

2021/2022

# PRODUCT MANUAL



- » Queenstown
- » Milford Sound
- » Wine Tours
- » Glenorchy
- » Mt Cook
- » Guided Walks
- » Private Charters
- » Transfers



**ALTITUDE**<sup>®</sup>  
EPIC SMALL GROUP TRAVEL



# WHY ALTITUDE

## SMALL GROUPS. BIG ADVENTURES

At Altitude Tours, we are all about turning average holidays into epic adventures, taking our guests on journeys to some of the best and most iconic destinations from Queenstown.

Altitude Tours is owned and operated by Queenstown locals with a simple mission, to provide unique, high quality and awesome small-group experiences. However, this mission doesn't just end with our customers, we also understand the importance of you (yes, you), our agents and trade partners, and we pride ourselves on being easy, responsive and fun to work with.

Whether your clients are on a once in a lifetime journey to majestic Milford Sound, swirling the finest Pinot in Central Otago, pretending to be a hobbit in Paradise or exploring the Hooker Valley, let Altitude Tours take them on an adventure they'll be telling your grandkids about.

**TAKING YOU PLACES  
TOUR BUSES HAVE  
NEVER BEEN BEFORE.**





# OUR VEHICLES

## GOLD CLASS COMFORT

Size matters. That's why we've kept things personal using our fleet of modern Mercedes Sprinter vans. Our guests will enjoy their journey with no more than 16 people, in a vehicle kitted out with luxury features such as leather seats, panoramic scenic windows, Wi-Fi and Spotify.

- » MODERN, 2017-2019 MERCEDES SPRINTER FLEET 
- » MILFORD SOUND SPECIFIC, GLASS-ROOF, 16 SEATER VANS 
- » ONBOARD TVS WITH FUN AND INFORMATIVE VIDEOS ABOUT THE REGION 
- » COMPLIMENTARY WI-FI, SPOTIFY AND WATER 





# OUR TEAM

## PUT YOUR ANNUAL LEAVE IN EPIC HANDS

We believe that the journey is just as important as the destination so we carefully select each of our team, whether they are behind the wheel, or in the office on the phones. The Altitude Tours family come with years of experience, ooze personality and flair, and all share the same passion for delivering a high quality customer experience.

- » GUIDES WITH 10+ YEARS OF GUIDING EXPERIENCE WITHIN THE REGION
- » WINE CERTIFIED - THEY KNOW THEIR PINOT!
- » FOCUSED ON SERVICE AND DELIVERY, HIGHLY TRAINED
- » BALANCED MIX OF MALE, FEMALE AND AGE



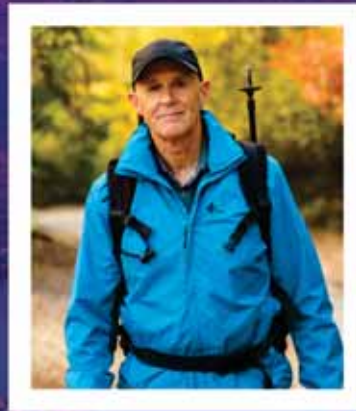
HEIDI FARREN  
General Manager & Co-founder



