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Earth Adventure FAQs

GENERAL

When do you operate?

Our tours generally operate on weekends and selected weekdays. For current tour times please check earthadventure.com.au.

What types of tours do you run?

Half-Day Experiences

Half-Day Experiences are a great way to get out and try things, without booking out an entire day. Our Half-Day Experiences can range from short 90 minute experiences up to full four hour tours.

Day Adventures

Day Adventures are designed for the full day group experience (minimum 8 participants) and include transport and catering. Eco-adventure? Surf? Snorkel? No matter the option you choose, you will have a day full of adventure and fun with your family and friends.

Multi-Day Tours

We run multi-day experiences throughout South Australia for large groups. An example tour can be found on our website, describing what a 3 day tour of the Flinders Ranges and back again may look like.

What are the minimum and maximum numbers per tour?

Minimum of 2 and a maximum of 8-12 people max, dependant on tour. You can book our half-day experiences for one person only.

What is the minimum age for your tours?

- Dependant on the tour, children as young as 8 can attend. Please check the minimum age requirements for the tour you are booking on to.
- Children 17 years and younger must be accompanied on the tour by an adult.

Who supervises my child when participating?

- Children under 18 must be accompanied by an adult.
- We will conduct the activity for your child, however you must take ultimate responsibility.
- We will remove your child from the activity if they are deemed to be non-compliant and or a safety risk.

What experience level is required?

Our tours are designed for beginner levels (but you don't have to be a beginner to still have fun) and are suitable for all levels of fitness.

When is your office open?

- Our offices are in Adelaide, South Australia and we are open 9am – 5pm on Monday – Friday.
- Our office is not open during the weekend, but you can call our office number to be transferred to our emergency contact.
- Our phone number is [08 8165 2024](tel:0881652024).



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- As all the information about our tours is online and bookings are all made online, we only accept emergency calls for legitimate issues.

BOOKING INFORMATION

All bookings are made with Earth Adventure (ABN 47 007 952 114), trading as Earth Adventure. By booking a tour or service from Earth Adventure, you (or any other person booked by you) acknowledge you have read and consent to the Earth Adventure Terms and Conditions and Privacy Policy and your booking will be accepted by Earth Adventure on this basis. The tour or services to be provided are those referred to in our booking confirmation to you. The Terms and Conditions and your booking confirmation constitute the entire agreement between you and Earth Adventure.

How do I book in?

- You can book your ticket online at: earthadventure.com.au. Earth Adventure uses a third-party secure booking platform known as Rezdy. All bookings go directly to Earth Adventure.
- Session times show what is available. If availability appears in the drop down for the day you want, then go for it. If not, please select another date.

Can I pay after or when the session finishes?

All bookings must be paid for in advance.

Can I pay with cash?

- All tour/hire bookings are made online and are paid for with credit/debit cards.
- Please contact us to arrange alternative payment options.

Can I purchase a gift card?

You sure can! All tour and hire gift cards can be purchased online from our website using the same link you use to book a tour earthadventure.com.au/gifts.

Can I purchase a physical copy of my gift card?

You sure can! Call us on [08 8165 2024](tel:0881652024) to organise a physical copy of your gift card. Delivery costs may apply.

I booked my tour through an online agent and their terms seem different?

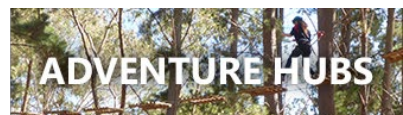
Please contact the online agent that you booked through if you have any questions about the terms and conditions relating to your booking.

What else should I know about my booking?

- You will be emailed a waiver to sign two days prior to your booking. You will need to arrive 15 minutes before your booking. If you arrive late, you will miss your session.
- We are very strict regarding safe participation. If you are deemed to be acting in an unsafe manner or non-compliant you will be removed from the activity and lose your booking.

Confirmation of your booking

- Only processed bookings can be accepted. This means you book online and then receive the full details via email immediately following the payment of your booking. If you do not receive this, please check your junk mail. If you still have not received an email, please contact our office straight away.





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- Once you receive your email, please review the details of your booking, taking note of the starting time and location map.
- Please check the terms and conditions included to ensure you have no surprises. We will contact you via email up to the day prior to your tour if any changes affect your booking.
- Please contact us if you will not be checking your email or have any concerns about these details.

WEATHER

What weather do you operate in?

We operate in most weather conditions, including rain. We have been doing this a long time and understand safe operating conditions. If we are concerned, we will stop, pause, delay or shorten the session for a break in weather.

If we assess the weather to be unsafe, Earth Adventure may have to cancel or postpone/delay the session. We will attempt to do this prior to the day. On the actual day of service, weather conditions may still require our immediate intervention.

