



**UNLEASH YOUR
INNER MONKEY**

SCHOOL INFORMATION



***TREE ADVENTURE IS AN APPROVED ADVENTURE ACTIVITY
OPERATOR (AAO 324) & QUALMARK ASSURED***





Hello,

Whether you're considering a visit to Tree Adventures or planning a confirmed visit for your students, this information pack outlines everything you need to know about our activities, safety requirements, helpful links and recommendations on how to get the most out of your treetop experience.



What is Tree Adventures?

Tree Adventures is a high-wire adventure park set among the Woodhill Forest treetops. With 110 activities spread over 10 courses of varying height and difficulty, students of all ages and abilities can enjoy a fun, safe and rewarding experience. Starting off at just 2 meters and building up to an impressive 14 meters above the forest floor, the activities increase in difficulty; getting wobblier, longer and more challenging as you progress. Each course has a series of fun and challenging obstacles that wind their way through the treetops, ending with an exhilarating zipline ride to bring you swiftly back down to earth.

Video Link

Check out our promo video to get a better idea of the activities and experience we provide:
<https://www.youtube.com/watch?v=JStVnzI2N64>

Safety "Our Number One Priority"

Industry Certification

Tree Adventures is a Worksafe approved adventure activity operator (AAO 324). This means our organisation is registered, audited and certified through Outdoorsmark to ensure our compliance with the Health and Safety At Work Act (adventure activities) Regulations. We are also Qualmark assured, which attests to our high standard of safety management and customer satisfaction. Our high-wire safety systems, structures and activities are independently audited annually by a company specializing in height access systems. The health of the trees is also assessed annually by a tree health specialist to ensure the trees supporting the activities remain in good health.



Our Safety Equipment

We use safety equipment of the highest quality which is specifically designed for adventure parks. All customers wear a Petzl climbing harness and helmet and use a smart carabiner system called Clic-it which protects against accidental disconnection from the safety cables while undertaking the activities.



To find out more about the Clic-it system visit their website:
<http://www.clic-it.eu/en/>



Park Staff

Our park staff are friendly, professional and highly experienced individuals who take pride in facilitating fun, safe and rewarding programmes to students of all ages and abilities. We provide a welcoming and relaxed environment where the focus is always on participant safety, challenging perceived limitations and encouraging personal growth. Our park staff receive comprehensive training and undergo an internal competency assessment every four months.



Tree Adventures have been awarded the TripAdvisor certificate of excellence for four consecutive years (2015-2018) and maintained a 5-star rating throughout this period. Check out our reviews on Trip Advisor using the link below to see what other customers have to say about their experiences with our team at the park.

https://www.tripadvisor.co.nz/Attraction_Review-g1860253-d1648907-Reviews-Tree_Adventures-Woodhill_North_Island.html

Why Tree Adventures?

- **Affordable outdoor experience** – we offer competitively priced EOTC programmes which provide a unique experience unlike any other. Prices range from \$26 - \$33.50 per student
- **Programme Length** – choose from either a **short** (up to 3 hour) or **standard** (up to 4 hour) programme depending on your group size and any learning objectives (see table below)

- **Auckland's only forest adventure park**, offering 110 activities spread over 10 courses of varying height and difficulty, each finishing with a zipline
- **Capacity** – we can cater for up to 70 students per day (70+ by arrangement only)
- **Location** – Woodhill forest, only 35 minutes drive north west of Auckland city
- **Teachers/Group organisers** – are welcome to visit the park for a free of charge 'famil' to experience our activities and customer service prior to considering us for your EOTC



Pricing & Activity Timetable



The table below indicates the time required to prepare and train your students prior to undertaking the activities relevant to your group size. We recommend splitting groups of 60+ students into separate sessions to streamline the preparation and training process.

Group Size	SHORT PROGRAMME (3 hrs)				STANDARD PROGRAMME (4 hrs)			
	Equipment Fitting & Training	Activities	Activity Wind Down	Student Price	Equipment Fitting & Training	Activities	Activity Wind Down	Student Price
<10	30min	2hr	30min	\$32.00	30min	3hr	30min	\$35.00
10+	30min	2hr	30min	\$32.00	30min	3hr	30min	\$35.00
25+	45min	1hr 45min	30min	\$30.50	45min	2hr 45min	30min	\$33.50
30+	1hr	1hr 30min	30min	\$30.50	1hr	2hr 30min	30min	\$33.50
40+	1hr 15min	1hr 15min	30min	\$29.00	1hr 15min	2hr 15min	30min	\$32.00
50+	The short programme is only available for groups of 50+ when split into smaller groups who arrive at different times e.g. 25 at 9:30am & 25 at 12:30pm			\$29.00	1hr 30min	2hr	30min	\$32.00
60+				\$27.50	1hr 45min	1hr 45min	30min	\$30.50
70+				\$27.50	2hr	1hr 30min	30min	\$30.50

