



The Bucket List Walk



Walking Holiday of a Lifetime!

12 Days, 11 Nights

Moderate to Challenging Grade



tour highlights

- Join a small group & expert NZ walking guide
- 12 days / 11 nights NZ Walking Tour (11 days walking, 1 rest day)
- 4-7 hours walking each day over varied terrain on formed trails
- Carry a daypack only
- 100 - 120km (62 - 74 miles)
- Depart Rotorua or Matamata

tours run

November - April
Starting in Rotorua or Matamata



tour cost:

2021 / 2022

NZD\$5250

options & supplements

Single Supplement:

NZD\$600

Tuatara Tours NZ Ltd, PO Box 13544, Christchurch 8141, New Zealand
Phone: New Zealand: 0800 377 378, Australia: 1 800 044 633, World: +64 3 962 3280
Email: info@tuataratours.co.nz, Web: www.tuataratours.co.nz





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the tour

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100 - 120km (62 - 74 miles)

The walking holiday of a lifetime! Explore the very best of the North Island's diverse and visually spectacular regions in comfort and style. From the majestic mountains of Tongariro, to the lush forests of Waikaremoana, to the dramatic coastlines of Coromandel. Be awed by the scenery, and spoilt by delightful accommodation, meals and wine - It doesn't get any better than this!

at a glance

- Day 1 Matamata/Rotorua To Coromandel
- Day 2 Coromandel Coastal Walkway
- Day 3 The Pinnacles
- Day 4 Epic East Coast
- Day 5 Whirinaki Forest
- Day 6 Panekire Bluffs
- Day 7 Lake Waikareiti
- Day 8 Lake Waikaremoana Great Walk
- Day 9 Rest Day Arrive Central Plateau
- Day 10 The Tongariro Alpine Crossing
- Day 11 Mt Ruapehu
- Day 12 Taranaki Falls

trip grading

To determine the grade of a particular adventure we consider a number of factors. These include the condition of the terrain, the altitude, the number of pass crossings and the length of the trip.

The Bucket List Walk is graded Moderate to Challenging: Moderate: An above average level of fitness, Walk 20km, with some average to steep inclines at times.

Challenging: An above average level of fitness, Walk 20+ km , Bike 50+km on partially formed tracks and roads, some off-road, some steep inclines, some easy river and creek crossings.

about your guides

Our guides are very experienced, friendly walkers and bikers who love to share their knowledge of New Zealand's flora and fauna and local history. They all hold current first aid certificates, passenger driving licences and are the very best people to ensure your experience will be one to remember.



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itinerary

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Day 1 Matamata / Rotorua to Coromandel

We'll pick you up from Rotorua at approx. 8:30am, or Matamata at 9:30am. Warm up with a walk to the top of Wairere Falls the falls are 153m in height, and view the verdant Waikato basin from two lookouts over hanging the thunderous waterfall.

As we continue north, enjoy views out over the mussel farms of the Hauraki Gulf from one of New Zealand's classic coastal drives, the Coromandel west coast. Drive further up the Coromandel Peninsula in the late afternoon to reach your lovely accommodation, and watch the sunset from the verandah with a glass of wine or ice cold brew.

Accommodation: Coromandel Lodge - (L,D)

Walking time: 3-4 hours

Day 2 The Legendary Coromandel Coastal Walkway

If there's one walk in New Zealand that has it all, it's this one – the incredible Coromandel Coastal Walkway. After a short drive north from Coromandel township we'll arrive at the trail head and begin our walk at Stony Bay, a picture perfect isolated beach flanked by green hills and white sand. This historic trail follows an old bridle path once used by gold miners who populated the Coromandel region in colonial times. Tracing the north eastern tip of the Coromandel Peninsula, we walk through native bush and over high cliff tops with views of Great Barrier Island, Cuvier Island and the Mercury Islands.

We'll have a picnic lunch at beautiful Poley Bay (a great spot for a swim if you're keen!) before returning to Stony Bay.

