tour name</b>	Wild Thing Waterfall Climb — Most Popular Climb
<b>Duration</b>	Allow approximately 5 hours round trip
<b>Drop off time</b>	Approximately 5 hours after trip departure time
<b>Fitness required</b>	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.
<b>Child policy</b>	Minimum age is 10 and minimum height is 120cm. However we have taken younger active children. Please call to discuss.

# LORD OF THE RUNGS



LEVEL **3** 450m

<b>Tour name</b>	Lord of the Rungs (LOTR) — Advanced Climb
<b>Duration</b>	Allow approximately 5 – 7 hours round trip
<b>Drop off time</b>	Approximately 5 – 7 hours after trip departure time
<b>Fitness required</b>	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.
<b>Child policy</b>	Minimum age is 12. However we have taken younger active kids. Please call to discuss.
<b>Special notes for LOTR</b>	<ul style="list-style-type: none"><li>- Helicopter descent from the top. Please advise weights for the Helicopter.</li><li>- On windy days, the waterfall can move around and get you wet. Bring a rain jacket on tour.</li></ul>

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## Required Guest Information

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<b>Guest contact details</b>	Please provide a contact for them. Preferably an email, phone number or where they are staying
<b>Dietary restrictions</b>	We provide lunch on Wild Thing and LOTR. Please advise if there are any restrictions
<b>Medical conditions</b>	Please advise if there is anything we should know to keep them safe.
<b>Children's ages</b>	Please advise on the age of anyone under 17 years
<b>Weight</b>	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.

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