NIGEL HOBBS  
Director & Co-founder

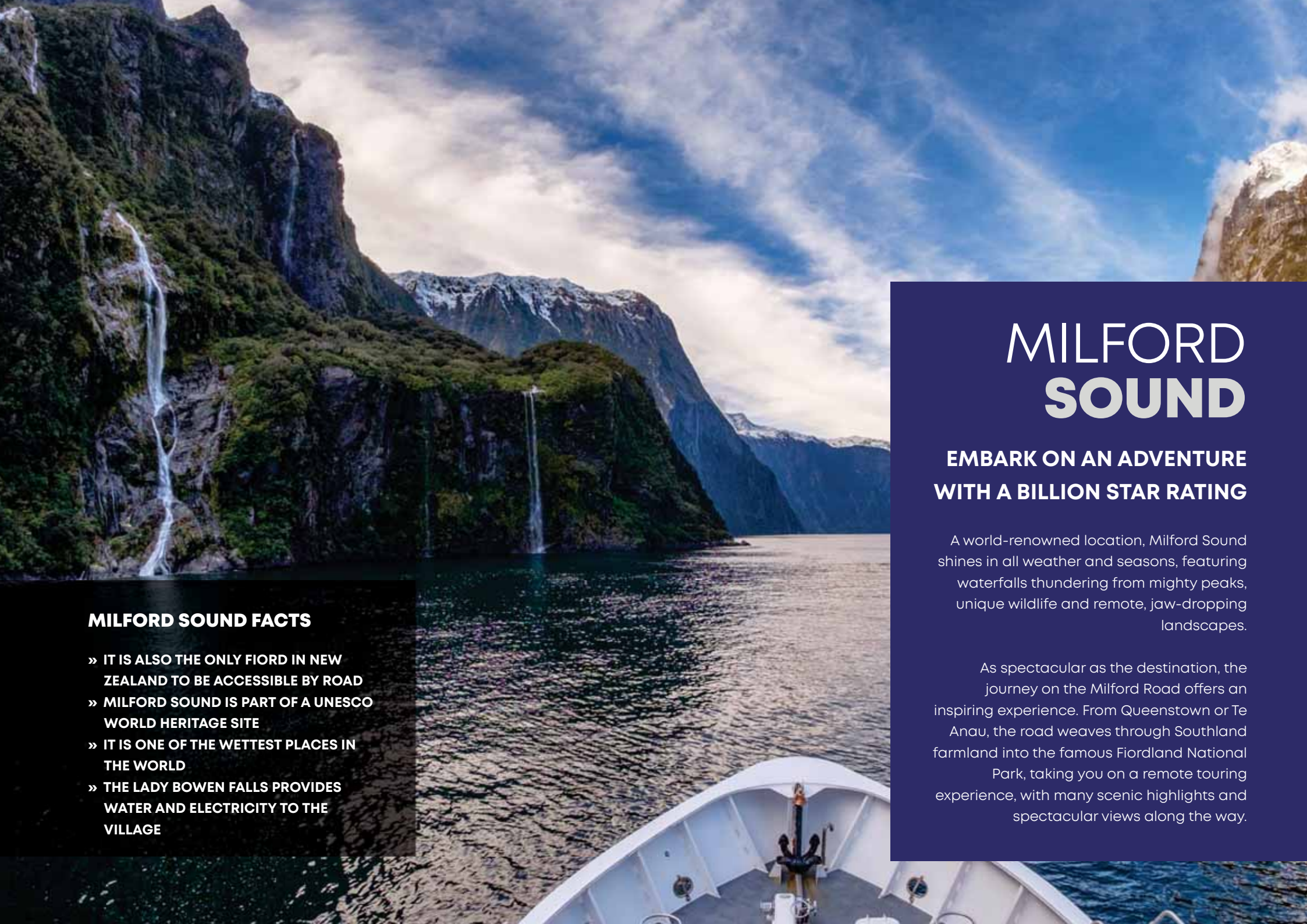


KIM BOTHERWAY  
Sales & Business Development



SOME OF OUR EPIC GUIDING TEAM





## **MILFORD SOUND FACTS**

- » **IT IS ALSO THE ONLY FIORD IN NEW ZEALAND TO BE ACCESSIBLE BY ROAD**
- » **MILFORD SOUND IS PART OF A UNESCO WORLD HERITAGE SITE**
- » **IT IS ONE OF THE WETTEST PLACES IN THE WORLD**
- » **THE LADY BOWEN FALLS PROVIDES WATER AND ELECTRICITY TO THE VILLAGE**

# MILFORD SOUND

## **EMBARK ON AN ADVENTURE WITH A BILLION STAR RATING**

A world-renowned location, Milford Sound shines in all weather and seasons, featuring waterfalls thundering from mighty peaks, unique wildlife and remote, jaw-dropping landscapes.

As spectacular as the destination, the journey on the Milford Road offers an inspiring experience. From Queenstown or Te Anau, the road weaves through Southland farmland into the famous Fiordland National Park, taking you on a remote touring experience, with many scenic highlights and spectacular views along the way.





