

Tree Adventures School Info Pack



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.

Teachers/group organisers are welcome to book a free of charge visit to the park to experience our activities and customer service prior to considering us for your programme.

What is Tree Adventures?

Tree Adventures is a high-wire adventure park set among the Woodhill Forest treetops. With over 100 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 15 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 trees, ending with an exhilarating zip line ride to bring you swiftly back down to earth.

Check out our [promo video](#) to get a better idea of the activities and experience we provide.

Why Tree Adventures?



- **Affordable outdoor experience** - we offer competitively priced EOTC programmes which provide an adventure unlike any other. Prices range **from \$35.00 to \$38.50 per student**.
- **Programme Length** - choose from either a **short** (up to 3 hours) or **standard** (up to 4 hours) programme depending on your group size and learning objectives.
- **Auckland's home of high-wire adventure** - offering over 100 activities spread over 10 courses of varying height and difficulty, each finishing with an exhilarating zip line ride.
- **Location** - Woodhill forest, only 35 minutes drive north-west of Auckland city.
- **Award Winning Adventure** - Tree Adventures has been awarded the Tripadvisor Travelers' Choice (formerly Certificate of Excellence) for seven consecutive years (2015-2021) and maintains a 5-star rating. [Check out our reviews on Tripadvisor](#) to see what other customers have to say about their experiences with our team.



Safety, Our Number One Priority

Industry Certification

Tree Adventures is a Worksafe registered adventure activity operator (AAO 324). This means our organisation is registered, independently audited and certified through OutdoorsMark to ensure our compliance with the Health and Safety At Work Act (adventure activities) Regulations.

Our Safety Equipment

We use safety equipment of the highest quality which is specifically designed for adventure parks. All customers wear a 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.

[Find out more about the Clic-it system.](#)



Park Staff

Our Park Staff are friendly, professional and highly trained 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.



Capacity

To ensure safety, as well as time for students to enjoy the activities, we have restrictions on the number of classes that may attend at one time (based on an average class size of 25 to 30 students). This depends on the year group of the students as well as the programme booked.

Short Programme (up to 3 hours):

- Years 1 to 6 - A maximum of 1 class
- Years 7 and up - A maximum of 2 classes (only if staying for a full 3 hours)

Standard Programme (up to 4 hours):

- Years 1 to 6 - A maximum of 2 classes
- Years 7 and up - A maximum of 3 classes (may require additional time)

If you have smaller classes it may be possible to accommodate more at a time. Please [contact us](#) if you would like to discuss this. Please refer to Programmes & Pricing (page 4) for more detailed programme descriptions.

Your Visit To Tree Adventures

Welcome

Upon arrival, the group will be directed to a section of our picnic area to be used as their space during the visit. A staff member will give a brief overview of the day and some initial instructions to the students. Teachers and adult supervisors will also be given a run down of the day and their responsibilities.

Students may need to be measured before equipment fitting to check which courses they can access safely (see page 4). It is unavoidable that some students may not be tall enough to do all the same courses as their peers, but we do our best to make sure they don't feel singled out or excluded.

Safety Equipment Fitting & Training

In general, one class will start their equipment fitting and training at a time, with the next following shortly after. Ideally, from the smallest class to the largest. This speeds up the overall process, and reduces distractions compared to trying to get everyone ready together. This may vary depending on the final number of students and adults on the day.

To ensure safety, all equipment is fitted by Park Staff. Supervisors and participants are then provided with a comprehensive safety briefing, including demonstration of correct use of equipment and safety systems, and explaining safety rules.

Park Staff will then supervise all participants as they complete a practice course to familiarise themselves with the equipment and demonstrate the level of understanding required to undertake the activities safely before accessing the higher courses.

Activities

After completing their training, the students will be required to start on an introductory course appropriate for their age group before accessing the higher, more challenging courses. This builds confidence and means the students are likely to complete more courses overall.

The students will have access to a range of courses suited to their year group and height (see page 4). Each course takes on average 20 to 30 minutes to complete, and includes a wide range of suspended activities and challenging obstacles, ending with an exhilarating zip line ride back to the ground.

Park Staff will be supervising activities at all times, however, adult supervisors will be required to actively monitor the students as they connect to the safety system at the start of each course. Students below year 12 are not allowed to leave the ground without being checked by an adult supervisor or Park Staff member.