All prices listed are per person and inclusive of GST

- **Teachers** – participation is free of charge (max. 4 teachers per session)
- **Participating adults/parents** - \$15pp (participating teachers/adults must be reserved to ensure equipment availability)
- **Spectators** – no charge
- **Shelters** – we have several 3m x 3m canopies which are available upon request at no charge

PLEASE NOTE: These timings are indicative only and your visit timetable may vary from those listed above due to your actual arrival time, student age, ability and behavior, weather conditions, breaks etc.

Large Groups (70+)

We have enough safety equipment to accommodate groups of up to 100 students over one session, however it is not possible for our team to prepare a student group of this size within a reasonable time frame and delays are likely between when the first group commences equipment fitting and the last group finishes the safety briefing. Therefore, we don't recommend a single session for groups of 70+ students unless an alternative activity is organized and facilitated by the school to keep the students who complete the safety training last engaged. Please contact us directly if you are considering a single session for a large student group to discuss your options.

THIS IS THE 'MUST READ' SECTION OF THE INFO PACK



Your Visit Preparation Guide



We are open in all weather conditions

Except during periods of severe weather e.g. electrical storms, high winds etc



Children require adult supervision

Children under 16 years must be actively supervised by an adult (18 years+) Please ensure adequate adult supervision is provided



Risk disclosure & class list

Remember to bring completed forms and an additional class list to attach with the forms



Please arrive on time

Check-in and welcome takes approx 15 mins



Wear clothing suitable for exercise outdoors

Long hair must be tied back and a light jacket is recommended when rain is forecast



Closed footwear must be worn

No jandals, sandals or slip off shoes are allowed



Bring plenty to eat and drink

The activities are physically demanding and breaks are advised to reduce fatigue



Maximum weight for participation 130kgs

No exceptions

Group Management - During Your Visit

Safety Equipment Fitting & Training

Our team of park staff fit all participants with a climbing harness and helmet before the safety briefing starts. The participants and supervisors are then provided with a comprehensive, instructor lead safety briefing (approx. 15 mins) which involves demonstrating correct use of equipment, safety systems and explaining safety rules. All participants are then required to undertake a practice course to practice handling the equipment and to demonstrate the level of understanding required to undertake the activities safely. Only those who competently complete this practice course will be allowed to advance onto the higher activities.

PLEASE NOTE: Groups of 40+ people will be split into smaller teams of approx. 20 people to streamline this process. Please contact us directly to discuss what will work best for your group.

PLEASE NOTE: The maximum weight for participation is 130kgs.

Activities

Students will have access to a range of courses suited to their height, age and ability, weather conditions and any visit objectives. Each course includes a wide range of suspended activities and challenging obstacles ending with an exhilarating flying fox ride back to the ground. The table on the following page (supervision ratios) provides a guideline on which courses are likely to be available to your students during your visit.

Activity Wind Down

To ensure a prompt departure our team will begin restricting access to the activities approx. 30 minutes prior to your scheduled departure time. This ensures adequate time for equipment return and accounting for everyone before leaving the forest.

Breaks

Participants are encouraged to take breaks to stay hydrated and keep energy levels up. We recommend keeping breaks brief to ensure students have ample time to complete the activities e.g. 10 mins for lunch rather than 30 mins. We have plenty of large picnic tables in the forest and shelters available on request during periods of blazing sun and persistent rain.

Safety Management (requirements)

The safety and wellbeing of our customers and staff is our absolute number one priority. To ensure your visit is as safe and enjoyable as possible we have the following requirements in place:

Risk Disclosure & Class List

Prior to undertaking the activities, the school, teachers, students and parents need to be aware of the risks associated with undertaking the high-wire activities provided by Tree Adventures. These are clearly outlined in our risk disclosure and acknowledgement form (included with the info pack). It's best to complete the risk disclosure forms prior to arrival to save time on the day, however these are available to complete during check-in at the park. We also require a copy of the class list(s) including the full names of all participating students under the age of 16 years. Students over 16 years are required to complete an individual form.