Accommodation: Coromandel Lodge - (B,L,D)

Walking time: 6 hours

Day 3 The Pinnacles

After a delicious fresh breakfast we head south to the start of the Kauaeranga Kauri Trail, also known as The Pinnacles. We'll make our way up through kauri, rimu and kahikatea forests to the Pinnacles that are perched high above the forest canopy. The 360 degree views of bush, mountains and 2 coastlines are simply off the charts, and well worth the effort up the steep trail – don't forget your camera! The Kauaeranga Valley is home to forest bird such as tui, bellbird, tomtit, grey warbler, shining cuckoo, north island brown kiwi and kaka, so keep your eyes peeled here as many of them are frequent visitors on the trail.

If the Pinnacles isn't your style and you would prefer a more relaxing day you have the option of staying in and exploring Coromandel Township. Highlights include the Driving Creek Railway, local artisan workshops, short walks, cafes, and culture. Take the time to relax in paradise.

A fabulous day is topped off with a celebratory meal at one of Coromandel town's fine restaurants.

Accommodation: Coromandel Lodgel- (B,L,D)

Walking time: 6-7 hours..



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The Bucket List Walk



itinerary continued

Day 4 Epic East Coast

Travel east around the Peninsula towards Whitianga. Walk to the golden sand beaches and azure green waters of one of the top 20 best beaches in the world, New Chums Beach (this walk is dependant on the tides). Relax and absorb the natural beauty amidst the bird and marine life that thrives within this precious ecosystem.

Enjoy a short, scenic ferry ride across the Whitianga harbour and a relaxing stroll up to Shakespeares Cliff overlooking Mercury Bay and the beach where Captain Cook set foot on kiwi soil. Stop for a refreshing lunch looking out over the marine reserve and take the well-graded track down to the iconic Cathedral Cove, a natural volcanic archway - a must-see of the Coromandel!

Continuing around the east coast we'll complete a loop of the Coromandel Peninsula, then drop you at a 4.5 star Hotel in Rotorua, Tonight you will enjoy 3-course Taste Indigenous New Zealand dinner.

Accommodation: Rotorua Hotel - (B,L,D)

Walking time: 2-3 hours

Day 5 Whirinaki Forest

After a cooked breakfast at your Rotorua Hotel we'll pick you up and head east, past Mount Tarawera and into the heart of Te Urewera. Our first stop is the Whirinaki Forest, where we'll walk through one of New Zealand's most pristine Podocarp forests with towering trees including giant totara, kahikatea, rimu and matai. Keep an eye out for kaka (a large forest parrot) & whio (blue duck) along the way. This walking trail also skirts the moss-lined Whirinaki River canyon and waterfall – one of the most picturesque rivers in New Zealand. Don't forget your camera!

We then journey deeper into the remote Te Urewera to reach Lake Waikaremoana, where we'll settle in at our cozy lodge with pre-dinner drinks and nibbles on the lake shore.

Accommodation: Waikaremoana Lake Lodge - (B,L,D)

Walking time: 3-4 hours.

Day 6 Panekire Bluffs

This morning we'll walk to the spectacular Panekire Bluffs that are a highlight of the Lake Waikaremoana Great Walk. As we climb higher we'll see the lush podocarp forest change into cloud forest with trees covered in eerie hanging moss. Arriving at the Panekire Bluffs, we'll be greeted with jaw-dropping views over Lake Waikaremoana and Te Urewera. There are not many better places in the world to sit back, relax and have lunch! There's an option to continue walking higher for a further 2 hours to reach the highest point of the Great Walk track to get views over not only the Lake, but out to the Pacific Coast.

Accommodation: Waikaremoana Lake Lodge - (B,L,D)

Walking time: 3-7 hours.



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Day 7 Lake Waikareiti

This morning we explore a very special area - the pristine Lake Waikareiti, which lies a further 300 metres in elevation above Lake Waikaremoana. Free of aquatic weeds and motorised boats, this picture perfect lake has astonishingly clear water and is blissfully peaceful! The Department of Conservation have worked tirelessly for years to eradicate this area of introduced predators, allowing native birds here to thrive!