Breaks

Participants are encouraged to take breaks to stay hydrated and keep energy levels up. Breaks are part of your total programme time. Having the students take breaks as needed rather than at set times is the best way to make the most of their time at Tree Adventures. Breaks may also be taken after completion of activities without affecting programme time.

Many schools also choose to visit [Woodhill Mountain Bike Park](#), with one class there and the other at Tree Adventures in the morning, then swapping in the afternoon. If you wish to do this, you will need to allow adequate time for both activities and a lunch break in between.

Activity Wind Down

To make sure you get away on time, our team will begin restricting access to the courses approximately 30 minutes prior to your scheduled departure. This ensures adequate time for students already on courses to complete them, equipment to be returned, and accounting for everyone before leaving the forest.

Programmes & Pricing

Short School Programme

\$35.00 per student (incl. GST) for up to 3 hours

Programme Timetable (Approximate Times)

1 Class	Welcome & Safety Briefing, 45 min to 1 hr	Activities, 1.5 hrs	Wind Down, 30 min
2 Classes (Yr 7+)	Welcome & Safety Briefing, 1.5 hrs	Activities, 1 hr	Wind Down, 30 min

If you are under time constraints, spending less than 3 hours at the park is an option, however, we do not recommend less than 2.5 hours. Reducing the time of your visit does not alter the price.

Standard School Programme

\$38.50 per student (incl. GST) for up to 4 or 5 hours

Programme Timetable (Approximate Times)

1 Class	Welcome & Safety Briefing, 45 min to 1 hr	Activities, 2.5 hrs	Wind Down, 30 min	
2 Classes	Welcome & Safety Briefing, 1.5 hrs	Activities, 2 hrs	Wind Down, 30 min	
3 Classes (Yr 7+)	Welcome & Safety Briefing, 2 to 2.5 hrs	Activities, 2 to 2.5 hrs	Wind Down, 30 min	

When 3 classes are booked, up to 5 hours will be allowed to ensure students have enough time to enjoy the activities. This will be organised during booking and is at Tree Adventures discretion, but does not incur any additional cost.

Teacher and Adult Supervisor Participation

Participating teachers and adults **must be booked** to ensure equipment availability.

- **Teachers** - participation is free of charge for up to 4 per session
- **Participating adults supervisors** - \$20 per person (incl. GST)
- **Ground based supervisors** - no charge

Other than for year 1 & 2 students, adult participation is not required (see table on page 5). Please make sure we know if the school will be paying for any adult participants, if they are to pay for themselves, or if you prefer that adults not participate. If we have not been informed otherwise, the cost of any adult participants will be included on the final invoice to the school.

Please note: In the case that a student has a special requirement for an adult to participate with them, that adult will be free of charge. Please make sure we have been informed.

Accessible Courses

The following table outlines the courses students will have access to, based on year group and height:

Student Year	1	2 to 3	4 to 6	7 to 8	9 to 13
Courses Available	1 only	1 to 4	1 to 6	1 to 8	1 to 10
Minimum Height Requirement	1.1 m	1.2 m	1.3 m	1.4 m	1.5 m

Please note: The minimum height requirement supersedes the year group when determining which courses students have access to, and wristbands may be used to indicate this. Students are not expected to be able to complete all accessible course within the programme timeframe.

What We Need From You

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 Acknowledgement Forms & Group Lists

Prior to your visit, a teacher who will be present with each group is required to complete a digital risk acknowledgement form. In addition to this, we require a list of first and last names of the students in each group. This can be sent to us via [email](#). All adult participants are required to complete an individual risk acknowledgement form. All forms can be found by clicking “View Required Documents” at the bottom of the invoice found on your booking deposit, confirmation or reminder email.

Supervision Expectations & Responsibilities

The school is required to provide an appropriate number of adults to ensure adequate supervision during your visit (see “supervision ratios” below). Our staff will be supervising at all times, however, the activities are spread over a large area and adult supervisors will be required to assist in monitoring the students. All adults (including teachers) 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 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 behaviour** or **safety concerns** directly to Park Staff

It is not necessary for adults to be assigned to a specific group of students. As long as there is adequate supervision, having assigned groups is not beneficial, and is more likely to result in the students having less time on the activities.