PLEASE NOTE: It's important to bring a spare class list for our team to attach with your risk disclosure forms.

Medical Conditions * Special Needs * Disabilities

Tree Adventures must be made aware of participants with known medical conditions, allergies, special needs and disabilities during check-in to ensure our staff are adequately informed in the unlikely event of an incident or emergency.

PLEASE NOTE: Students with special needs and disabilities require **1 on 1** assistance from a caregiver provided by the school whilst undertaking the activities.

Supervision Expectations & Responsibilities

The school are required to provide an appropriate number of adults (relevant to your group size) to ensure adequate supervision is maintained during your visit. Whilst our staff provide general supervision, ongoing support and encouragement to participants following safety briefing completion, the activities are spread over a large area of forest and therefore adults will be required to actively supervise the students while undertaking the activities. Teachers and adults present during each programme are expected to assist with the following key responsibilities:

- **Be actively involved** during the safety briefing (whether participating or not) so they are aware of correct safety system use and critical safety rules
- **Provide active supervision** at all times while students are undertaking the high-wire activities
- **Respect** and follow the instructions and directions of **park staff**
- **Report any concerning behavior or safety concerns** directly to park staff
- Adults are not allowed to undertake the activities independently from the students and must understand their role is to support the student group and our team, it's not an opportunity to go climbing separately with their child(ren)

Supervision Ratios

The following table outlines the supervision requirements relevant to your group size, including which courses your students are likely to have access to during their visit:

Student Year	Student Age	Minimum Height Requirement	Access to Courses	Supervision Ratio (Adult : Child)
1	5	1.1m	1 only	1 : 2 (adult participation required)
2	6	1.2m	1 to 4	
3	7			
4	8	1.3m	1 to 6	1 : 6 (adult participation may be required)
5	9			
6	10			
7	11	1.4m	1 to 8	
8	12			
9	13	1.5m	1 to 10	1 : 8
10	14			
11	15			
12	16			1 : 15
13	17			

PLEASE NOTE: Students with special needs and disabilities require **1 on 1** assistance from a caregiver provided by the school whilst undertaking the activities.

Booking Terms & Condition's

We pride ourselves on having T&C's that are fair and reasonable, however it's important to be aware of the following information to understand your obligations and avoid paying additional fees.

Booking Confirmation & Deposit Payment

- We are happy to place a provisional booking for you initially, however to confirm a booking we require a **deposit of \$5 per student**. A deposit invoice will be emailed to you and payment is required at least two weeks prior to your visit date to confirm and guarantee your booking. If a purchase order is required by your accounts department, please provide us with this ASAP.

Change in group size

- It's important to advise us **at least 48 hours** in advance of your visit date when your **group size decreases** (or increases) **by 20% or more**. A cancellation fee of \$10 per student will be incurred if your group size decreases by 20% or more and you fail to advise us. We understand there can be unforeseen absences on the day of your visit which is why this allowance is in place, however decreases in your group size can affect the number of staff required for your visit so it's important to inform us when your group size changes.

Rescheduling & Cancellation

- Your booking may be rescheduled or cancelled **up to 48 hours prior** to your visit date. If at least 48 hours notice is given your deposit is fully transferrable (or refundable) to an alternative date. If you reschedule or cancel your booking within 48 hours of your visit date then your deposit is withheld as a cancellation fee.

Weather Conditions

- The park is open in all-weather conditions including when rain is forecast. The presence of rain does not make the activities unsafe, however it's important to ensure students are prepared and dressed suitably. If you have any concerns regarding the forecasted weather conditions or feel the conditions are unfavorable for your students, it's important to **get in touch with us at least 48 hours in advance of your visit** to discuss your options. If you reschedule or cancel your booking within 48 hours of your visit due to an unfavorable forecast and Tree Adventures deems the conditions are safe for climbing, then your deposit is withheld as a cancellation fee. When severe weather conditions are forecast and imminent on your visit date, we will contact you directly to discuss your options.

Park Location

Tree Adventures is located on **Boundary Road** within the Woodhill Forest, north west of Auckland City.

PLEASE NOTE: Our location at Boundary Road is not always recognised by navigation apps and GPS devices so please enter **Restall Road** and follow our signage from there.



Management Team Contacts

Please don't hesitate to get in touch with one of our monkeys if you have any questions or requests regarding your visit to Tree Adventures. We look forward to seeing you in the forest.



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