# MILFORD SOUND DAY TOUR

## ESCAPE THE CROWDS

Our Milford day tour was established in 1994 and is the top rated Small Group Milford Experience. We allow our guests to escape the crowds and offer a truly unique day, showcasing this world famous region.

On this full day tour to Milford Sound, enjoy guided commentary tourings to and from Milford Sound with our experienced guides. Our small group tours give our guests the ability to get to know the driver and each other, creating a more personal and memorable touring experience.

Once in Milford Sound, we join a stunning two hour small boat nature cruise on the fjord – see waterfalls, fur seals and occasionally dolphins. Enjoy fun and informative commentary from your local guide, and plenty of off-the-beaten-track visits away from the crowds.

We have two custom made, 16 seat, glass roof Mercedes touring vehicles. This is business class travel with extended leg room, leather interior, panoramic windows for the best views, and USB charging ports on board.

Travelling to Milford is a full 12-13 hour day by road or a 9.5 hour day when flying back to Queenstown from Milford. Our smaller vehicles give us the opportunity to stay away from the crowds as well as more flexibility with where we stop on the journey.



## COACH CRUISE COACH

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- » FULLY GUIDED 12-13 HOUR ROUND TRIP FROM QUEENSTOWN BY ROAD
- » DEPARTS DAILY FROM QUEENSTOWN OR TE ANAU
- » VISIT TE-ANAU DOWNS, EGLINTON VALLEY, MIRROR LAKES, MONKEY CREEK, THE CHASM
- » 2 HOUR NATURE CRUISE ON A SMALL BOAT, LESS PEOPLE, GETS CLOSER TO THE SEA LIFE AND WATERFALLS
- » PICNIC LUNCH: OPTION TO HAVE THIS INCLUDED OR EXCLUDED FROM YOUR RATES

## COACH CRUISE FLY

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- » FULLY GUIDED 10 HOUR ROUND TRIP BY ROAD AND AIR
- » DEPARTS DAILY
- » VISIT TE-ANAU DOWNS, EGLINTON VALLEY, MIRROR LAKES, MONKEY CREEK, THE CHASM
- » 2 HOUR NATURE CRUISE ON A SMALL BOAT, LESS PEOPLE, GET CLOSER TO THE SEA LIFE AND WATERFALLS
- » PICNIC LUNCH: OPTION TO HAVE THIS INCLUDED OR EXCLUDED FROM YOUR RATES
- » FLY BACK BY FIXED WING PLANE FROM MILFORD SOUND TO QUEENSTOWN

# WINE TOURS

## PAIRING GOOD PEOPLE WITH GOOD WINE

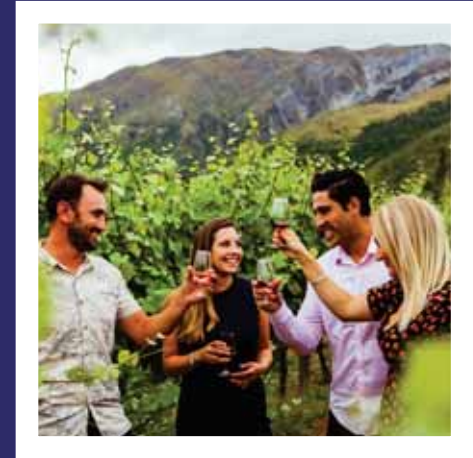
**We may not be everyone's cup of tea, but we are your glass of wine.**

Altitude Tours offer top rated wine tours from Queenstown, with years of experience exploring the big four wine regions of Central Otago. Our wine tours give our customers the chance to swirl, sip and enjoy some of the best wines in the country, if not the world, while emphasising on a relaxing and fun day out. Each of our guides are wine certified, bringing extensive knowledge to their already entertaining and personal tours. With varying tour options, each offers its own flavour, catering to your customers' different tastes, with the added option to use our expertise to custom build private tours for bespoke itineraries.