Extreme weather conditions where Earth Adventure may have to cancel, or postpone/delay include:

- Fire Danger Ratings where it is extreme or catastrophic in the tour locations or if there are any fires near the tour locations that would make it unsafe
- Severe thunderstorms & lightning
- Extreme temperature (hot or cold)
- Severe wind
- Flooding

If we have to change the session, we will offer the next time slot or provide the opportunity for rescheduling.

CANCELLATION POLICY

What is your cancellation / change of date policy?

If you cancel some or all portions of your booking, cancellation fees will apply. A refund can only be issued to the original purchaser and same credit card used for the booking and will be made less the applicable cancellation notice fees stated below. A cancellation will only be effective once Earth Adventure receive written email notification from you.

Cancellation Fees for all tours (except those stated in the variation below) are:

- More than 30 days to departure: \$20 administration fee.
- 72 hours – 30 days prior to departure: 25% fee of total booking price.
- 48-72 hours prior to departure: 50% fee of total booking price.
- 24-48 hours prior to departure: 75% fee of total booking price
- Less than 24 hours prior to departure: 100% fee of total booking price.

Private Tours: Cancellation terms of a private tour are advised at time of request and/or confirmation.

Addendum to Cancellation Terms regarding COVID-19



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Earth Adventure complies with all tour operation regulations of the South Australian Health Department and have implemented COVID-19 health, safety and cleaning protocols as applicable for each tour. In addition, for any reason Earth Adventure or a customer need to cancel a tour due to late notice COVID-19 implications all bookings will be rescheduled or provided with a FULL refund of the tour price. See our COVID-19 information page for further details.

What happens if I need to cancel on the day?

- If you fail to join a tour or are not at the designated pickup point at the correct time, Earth Adventure reserve the right to deem you as a cancellation and no refund will be made. If you choose to leave the tour prior to its completion, no refund will be made.
- Management reserves the right to make exceptions if it chooses.
- If in the instance, Earth Adventure needs to reschedule due to safety (extreme weather conditions etc.) we will offer to reschedule your session to another available timeslot or, as a last resort if this is not possible, we can provide a refund.

What if I get there and am too scared to participate or need to stop part way through?

That's okay, it happens sometimes and good on you for coming along and giving it a go! However, if you are not able to start or complete the tour because of fear or you change your mind, please note tickets are non-refundable.

What happens if I arrive late?

- We have a very tight schedule. If you arrive late, you will likely miss out and lose your booking.
- We ask people to be there a minimum of 15 minutes before departure to prevent this.
- Please note that if you miss your session tickets are non-refundable.

What happens if you, Earth Adventure, cancels a tour or service

- Earth Adventure reserves the right to cancel a tour or service at any time prior to departure should operational considerations outside of its control dictate (i.e. mechanical breakdown, staff sickness).
- If this occurs, you can transfer to an alternate departure date or alternatively receive a full refund of your booking price.

What happens if I'm sick on the day?

Unfortunately, tickets are non-refundable on the day of your tour.*

*In compliance with the current COVID-19 pandemic, participants who are sick on the day of tour and let us know before the tour starts can contact our office to reschedule their experience.

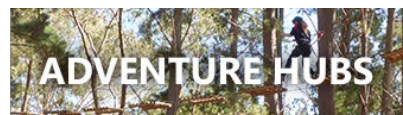
SAFETY

Are you safe?

- We definitely are!
- We only use staff trained in the correct qualifications for the activity.
- We carry out daily inspections of the equipment being used.
- We conduct more intensive quarterly inspections and maintenance.

Do people get injured?

- We ask you to take care while participating in our physical activities. Walking around on uneven surfaces with multiple tripping hazards is normal in nature. You need to take care.



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- Our activities involve physical activity and equipment. Therefore, there's a chance for knocks, cuts, abrasions or bruises that come with physical activity in nature.
- In addition, climbing ladders, sitting in harnesses and other safety equipment can be uncomfortable and pinch sometimes.

Can I participate if I have had a few alcoholic drinks?

- The short answer is no.
- Whilst Earth Adventure does operate tours that include the consumption of alcohol these are organised to ensure that no consumption occurs before undertaking other activities on tour. A large percentage of tours need to be undertaken without the influence of alcohol for a portion of the tour.
- We reserve the right to refuse access to the tour should you be deemed to be under the influence of drugs or alcohol, show aggressive, dangerous or threatening behaviour.
- It is your responsibility to participate safely and not be intoxicated.

What about Medical conditions?