Later, we'll return to Waikaremoana where there's an option to walk to a dazzling fresh-water spring, or a walk through dense fern forest to explore the Onepoto Caves.

Accommodation: Waikaremoana Lake Lodge - (B,L,D)

Walking time: 3-5 hours.

Day 8 Lake Waikaremoana to Rotorua

After breakfast we depart the lodge to walk another section of the Lake Waikaremoana Great Walk Track. This stunning forest and lakeside trail traverses from a secluded arm of the lake across a peninsula, home to a Kiwi Recovery Program and some gorgeous native forest. After a lakeside picnic lunch we return to Rotorua, stopping for a soak in an amazing natural hot spring under a canopy of native trees.

Tonight you will dine in one of Rotorua's finest restaurants.

Accommodation: Rotorua Hotel - (B,L,D)

Walking time: 2-4 hours

Day 9 Rest Day, Travel to Tongariro

This morning you have free time to explore Rotorua, or sleep in! There's no shortage of adventurous or relaxing activities in this town. From indulging in a spa treatment to ziplining high above native forest there's a little something for everyone here.

At 1:30pm we'll pick you up from your Rotorua Hotel and head south through the North Island's heartland of geothermal activity, passing Lake Taupo. Arrive in Tongariro National Park and become acquainted with the area and your guide with a short walk. Settle in to your accommodation with a glass of New Zealand wine, while the sun sets over the impressive Tongariro volcanoes.

Relish a delicious New Zealand style restaurant meal while you get to know the other members of your small group. Retire to a cozy bed and hot shower, ready to tackle the world's best day hike tomorrow - the Tongariro Alpine Crossing!

Accommodation: The Park Hotel - (B,D)



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Day 10 The Tongariro Alpine Crossing

Walk the Tongariro Alpine Crossing - known as the best one-day walk in New Zealand and possibly the world. A challenging hike leads through stunning volcanic landscapes, past steaming craters, quirky coloured lakes and impressive dome volcanoes. Fantastic views over central North Island. Fair weather and a good level of fitness are required to undertake this hike.

If conditions allow we will have an early start on the track, so we can enjoy the pre-dawn solitude of the mountains and watch the sunrise over the volcanoes – a truly magical experience!

Lonely Planet recommends a walk amidst the Tongariro Volcanoes as “a life-changing experience not to be missed!” Your guides make this unforgettable hike even more memorable by sharing their local knowledge, setting a relaxed pace, and providing a well-earned celebratory drink and snack at the end of the track.

Accommodation: The Park Hotel - (B,L,D)

Walking time: 7-8 hours.

Day 11 Mt Ruapehu

Travel around the southern side of Mt Ruapehu to experience some of New Zealand's rail history on the Old Coach Road trail. Between 1906 to 1908 the road was used to carry passengers and goods by horse and coach, between two railheads on the main trunk line.

Heritage features on the trail include a unique cobbled road, massive steel viaducts, a curved tunnel, railway bridge remains, and old campsites. The 15km walk takes around 5 hours, and also passes through some beautiful stands of native forest with sweeping views across the district.

If conditions allow we will explore the dramatic, rock-strewn landscapes higher up Mt Ruapehu. At 2797 metres above sea level, the North Island's highest mountain offers jaw-dropping views over the National Park with various hiking options or catch a chair-lift up to NZ's highest café. .

Accommodation: The Park Hotel - (B,L,D)

Walking time: approx. 5 hours

Day 12 Taranaki Falls

Today we explore the lower flanks of Mt Ruapehu with a walk from Whakapapa Village through alpine meadows and pretty beech forest to Taranaki Falls. Tumbling 20 metres over the edge of an old lava flow, this waterfall packs a real punch, sending spray right across the boulder-ringed pool at the bottom. If you're game, it's possible to walk all the way around behind the curtain of the waterfall - time to put a jacket on!