### CENTRAL OTAGO WINE FACTS:

- » CENTRAL OTAGO IS THE SOUTHERNMOST COMMERCIAL WINE REGION IN THE WORLD
- » CENTRAL OTAGO IS THE FIRST REGION OUT OF FRANCE TO WIN BEST PINOT NOIR IN THE WORLD
- » BETWEEN 1996 AND 2004 THE WINERIES IN CENTRAL OTAGO GREW FROM JUST 11 TO A STAGGERING 75.
- » GIBBSTON REGION IS HOME TO THE MOST AWARDED PINOT NOIR WINEMAKER IN THE WORLD, GRANT TAYLOR.
- » GIBBSTON IS ACCOUNTABLE FOR ONLY 3% OF THE TOTAL WINE PRODUCTION IN NEW ZEALAND





# WINE SAMPLER

**THE NUMBER 1 RATED QUEENSTOWN WINE TOUR  
2018 - 2021 (Trip Advisor)**

Visit four of the Gibbston region's finest and off the beaten track cellar doors, including a visit to New Zealand's famous Gibbston Valley underground wine cave. Look, smell and taste over 18 spectacular cool-climate wines and enjoy an optional scrumptious lunch whilst your charismatic guide and knowledgeable cellar staff educate and amuse you with local winemaking facts and stories.

- » **5 HOUR GUIDED EXPERIENCE**
- » **DEPARTS FROM 10AM (WINE TASTING STARTS FROM 11AM)**
- » **VISIT 4 CELLAR DOORS IN THE GIBBSTON WINE REGION / 18+ TASTINGS**
- » **INCLUDES GIBBSTON VALLEY WINERY CAVE TOUR**
- » **LUNCH AT A PREMIER LOCATION (PAID ADDITIONAL ON THE DAY)**
- » **INCLUDES A BRANDED AND PACKAGED QUALITY WINE GLASS PER PERSON**
- » **HOTEL OR CENTRAL PICK UP AND DROP OFF**

# TWILIGHT CRAFT BEER & WINE TOUR

**UNIQUE TO ALTITUDE TOURS**

Visit three unique locations around Queenstown and Gibbston on this fun and entertaining late afternoon tastebud tingling adventure. Enjoy a minimum of 12+ tastings of some of the finest drops in the region, and, here's the twist, if beer is more your thing then bounce from vines to hops and enjoy tasting local craft beers instead for an ultimate local flavour experience.

- » **GUESTS CAN CHOOSE BETWEEN WINE OR BEER AT EACH LOCATION**
- » **GUIDED 4 HOUR TOUR**
- » **DEPARTS LATE AFTERNOON FROM 3.45PM**
- » **VISIT 3 UNIQUE LOCATIONS AROUND QUEENSTOWN AND GIBBSTON / 12+ TASTINGS**
- » **ANTIPASTO PLATTERS TO SHARE INCLUDED**
- » **CENTRAL QUEENSTOWN PICK-UP AND DROP-OFF**





# CENTRAL OTAGO FULL DAY WINE TOUR

## THE FULL MONTY

Visit five cellar doors across the big four wine regions of Central Otago on this full day, ultimate full monty, wine touring experience. Explore Gibbston, Bannockburn, Bendigo and Cromwell, tasting over 20+ wines along the way, with a stop at an iconic locally renowned restaurant for an optional lunch. Our guide will host them on this immersive, fun and educational experience, showing off the best that these famous wine regions have to offer. Have a specific cellar door request? With so many locations on offer, we will happily attempt to accommodate.

- » **FULL DAY, 8 HOUR GUIDED WINE TOUR**
- » **DEPARTS FROM 9:30AM**
- » **VISIT 5 CELLAR DOORS IN THE BIG 4 SUBREGIONS - GIBBSTON, BENDIGO, CROMWELL, BANNOCKBURN**
- » **LUNCH AT A PREMIER LOCATION (PAID ADDITIONAL ON THE DAY)**
- » **INCLUDES A BRANDED AND PACKAGED QUALITY WINE GLASS PER PERSON**
- » **HOTEL OR CENTRAL PICK UP AND DROP OFF**

# BESPOKE WINE TOURS

While Central Otago is predominantly known for Pinot Noir, the region showcases an exceptional range of wine varieties to cater to everyone's preferences. From sipping international award winning wines at Gibbston Valley Winery itself or exploring the equally exceptional smaller boutique cellar doors, to going further afield to the other Central Otago micro-regions such as Bannockburn, Alexandra, or Wanaka where you can delve deeper into the local gems the wider area can offer; whatever the interests are, we can do it!

