



IMPORTANT TERMS, CONDITIONS & INFORMATION FOR GUESTS WHEN BOOKING IN FOR ZIPLINE TOUR

Refunds and Transfers

Your booking is **non-refundable** and **non-transferable**. Your purchase is for a specific time & date. If you are late for your scheduled tour, we **cannot** hold the tour for you. *If a reschedule is necessary, you have the option to pay a \$15.00 Reschedule Fee per booking (See 'Reschedule Fee' for more information).* Changes of date or time of your booked tour can only be made if there is availability. Refunds will only be offered as per "weather" section. There are **no** refunds for change of mind for inability to complete the course.

Checking In & Late Arrivals

You must arrive no later than 10 minutes prior to your scheduled tour time. If you are late for your scheduled tour, we **cannot** hold the tour for you. Failure to arrive during this "check in" time will most likely result in missing your tour and result in forfeiting your booking & it **cannot** be refunded or transferred. *You will have the option to pay the \$15.00 Reschedule Fee per booking (See 'Reschedule Fee' for more information) if you would not like to forfeit your booking.*

Tip: Please research where we are and your travel time - allow enough time to reach us.

Reschedule Fee

An optional reschedule fee of \$15.00 (per booking) can be paid if-

- you are running late for your tour time on the day of your experience
- you have a Change of Mind due to personal circumstances
- you get stuck in traffic and experience considerable delays as a result
- the weather conditions are not suited to your personal preference

By paying this \$15.00 Reschedule Fee, you are allowed to make amendments to your tour date & time for anything up to 3 months from date of the original booking. Your new tour date and time is subject to availability.

All reschedules and reschedule enquiries are to be made by contacting Illawarra Fly directly on **(02) 4885 1010** or **1300 362 881**. All Reschedule Fees and reschedule enquiries are handled directly by Illawarra Fly Treetop Adventures and not by any of our 3rd Party Ticket Resellers.

Is This Tour For You?

The Tour has been designed for persons of good health, that are comfortable of the thought of being at heights, have a reasonable degree of physical ability and a capacity to understand and adhere to basic safety instructions (including understanding English or have a translator on the tour with them).

The Tour has **not** been designed for persons:

- Who are beyond the first trimester of pregnancy (risk of abdominal trauma)
- Who suffer from vertigo or extreme fears of heights
- Who have heart conditions
- Who are legally blind, missing limbs or have other limiting disabilities
- Who have ankle, knee, hip injuries that can be exacerbated by performing the landings we require of them (reclined seated position to full weight standing, similar to arriving to the top of a chairlift when snow skiing)
- Who have spinal (including neck) or any other physical conditions that can be exacerbated by harness pressure, twisting or bending, strong/awkward landings

An individual should seek medical advice from their doctor should there be any doubt as to their ability to safely accommodate any stressors associated with the Zipline Tour.

You will be required to sign a declaration & waiver and you will need to satisfy our terms of trade.

Prior to your booking, it is important for you to consider any health or medical matters that may impact your ability to participate in the tour. Participants who are under the influence of alcohol or drugs will not be permitted to participate in the tour.

Illawarra Fly reserves the right to decline your participation in the tour, if we believe you could put yourself or others into a compromised position as a result of any illnesses or ailments.

Zipline tour participants agree to comply with all requirements of safety, signage and anything other directions as designated by the supplier.

Any non-compliance of such safety, signage and directions, including reckless or careless conduct by Zipline tour participants, may lead to cancellation of participants inclusion in the Zipline activity.

If you are at all unsure about your ability or have restricted mobility, medical conditions or any disabilities which you are concerned about to successfully complete a Zipline Tour, please contact us to discuss your requirements prior to your booking & we'd be happy to help

Operational Limits

- Our **maximum** weight restriction for any single adult is **117kg** (fully clothed)
- Our minimum height for children to participate is **105cm** (natural) and they must be at least **4yrs old** (due to the length of tour time, exposure to weather, toilet needs)
- When a child is between 105cm-120cm, regardless of age, they will need to Zipline as a "Tandem" with an adult due their size. The combined weight of the child and adult must **not** exceed 117kg together. This decision will always be at the Guides discretion.
- Children that are taller than 125cm & over 25kg will most likely be able to Zipline on their own pulley system. This decision will always be at the Guides discretion.
All children under 13yrs need to be accompanied on the tour by an adult.
- Children between 13-18yrs, who can abide by the safety rules, are able to Zipline without adult supervision, however their waiver **MUST** be signed by a parent/guardian over the age of 18yrs and

the parent/guardian **MUST** attend the safety briefing and remain onsite for the tour duration. This decision will always be at the Guides discretion.