Then hike around the glistening Lake Rotopounamu, which is nestled in the side of Mt. Pihanga, an old volcanic mountain and totally fringed with lush forest. Walking Legends support Project Tongariro, an eco-trust that are working to restore the native birdlife to this special area.

After lunch, we'll begin the short journey north to Taupo and on to Rotorua. You can choose to be dropped off in Taupo or Rotorua, or National Park if you are travelling further south. Either way, you'll be forever changed after the awesome walks and great times you'll have had with us in the North Island!

Walking time: 3-4 hours - (B,L)



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what is included

Accommodation

A variety of boutique and character lodges & hotels, from 2-4 star, have been chosen for location & atmosphere. Rooms are twin-share with good beds & linen. The Coromandel has ensuite bathrooms, the Waikaremoana lodge has shared bathrooms, while your 3 nights in Tongariro will be in an ensuite room. All the lodges are in picturesque settings.

In addition the trip includes 2 nights in a studio room at a 4.5 star Hotel in Rotorua.

Food

All dinners are included: 2-course Kiwi style meals, with plenty of fresh veges, salads, and dessert. You can purchase drinks during dinner. Breakfasts have cooked and continental options, and packed lunches are made fresh daily. We also provide plenty of snacks on the trail. The trip also includes 2 breakfasts while you are staying at the Rotorua hotel, and dinner in one of Rotorua's top fine-dining restaurants.



Luggage

This is a lodge-based tour so we'll return to our walk lodges each night. You're welcome to bring a suitcase, we have plenty of space. All you'll carry on the track is a day pack with your lunch, water, raincoat, hat, sunscreen and camera.

An experienced and fully qualified guide

All transport

Access and Concession fees paid to the Department of Conservation

NZ Goods and Service Tax (GST)

Safety and Risk Management

To ensure maximum safety for all, our guides are certified first aiders and fully qualified drivers. Tuatara Tours operate under a Safety and Risk Management Plan which is regularly audited and approved by a qualified and independent auditor.

This tour is operated in conjunction with another operator.

what is not included

- pre and post tour accommodation
- alcoholic drinks
- personal expenses
- gratuities, tipping is not expected in NZ but gratefully received. It is at your discretion whether or not to reward for excellent service



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pre tour checklist

Please ensure you have the following items for your walking tour.

Essential Items

- Day pack
- Warm hat & gloves
- Drink bottle or camel bak – 2 litre capacity
- Personal toiletries, shampoo, and any essential medications
- Sunscreen, sunglasses & sunhat
- Camera & charger

Clothing

- Hiking Boots (sturdy boots, preferably with ankle support, worn in please!)
- Waterproof rain coat with hood (we lend raincoats by prior arrangement)
- Socks (about 3 pairs, wool is best)
- Shorts or light weight trousers for walking
- Thermal leggings or long-johns to wear while walking (these are essential for walking in an alpine environment)
- Thermal long sleeved shirt (polypro or wool)
- Short-sleeved shirts (preferably polypropylene or wool: merino wool is ideal)
- Long-sleeved shirt or light sweater
- Warm wool or polar fleece jersey
- Smart/Casual clothes for the evenings
- PJ's / sleepwear

Optional Items, these are highly recommended but not essential

- Swimsuit & towel (river and hot-pool swimming opportunities may exist)
- Walking poles (highly recommended)
- Light running/walking shoes or sandals for easy walks
- Mobile phone
- Book, trip journal etc
- Water-proof over trousers
- Down or windproof jacket
- Blister kit
- Head torch or small hand held torch

We Supply

- Most meals, snacks, hot & cold drinks
- Linen & bath towels
- Toilet paper & soap

Please Ensure....

- Ensure you have plenty of warm clothing - be prepared for cold mountain weather.
- To prevent the spread of noxious weeds and plant diseases, please clean your boots and walking poles thoroughly before the hike.

We do not recommend you walk in cotton garments, jeans or silk. These fabrics take much longer to dry after perspiration or wet weather and you may feel damp and cold, even inside the best raincoat.

Plan around three layers of clothing, your inner or core layer which should be wool (merino) or polypropylene to trap warmth against the skin, a middle layer, and a top waterproof layer to protect from rain and wind.