Whether your focus is on wine, food and wine pairings, or sightseeing, we can tailor the day to your requests and time restrictions.

- » **REQUEST SPECIFIC WINERIES OR LET US DECIDE FOR YOU**
- » **SET THE TOUR LENGTH AND DEPARTURE TIME**
- » **ABILITY TO ADD-ON LUNCH, DINNER OR PLATTERS**
- » **PRIVATISE ANY OF OUR EXISTING TOUR OPTIONS AND ADD ON LUNCH**



A woman with long blonde hair, wearing a black dress and black boots, is leaning over a large, complex copper distillation machine in a distillery. The machine is made of polished copper and has various pipes and components. The distillery has a high ceiling with exposed beams and large windows on the right side, offering a view of a landscape. The floor is made of a metal grid. The lighting is bright, coming from the windows and overhead fixtures.

# THE GIN REVOLUTION

## ANOTHER ORIGINAL ALTITUDE EXPERIENCE

In the 1980's it was wine, then craft beer and now the gin-dustry is making its mark in Central Otago. The climate and alpine conditions are perfect for developing pure, smooth gins. Let us take you on a journey into the world of gin. See how spirits are distilled, learn, taste, graze and take in the best scenery and sightseeing all bundled into one unique and finely curated gin experience.





# THE GIN TOUR

**WELCOME TO NZ'S FIRST GIN TOUR AND THE WORLD'S FIRST HELI GIN EXPERIENCE, RIGHT HERE IN QUEENSTOWN.**

- » **DAILY AFTERNOON DEPARTURE**
- » **VISIT 3 DIFFERENT AND UNIQUE GIN LOCATIONS**
- » **10+ TASTINGS AND LIGHT PLATTERS**

This 6 hour gin experience departs Queenstown daily at 1pm and returns at 7pm. Clients are picked up from their accommodation in one of our luxury vehicles and chauffeured to the first location, the Cardrona Distillery. Here we're taken through a full sensory, tactile tour of the distillery, including gin and spirits tastings in the private tasting room.

Our next stop is an easy drive down the Crown Range into Arrowtown to visit a wonderful cellar door experience called The Winery. Clients will have a self-guided experience, using the knowledge gained to select their preferred gin tasting paddle, along with enjoying a shared grazing boards.

The last stop is a 15-minute journey to Arthurs Point where we visit the Gin Garden by Broken Heart Spirits. Here we're guided through a range of local Broken Heart gins in a private room with a small bite to eat of traditional German Tarte Flambée.

This gin experience has been designed to be a nice mix of education, sightseeing and fun. It's perfect for couples or groups. There is some flexibility to try other spirits such as vodka, whiskey and of course wine throughout if clients may want to balance or restrict their gin intake.

# HELI GIN EXPERIENCE

**For those wanting to start their gin experience like a rock star we have an option to begin with a scenic helicopter flight to a remote mountain location. Soaking in the epic views while our pilot pours a gin for the clients to enjoy amongst the mountains. Clients are then dropped directly at Cardrona Distillery (landing amongst the rose garden) where they can continue the tour to the 3 gin locations by road.**



# SCENIC TOURS

**BECAUSE THE BEST MEMORIES ARE MADE  
OF MOMENTS YOU CAN'T PLAN FOR.**

Here at Altitude Tours, we are all about taking people to some of the best locations from Queenstown. With so many incredible sightseeing locations on offer within driving distance, we have created tours which take people from the quaint village of Arrowtown, to the mystical Middle Earth scenes in Glenorchy and Paradise, and out to our mighty "cloud piercer" Aoraki Mt Cook.

Altitude Tours provides a fun, comfortable and informative way to explore our spectacular backyard, with each tour offered allowing our guests to enjoy the best of the region, and beyond.