Children between 13-18yrs are unable to be guardians for anyone under 13yrs on tour.

What to Wear

You are required to wear weather appropriate clothing and fully enclosed, comfortable sporting or walking shoes that will not easily slip off.

Any shoe that has an "open toe" - as well as sandals, thongs, heels - are **not** permitted.

On rainy days come prepared for the tour wearing wet weather jackets (pants recommended too) and on cold days you must come prepared for the tour wearing warm clothing.

Bear in mind that even over the summer months it may be cool up in the tree canopy.

Singlets, skirts will **not** be suitable attire for the full body harness.

Weather

Illawarra Fly Zipline Tour operates in all weather conditions. Yes, we will go out in the rain & hail.

Tour operations will only be cancelled in extreme weather conditions such as lightning storms, extremely high winds and government declared catastrophic bushfire weather warning days.

Tours will be postponed or cancelled at our discretion only.

We will offer an alternative departure date/time in consultation with you if the scheduled tour has been affected by these circumstances. If the weather conditions are not suited to your personal preference, you have the option to pay the \$15.00 Reschedule Fee to pick another day for your experience (*See 'Reschedule Fee' for more information.*)

Refunds and Transfers

Your booking is **non-refundable** and **non-transferable**. Your purchase is for a specific time & date. If you are late for your scheduled tour, we **cannot** hold the tour for you. Changes to the date and/or time of your reservation will only be considered if received 48 hours before the confirmed tour date. Changes of date or time of your booked tour can only be made if there is availability. Refunds will only be offered as per "weather" section (above). There are **no** refunds for change of mind for inability to complete the course.

Checking In & Late Arrivals

You must arrive 15-20min prior to your scheduled tour time. If you are late for your scheduled tour, we **cannot** hold the tour for you. Therefore failure to arrive during this "check in" time will most likely result in missing your tour and mean forfeiting your booking & it **cannot** be refunded or transferred.

Please research where we are and your travel time - allow enough time to reach us.

Tour Times & Bookings

We operate with specific Tour times throughout the day, depending on the season. Bookings are essential and to avoid disappointment we strongly recommend you advance your planning to book with us online at www.illawarrafly.com (...and get a discount if booking 24hrs ahead). The discounted online prices do not apply for the day of booking and full price will be applied for all pre-bookings and walk-up bookings.

Our availability calendar and tour times scheduled for each day are listed on our website.

Tour Duration

You will need to have 1.5hrs in your day to be able to participate in the Zipline Tour, this is from the time your tour is scheduled to start to your return to the Visitor Centre, as the course consists of 3 cabled Ziplines and 2 cabled Suspension Bridges tucked amongst our beautiful Rainforest.

The 1.5hr Zipline tour breaks down into a 20-25min safety briefing & harness fit with the Guides, a 5-10min walk down a medium grade track to get to the start of the Zipline Course, Up to 45min clipped in enjoying the treetops from a different perspective and remaining with your group from departure to touchdown, and then finally about 10minute walk back up to the Visitor Centre... Or continue directly on to the self-guided Treetop Walk.

If you wish to do the Treetop Walk (which is inclusive of your ticket price) you will need to allow at least 2.5hrs in your day to enjoy both activities.

Please note last entry to the Treetop Walk is 4:15pm, so if you are participating in a Zipline Tour any time after 2.30pm, you will **not** have time to do the Treetop walk after your Zipline Tour.

Therefore, plan to arrive with enough time before your scheduled afternoon Zipline Tour to complete the 1hr self-guided walk prior to Ziplining.

Cameras & Other Items

The Visitor Centre has complimentary secure lockers for anything you wish to leave safe and sound on the ground. Anything that you wear (jewellery, watches, glasses, sunglasses) or decide to bring (mobile phones, wallets, keys, cameras, GoPros, asthma inhalers or other medical requirements) on tour are completely at your own risk. If anything falls out of your pocket or you drop anything whilst using it, unfortunately it **cannot** be recovered from the forest floor. If you have medical needs that require you to bring something, please let us know.

Some compact cameras are permitted (at the discretion of you Guide) and are best attached to your harness with its own wrist strap or kept fitted in a zipped chest or leg pocket due to the harness strap around the waist. Large cameras/video camera are **not** permitted as this compromises the safety of your flight.

Please call us on (02) 4885 1010 or email info@illawarrafly if we can be of further assistance. Bookings can be made by visiting our website www.illawarrafly.com