The Bucket List Walk



frequently asked questions

What do I carry while on my tour and what happens to the rest of my luggage?

On a walking, cycling or kayak tour your extra luggage will be transported for you each day to your accommodation that night. All you need to have with you is your daypack with your lunch, clothing requirements, camera and incidentals. For cyclists, this can be left in the support vehicle while you are cycling as this is always close by for ready access. Please ensure the luggage you are sending on ahead is limited to one item and is packed in an easily transported overnight bag or suitcase.

On a hiking tour where huts and lodges are less accessible by vehicle, you may be asked to carry your own luggage for some or all of the days of the tour, please refer to your itinerary for details. For this reason we recommend you pack as lightly as possible and carry only the items suggested on your gear check list. For any of our tours, we recommend the use of a waterproof pack liner to keep your personal items as dry as possible.

Do I really need thermals and a fleece, even in summer?

Yes, as some of the areas visited can be exposed, and New Zealand weather can be notoriously changeable, you must be prepared for all weather conditions.

How many people are in each group?

Typically, we take a maximum of twelve people on each tour. We feel this gives you the best opportunity to gain as much from your experience as possible and keeps the feel of each tour relaxed and friendly. We are happy to discuss options for groups of more than twelve with you.

How fit do I need to be?

The main purpose of a guided tour is to enjoy your surroundings and learn from your local guide, it's not a race, however the more you can prepare for a tour, the better the experience will be for you. As a general guideline we suggest the following activity level guide for our tours.

- Easy: An average level of fitness, Walk 7km, Bike 15km on well-formed tracks and roads with very little incline.
- Mild: An average level of fitness, Walk 12km, Bike 25km on well-formed tracks and roads with average incline.
- Moderate: An above average level of fitness, Walk 20km, Bike 45km on formed tracks and roads with some average to steep inclines at times.
- Challenging: An above average level of fitness, Walk 20+ km, Bike 50+km on partially formed tracks and roads, some off-road, some steep inclines, some easy river and creek crossings.

How do I train for my upcoming tour?

Undertake your training using the clothing and footwear you intend to complete the tour in, this will give you the opportunity to make sure they will be suitable for the purpose and to break in your foot wear so as to avoid any discomfort. Train with your pack or day pack on so you get used to bearing the weight and include a variety of terrain in your training including hills and off road. As much as we'd like to we can't guarantee fine weather on your tour so don't hesitate to get outdoors and train on the rainy days as well.

What will the weather be like?

New Zealand is known to have four seasons in a day so you should always be prepared for sudden changes in weather or temperature and have the appropriate gear with you at all times. Rain can be expected at any time throughout the year.

Spring (September-November) and Autumn (March-May) are generally cooler months for experiencing the outdoors with temperatures averaging 15-25 degrees during the day.

Summer (December-February) is usually warmer with averages of 20-30 degrees and longer sunshine hours due to daylight saving. As New Zealand has very little air pollution, UV rays are strong during the summer months and a good sunscreen and a hat are recommended for outdoor activities during the heat of the day.





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how to book

Go to www.tuataratours.co.nz, click the make an enquiry button and submit your booking request using the form provided.

We enjoy talking to people about their travel interests. So feel free to contact us directly if you'd rather not fill out a form.

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pre and post tour accommodation

If you would like some help booking pre/post tour accommodation we can help

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custom tours

We Can Customise Existing Tours - You may want to spend an extra day or you may want to add an element to your tour!

We Can Design A New Tour Just For You.

We have years of experience in creating custom-made tours for groups, so if you are planning a tour for your friends, family, club, corporate workplace.... contact us now.

subscribe to our newsletter

Our newsletter will be emailed to you monthly on the first working day of every month.

- latest trips
- travel advice
- events & attractions
- and more!



Go to www.tuataratours.co.nz and go to the newsletter sign up in the footer of any page.

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TuataraTours-experienced and innovative

Tuatara Tours is an experienced and innovative walking and biking adventure company, based in the South Island of New Zealand.