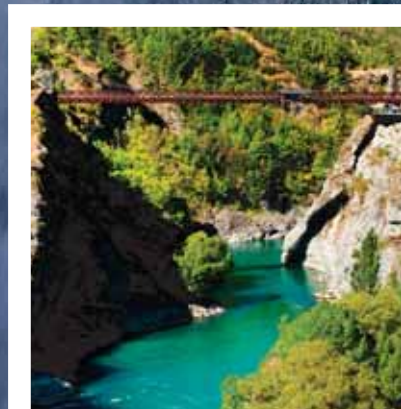
# BEST OF QUEENSTOWN

## AN EXPERIENCE YOU'LL FORGET TO PULL YOUR PHONE OUT FOR

We believe that no trip to Queenstown is complete without taking in some incredible views, visiting Arrowtown, sampling some tasty local wine and getting out on the water so we've hand-picked the top local spots and combined them into an epic half day sightseeing experience in luxury vehicles with onboard videos and complimentary wifi and bottled water.

See it all: Arrowtown, AJ Hackett Kawarau Bungy (option to jump or Zipride), taste Central Otago wine & cheese, boat cruise on Lake Wakatipu, magnificent sightseeing and Lord of the Rings Movie Locations.

- » 4.5 HOUR ROUND TRIP FROM DOWNTOWN QUEENSTOWN
- » MORNING OR AFTERNOON DEPARTURES
- » VISIT 5 FAMOUS LOCATIONS
- » WINE TASTING AND SHARED CHEESEBOARD INCLUDED



# ALL THE TOP LOCATIONS IN ONE TOUR



CORONET PEAK

ARROWTOWN



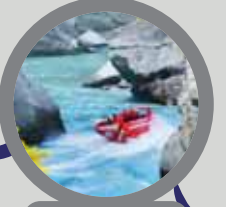
THE REMARKABLES



The Station



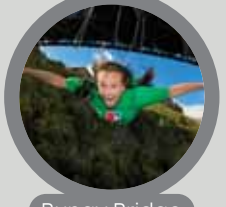
Lord of The Rings Lookout



Shotover Jet



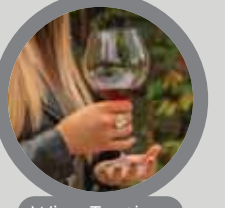
Crown Range Lookout



Bungy Bridge



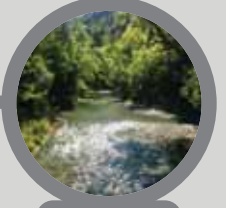
Shared Cheeseboards



Wine Tasting



Gold Panning



River Walk



Shopping



Kiwi Pub

1

2

3

8

4

5

6

7

Lake Cruise 

Lake Cruise





# GLENORCHY & PARADISE EXPLORER

Glenorchy is located only 50 minutes from Queenstown, nestled on the northern shores of Lake Wakatipu and home to some of New Zealand's best scenery – not to mention Middle-earth magic. The tour visits numerous scenic locations and shares facts, stories and history about the region including Maori history. On tour, enjoy time at the Glenorchy wharf and a drive through the quaint township before continuing on to beautiful Paradise, passing Diamond Lake and viewing Lord of The Rings film locations.

A delicious kiwi-style morning or afternoon tea is included and the opportunity to pose as a Lord of the Rings character while you're there!

- » 4 HOUR GUIDED ROUND TRIP FROM QUEENSTOWN
- » INCLUDES MORNING OR AFTERNOON TEA
- » VIEW LORD OF THE RINGS (LOTR) MOVIE LOCATIONS
  - » DRESS IN LOTR COSTUMES (OPTIONAL)
  - » VISIT GLENORCHY AND PARADISE
  - » MAORI HISTORY AND STORYTELLING



# M EXPERIENCE

On this full day Mt Cook Tour from Queenstown you'll experience the unique alpine landscapes of the Southern Alps as you travel with us from Queenstown through Mackenzie Country and into Aoraki Mount Cook National Park, home to snow-capped mountains, impressive glaciers and New Zealand's highest peak, Aoraki Mt Cook ('Cloud Piercer').