- We would like participants to be free of any medical conditions, that could be worsened by physical activity. It is your responsibility not to book into a session if you have any of these conditions.
- We recommend that you consult a health professional if you have the following, before booking**:
 - Pregnancy
 - Heart Conditions
 - Recent Sprains or Muscular Injuries
 - Back Pain or Chronic Back Pain
 - Panic/Anxiety Attacks
 - High or Low Blood Pressure
 - Bone Disorders
 - Dislocations
 - Diabetes
 - Epilepsy, especially PSE.
 - Prosthetics- includes Cosmetic Implants
 - Neurological Disorders
 - Disabled or physical impairment
 - Fragile Skin

** Please note this does not necessarily exclude a person from doing our activities. However,

Earth Adventure reserves the right to deny you access to the activities if you aggravate any of the above conditions and if we, acting reasonably, are not completely satisfied that it is safe for you to participate.

Do I have to follow the COVID check in rules?

- You certainly do.
- This includes complying with the normal rules of non-participation if you are sick, been in a COVID hotspot or have been overseas in the last 14 days, etc.

Do I need to be COVID-19 vaccinated to do the tours?

- You certainly do.
- From December 2021 we are requiring all participants to provide either a) a Australian-issued International COVID-19 Vaccination Certificate (ICVC) or b) if you are an international traveller your COVID-19 passport.

What about environmental impacts and sustainable practices?

- We firmly believe in leaving no trace when we're out and about in our beautiful state.
- To borrow a phrase – we take only photographs and leave only footprints.





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- We take all our rubbish with us (and pick up rubbish if we find it) and we leave wildlife alone, we don't feed them or try to pat them.
- We stay on designated paths and in areas that we are permitted to use when we are in National Parks or Conservation Parks.

Earth Adventure also has the following accreditations: -

- Quality Tourism Accredited Business (Camp & Adventure)
- Eco Certified Nature Tourism
- Sustainable Tourism Accredited Business

What sort of qualifications do your guides and instructors have?

- At Earth Adventure, our staff have a large number of skills and qualifications required to safely provide our activities to you. We believe it is extremely important for our staff to stay current with their qualifications whilst continuing to increase their knowledge and understanding.
- For information on the qualifications that our staff hold, several of the qualifications are listed below:
 - Paddle Australia
 - Bushwalking Leadership South Australia
 - Professional Association Climbing Instructors
 - Survive First Aid
 - Australian Sailing
 - PADI

ADELAIDE CITY KAYAK TOURS

Where do I meet for the Adelaide City Kayak Tour?

This tour departs from [Pinky Flat, War Memorial Drive, North Adelaide](#), on the North shore of the River Torrens. Please meet here 15 minutes prior to your scheduled session time.



Can a person join the session if they have not booked?

Of course! As long as we have a space available. Quickly get online and book in before the session closes.



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How do you take care of hygiene with equipment?

Where it is safe we disinfect all our equipment

Can I use my own kayak for the tour?

As we register our kayaks for use on the river we are unable to allow participants to use their own kayaks during the tour.

Can I use my own PFD (Life Jacket) for the tour?

Yes, as long as it is of legal standard.

Do you hire kayaks?

We are currently not able to hire out our kayaks.

What is the kayaking route?

The tour remains in the Torrens Lake area, generally between the weir and Frome Road. Some tours may not travel as far due to limiting conditions. For example, during the warmer months we don't paddle past the Adelaide University footbridge due to [Grey-headed Flying-foxes](#) swooping down to the river to keep cool and get a drink.

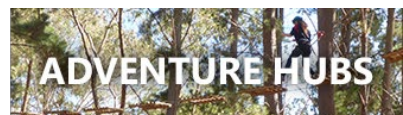
Is there a toilet at the tour location?

There are no toilets at the location for the Adelaide City Kayak Tour, please go before you arrive. As we're in the city there are public toilets not too far away, the closest one is across the river in the Adelaide Railway Station.

ROCK CLIMBING TOURS

Where do I meet for the Morialta Rock Climb and Abseil Experience?

Please meet at the gate entrance to the [Morialta Rock Climbing Area on Norton Summit Road](#). It is marked on Google Maps as 'Climbers Track'. There is a small amount of street parking opposite.