The vision at Tuatara Tours is to encourage as many people as possible to be involved in fun, adventure and the outdoors.

We understand the outdoors and we revel in the country, people and climate that we work with

our team is here to provide you with the best experience

We only have one world and we have to share it with each other. Much of the attraction for our clients is to experience unspoiled and un-crowded landscapes. It is our challenge to ensure that in this sharing of the experience, we minimise where possible, the impact of our business.

Through the introduction of strict environmental guidelines, we minimise our impact on the environment we live and work in

responsible travel

None of us could deny the benefits of travel in broadening our horizons and our way of thinking about the world we all share; travel breaks down barriers and provides valuable insights into other ways of life, it challenges us to step outside our comfort zone and to learn from those around us.

Our responsibility as participants in this journey is to acknowledge our impact on the environment and the communities in which we travel and to consider our individual contribution now and for the benefit of future generations.

We are Gold Qualmark endorsed; New Zealand tourism's official benchmark for environmental standards and quality control.

Wherever possible our company utilises local products and services, we support conservation efforts to preserve our natural and cultural heritage and we respect and care for the unique environment we travel in. Make your commitment to responsible travel with us.

adventure travel

By its very nature adventure travel involves an element of the unexpected. To get the most out of your adventure it is important that you are mentally flexible, positive and eager to take on all the challenges that arise.

If you are uncertain about your suitability for this tour, speak with us and we can help guide you in the right direction.

NZ Walking Tours

- The Akaroa Walk
- The Franz Josef Trail
- The Mesopotamia High Country Walk
- The Queen Charlotte Walk
- The West Coast Trail
- The Hump Ridge Track Walk
- The Coromandel Explorer Walk
- The Tongariro Crossing Walk
- The Lake Waikaremoana Walk
- Great Barrier Island Escape
- The Abel Tasman Walk - 3 Days
- The Abel Tasman Walk - 5 Days
- The Abel Tasman Walk/Kayak - 3 Days
- The Abel Tasman Walk/Kayak - 5 Days
- Bucket List Walk
- The Old Ghost Road

NZ Hiking Tours

- The Heaphy Track
- The Lake Waikaremoana Great Walk
- The Stewart Island Track
- The Tongariro Crossing Walk

NZ Cycling Tours

- Around The Mountains Cycle trail
- The Tekapo Canal Trail
- The Alps 2 Ocean Cycle Trail
- The West Coast Wilderness Cycle Trail
- The Queenstown Cycle Trail
- The Otago Rail Trail
- The Tasman Great Taste Trail and Golden Bay Explorer

Overseas Tours

- Bhutan Tours
- Japan Walking Tours
- Australia Walking Tours

All of these tours and more available at www.tuataratours.co.nz



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country information

Culture

New Zealand has a diverse multi-cultural population, the majority of whom are of British descent. New Zealand's indigenous Maori make up around 14 percent of the population. The culture of its indigenous Maori people affects the language, the arts, and even the accents of all New Zealanders. New Zealanders embrace new technology and culture, but they also have a background of quiet but rugged individualism, self-reliance and a passion for invention. Many New Zealanders travel extensively and thrive on learning and experiencing other cultures. They are renowned for their openness, ingenuity and "easy-going" nature.

Environment

Fourteen spectacular national parks preserve New Zealand's natural heritage enshrining a huge variety of landscapes, vegetation and wildlife, New Zealand encompasses rich farmland, mountains, rivers and unsurpassed scenery. The country is slightly bigger than the UK in size. Three-quarters of the population live in the North Island with more than a third of New Zealand's population living in the largest city, Auckland.

The South Island - with its lakes, fiords and spectacular outdoor scenery is the most popular destination for tourists. The gateway to the South Island is Christchurch - a city of approximately 380,000 people.

Recreation

New Zealand's stunning landscapes, lush forests, amazing wildlife and pleasant climate make it a haven for many outdoor activities, and a great place to relax and enjoy life.