Visit iconic central South Island locations such as Cromwell, Lindis Pass, Omarama, Twizel and the bright turquoise waters of Lake Pukaki before entering Aoraki Mount Cook National Park. Enjoy 3.5 hours (approx.) in Mt Cook Village. Take this time to enjoy one of the many optional activities or walk available in the area.

- » 12 HOUR GUIDED ROUND TRIP FROM QUEENSTOWN
- » 3.5 HOURS TO EXPLORE MT COOK AREA
  - » SEE NZ'S HIGHEST MOUNTAIN
  - » OPTIONAL ACTIVITIES IN MT COOK
  - » STAY AT THE HERMITAGE HOTEL
  - » FLY BACK OPTIONS AVAILABLE







# GUIDED WALKS

The Southern Lakes area of New Zealand contains fantastic walks. Our half and full day guided walks include the famous Routeburn, Sam Summers & Bob Cove tracks which are located within 1 hour of Queenstown and can be packaged with picnic or lunch options.

- » **ROUTEBURN TRACK RATED ONE OF THE WORLDS 'TOP 10 CLASSIC HIKES'**
- » **FITNESS: LOW AND INTERMEDIATE**
- » **YOUR GUIDE WILL TALK THROUGH THE HISTORY, FLORA AND FAUNA**
- » **A PERSONAL AND MEMORABLE DAY**



# BESPOKE SIGHTSEEING TOURS & TRANSFERS

With so many incredible options on Queenstown's doorstep, there are very few places we won't go! Altitude Tours stand alone in Queenstown for our ability to provide unique customized private tours for any occasion. Whether visiting Queenstown with family or friends, celebrating a wedding or special birthday, arranging corporate retreats or business conferences, or transfers to the airport or an event, we can tailor any combination of any activity or destination whether it be a one way transfer or half day, full day or multi-day touring.

- » **CUSTOMISABLE ITINERARY, COMBINE TOURING LOCATIONS OR GO SOMEWHERE COMPLETELY DIFFERENT**
- » **CHOOSE YOUR LOCATIONS OR TELL US YOUR THOUGHTS AND LET US CREATE IT FOR YOU**
- » **HALF-DAY, FULL-DAY OR MULTI-DAY**
- » **AIRPORT, EVENT AND A-2-B TRANSFERS**
- » **CAN TRANSPORT UP TO 150 PAX ACROSS OUR FLEET**





# WORKING WITH US

**We want to make your life easy!**

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## **RESERVATIONS:**

Phone: +64 3 441 4788

Email: [info@altitudetours.co.nz](mailto:info@altitudetours.co.nz)

Connect with us via the Rezdy booking platform for instant API confirmation

The details we need:

- » Lead customer name and number
- » Total number of people travelling
- » Accommodation details
- » Children ages (car-seats or booster seats available on request for an additional charge)
- » Any dietary requirements, if applicable
- » Milford flyback: customer weights
- » Any further notes or information we should be aware of about your clients to help make their experience awesome

## **SALES & MARKETING ENQUIRIES**

Email: [sales@altitudetours.co.nz](mailto:sales@altitudetours.co.nz)

## **ACCOUNTS**

Email: [accounts@altitudetours.co.nz](mailto:accounts@altitudetours.co.nz)

## **CANCELLATION POLICY**

If a booking is cancelled by Altitude Tours Ltd and you are unable to reschedule, you can contact us for a full refund. Please explain the reason for the refund and the person you spoke to. We will then cancel this booking from our system, crediting the balance back to your account.

If you need to reschedule, change or cancel your booking you will need to contact Altitude Tours Ltd via phone or email to get authorization to do so. All refunds are entirely at the discretion of Altitude Tours Ltd and will only be considered if sufficient notice is given.

Cancellations received within 48 hours of the booked start time, or no shows on the day, will not receive any refund.

Altitude Tours Ltd reserves the absolute right to cancel any service as a result of weather conditions, insufficient numbers or any other unforeseen event or circumstances. In this instance, you can choose to reschedule or request a full refund from Altitude Tours Ltd.



# ALTITUDE<sup>®</sup>

EPIC SMALL GROUP TRAVEL

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