Please note: Adults are not to undertake the activities independent of 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 children or on their own.

Supervision Ratios

The following table outlines the ratio of adult supervisors to students required:

Student Year	1 & 2	3 to 8	9 to 11	12 & 13
Supervision Ratio (Adults : Students)	1 : 2 participating adults	1 : 6 supervising adults	1 : 8 supervising adults	1 : 15 supervising adults

Please note: If you are not able to meet our supervision requirements please let us know. We may still be able to accommodate you, but adults will not be able to participate (unless assistance is required) and we may have to limit which courses the students have access to.

Special Needs & Medical Conditions

Tree Adventures must be made aware of participants with known medical conditions, allergies, special needs or disabilities during check-in to ensure our staff are adequately informed and able to provide the best experience. Students may be given a wristband to signal to staff that they have a special need or medical condition. This is not to single them out, but to make sure that Park Staff are aware that they may need to take care in how they interact with the student, or that urgent attention may be needed in the unlikely event that something goes wrong.

Preparation For Your Visit



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

Ensure a list of student names has been emailed to us and digital forms have been completed before your visit



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



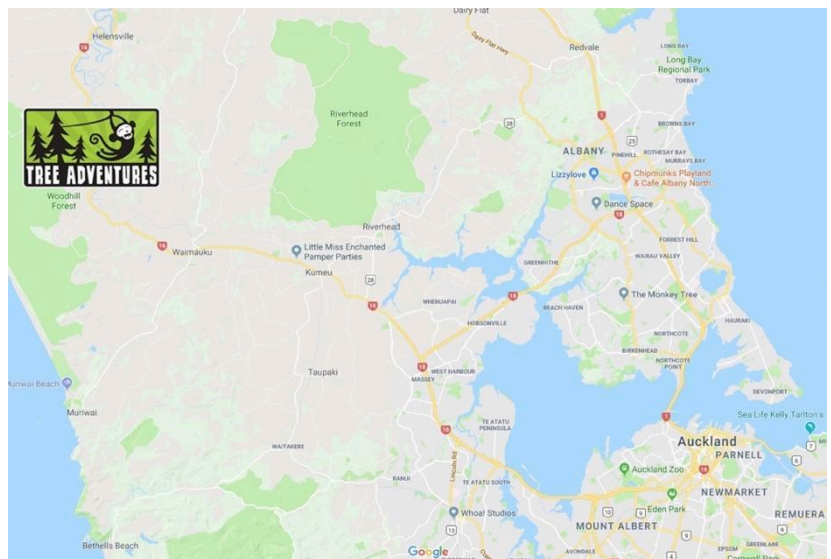
Maximum weight for participation 130kgs

No exceptions

Park Location

Tree Adventures is located on **Boundary Road** in 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.



Booking Terms & Conditions

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 we require a **deposit of \$10 per student**. A deposit invoice will be emailed to you and payment is required promptly to confirm and guarantee your booking. If a purchase order is required by your accounts department, please provide us with this ASAP.

Changes in group size

- As the booking draws near, it is important to advise us of the expected final number of students. A **cancellation fee of \$10 per student** will be incurred if the number of students booked **decreases by 8 or more**, and you fail to advise us **by 5pm, two days prior to the booking**. We understand there can be unforeseen absences on the day of your visit which is why this allowance is in place, however changes in your group size can affect the number of staff required for your visit, so it's important to inform us when this happens.
- Additional participants, including teachers and adult supervisors, must be booked as soon as possible. We may not always be able to accommodate increases due to other bookings.

Rescheduling & Cancellation

- If your booking needs to be rescheduled or cancelled, it must be done **by 5pm, two days prior** to your visit date, otherwise your deposit is withheld as a cancellation fee. If done by this time, your deposit is fully refundable or transferable to an alternative date.

Weather Conditions

- The park is open in most weather conditions, including when rain is forecast. The presence of rain does not make the activities unsafe, however it is important to ensure students are prepared and dressed suitably. If you have any concerns regarding the forecasted weather conditions or feel the conditions are unfavourable for your students, please **get in touch with us by 5pm, two days prior to your visit** to discuss your options. If you reschedule or cancel your booking due to an unfavourable forecast after this time 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.

Get In Touch

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

Booking & General Enquiries

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