New Zealanders love the outdoors, especially tramping (hiking), camping, skiing and snowboarding. Sailing, surfing and swimming are also favourite pursuits. New Zealand's sports and recreation facilities are inexpensive, abundant and very accessible.



tuatara conservation

Tuatara Tours are proud to be actively involved in Tuatara Conservation.

Tuatara Tours has formally adopted "BP" a male juvenile tuatara who resides at Orana Park in Christchurch and is part of the conservation programme to ensure the safe future of these amazing reptiles.



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TUATARA TOURS TERMS AND CONDITIONS

Tuatara Tours NZ Limited accepts bookings subject to the following conditions:

Contract

This contract is between Tuatara Tours and you the client being any person travelling or intending to travel on a tour supplied by Tuatara Tours as the operator. The contract, including all matters arising from it, is subject to New Zealand law and the exclusive jurisdiction of the New Zealand courts. Only Employees and Directors of Tuatara Tours have authority to vary or omit any of the terms.

Price

The price is quoted in New Zealand dollars and includes GST of 15%. The price is based on prices at time of publishing and Tuatara Tours hereby reserves to modify without notice those prices in any way considered necessary or desirable.

Organised tour accommodations are based on a twin/double share accommodation. Individual travellers will be placed in rooms together with other individual travellers of the same sex. A single supplement is available on request.

Confirmation of Booking

Bookings are confirmed upon receipt of the full tour price and become definite from that date. Tuatara Tours or their agents reserve their right to decline any booking at their discretion.

Cancellation

If a client wishes to cancel a tour the following charges will be applied: (Unless stated otherwise at time of confirmation of the tour)

1. 91+ days prior to departure – no fee
2. 90-60 days prior to departure – NZD\$100.00 per person applies
3. 59-30 days prior to departure – 30% of total package cost applies
4. 29-0 days prior to departure – 100% of total package cost applies
5. After tour commencement – no refund available.

If a client fails to join the tour, or joins after the tour departure date, no refund will be made. These cancellation fees are not negotiable, therefore we strongly recommend that you purchase travel insurance.

Insurance

Tuatara Tours recommends that the client take out tour cancellation insurance together with all other necessary travel insurances. Obtaining all necessary insurances is the responsibility of you the client and Tuatara Tours can not held liable for any failure on your part to get insurance.

Medical conditions

When you book you must notify us of any medical condition, medical history or medication that you are on.

Changes to Tours

Tuatara Tours will use its best endeavours to ensure that all tours are operated as advertised. It may be that reasonable changes in the itinerary may need to be made where is deemed necessary or advisable by Tuatara Tours. Changes will be advised to the client as soon as is reasonably possible. Where a tour service needs to be changed, a substitute or similar quality or standard will be provided.

Weather

Adverse weather conditions may mean that planned activities cannot proceed as intended. A decision to change an advertised tour based on the weather conditions will be made by a tour guide at the time and is made in the best interest of the group and their safety. Tuatara Tours and or their contracted suppliers can not be held responsible to any changes as a result of the weather.

General conditions

Tuatara Tours, its agents, contractors and guides do not accept responsibility or liability for loss, damage to, or theft of personal belongings (owners risk) or for any expenses, including medical and transport expenses arising from a personal accident, injury, illness, or hospitalisation. Tuatara Tours and their guides reserve the right to make any alterations to the itinerary in the interest of safety, or unforeseen circumstances due to causes such as weather, illness or misadventure. Every reasonable endeavour will be made to keep to published schedules but no guarantee is given. Tuatara Tours will not be held liable for costs incurred by change, delay or the missing of connecting services. Tuatara Tours reserves the right to exclude a person from a tour at any time, if in the opinion of the guide or operator, that person may be likely to risk the health, safety or comfort (including unsociable behaviour) of other clients, him or herself or the environment. In such circumstances, Tuatara Tours will not be obliged to offer any refund or transfer ticket. These terms and conditions apply to each participant including in a group booking. Where a booking is made on behalf of a group or two or more people then each participant in the group must be made aware of and accept these terms and conditions