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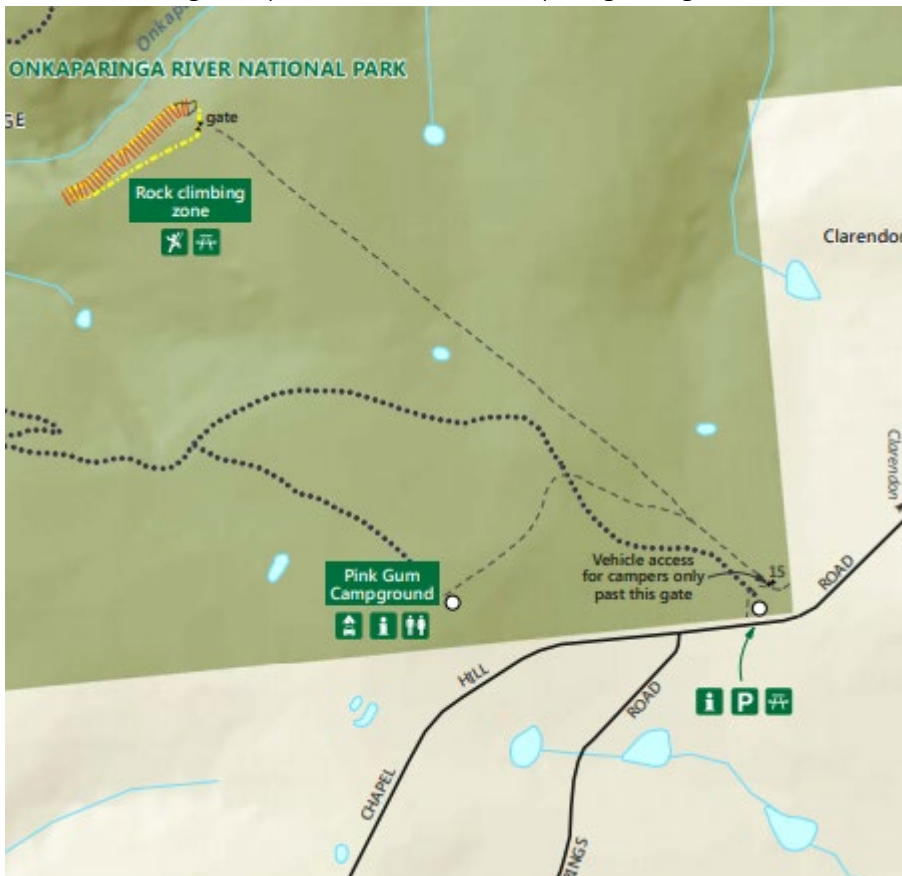


▲ Start/finish point ▲ Parking areas

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Where do I meet for the Onkaparinga Rock Climb and Abseil Experience?

Please meet in the carpark at [Gate 15 of Onkaparinga River National Park on Chapel Hill Road](#). It is marked on Google Maps as 'River Walk- Onkaparinga Gorge'.



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Can a person join a rock climbing tour if they have not booked?

No. We require bookings for a rock climbing tour to be done before hand as we need to ensure we have the correct amount of safety gear and staff on hand.

How do you take care of hygiene with equipment?

- We rotate our equipment during the sessions
- Where it is safe we also disinfect all our equipment
- You're more than welcome to bring your own hair net or wear your own soft hat (non-baseball or trucker hat) underneath your helmet for extra protection!

Can I use my own rock-climbing equipment?

You can bring your own helmet as long as it is of legal standard, but we need you to use our harnesses and other climbing equipment, we have rules about testing and use of equipment and therefore must only use our equipment.

Is there a toilet at the experience location?

There are no toilets at the location for either Rock Climb and Abseil tours, please go before you arrive.

ON THE DAY REQUIREMENTS

What do I need to bring?

- Clothes and footwear you don't mind getting wet (for tours that have an aquatic component).
- Dress for the weather
- Towel (for aquatic activity tours, and a change of clothes)
- Hat
- Sunscreen
- Sunglasses
- Strap for glasses
- Water bottle
- Camera or phone if you want to take photos, if your camera is not waterproof a dry bag is recommended
- Small backpack to carry everything

What should I wear?

- Closed toed shoes are a must.
- Most of our tours include walking and/or climbing. Shoes should be comfortable and easy to walk in for long periods.
- Think sun-smart clothing - long pants are a good idea and best suited to most activities.
- Hats are also important!

What happens if I lose my phone, tear my clothes, etc?

You are responsible for your personal items. Earth Adventure does not take responsibility for the accidental loss or damage of your personal items.

Can I take photos?

- You sure can!



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- Earth Adventure is not liable for any damage that may be incurred should it fall off or be damaged while you are undertaking an activity.
- If you're doing aquatic based tours we recommend that you take a dry bag or take a camera with water-proof housing, just in case of water splashes or in case you drop it overboard accidentally.
- If you share them on social media, please tag us @earthadventureaus, we love seeing your pics!
- While we're talking about photos, sometimes Earth Adventure will capture photos and videos during a tour to use for advertising or promotional purposes. Consent is gained when you sign the online waiver. If you take a photo, please check if other participants are ok with it.

Can I wear a GoPro?

- Absolutely, as long as it is securely attached and doesn't impact on your safety or the safety of your equipment.
- Earth Adventure is not liable for any damage that may be incurred should it fall off or be damaged while you are undertaking an activity.

**Earth Adventure FAQs are accurate as of October 24th, 2021*



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