

Additional information



Can I take a walking frame on a tour?

Unfortunately, we cannot accommodate walkers on some of our tours. Our transportation typically does not have the space to store a walker and all physical ratings require that guests must be able to get on and off transportation unaided. If you wish to travel with a walker please contact us in advance of making a booking.

Can I take a walking stick on a tour?

Yes, taking a walking stick on tour is perfectly fine as long as you are able to meet the fitness rating for your chosen tour.

What happens if I book a tour with the wrong fitness level?

We discuss fitness ratings with all our guests as part of the booking process to ensure you book a tour that's right for you. If a guest has misrepresented their fitness level and cannot keep up with the tour activities, they be asked to return home.

What are the fitness levels?

Fitness levels are important when selecting a tour. Every tour has a Physical Rating of 1–2:

1. Easy
2. Active/Moderate

Relaxed pace tours – Level 1 fitness – Easy

These tours are at a more relaxed pace and generally we unpack once. You don't have to worry about doing anything physically demanding unless you want to. The tour is primarily coach travel but the day tours may have content that requires disembarking vessels/vehicles with stairs to which you have to do unaided.

Passengers must be able to:

- Participate in guided or unguided small walking tours at a relaxed pace
- Walk on mostly level ground
- Tackle an occasional flight of stairs or incline
- Occasionally need to stand for up to 10 minutes
- Get on and off transportation unaided
- Manage your own luggage.

Tours with some mild physical activities – Level 2 fitness – Active/Moderate

There are some easy physical activities included in these tours and an average level of fitness is required to gain maximum enjoyment.

Passengers must be able to:

- Participate in walking tours with time to rest at least every 10 minutes
- Walk confidently on bush tracks and soft sand – mostly level ground
- Stand for 15 minutes without needing to sit down
- Tackle a flight of stairs or incline
- Get on and off transportation multiple times unaided
- Manage your own luggage

Travelling with a carer

If you are unable to travel alone and feel that the fitness levels required are not obtainable, you can travel with a carer or chaperone. Coach drivers and staff are only permitted to provide basic assistance. Drivers and staff are unable to assist with access to facilities, lift or carry passengers, administer medicines or perform any medical procedures.

Travelling with a medical condition

If you have a medical condition, it is recommended that a carer/chaperone accompany you on your journey. In the event that you become ill during the journey, the appropriate emergency services will be contacted and the continuation of travel will be determined by the emergency services personnel. Our coach drivers and staff are not trained or permitted to administer any medicines or perform medical tasks.

Special needs

Should you have any special needs, you are required to inform us at the time of your booking. Special needs include (without limitation) if you have any disability, illness, disease or other condition, you have limited mobility, you have a service animal, you are pregnant, you need special help or any other circumstances exist which may make it difficult for you to use travel services. If you fail to advise us of your special needs, we may not be able to book suitable travel services for you. To the extent permitted by law, you are responsible for ensuring that the travel services are suitable for your special needs.