

BEST

½ day

Adventure in Africa

ZIPLINE & 4x4 Adventure

Cape Canopy Tour in the Elgin Valley, is located in a World Heritage Site within CapeNature's Hottentots Holland Nature Reserve. It is a system of cables and platforms with breath-taking views, that allows guests to explore their limits in a previously inaccessible ecosystem.

This bucket list adventure activity consists of an exhilarating 4x4 journey through the nature reserve, then soar through the air on eleven thrilling slides, some over 300m long. Each zipline ends on a platform constructed on the cliffs and fynbos covered mountain slopes above the Riviersonderend Gorge.

A unique suspension bridge constructed between a narrow sandstone ravine above a spectacular double waterfall is guaranteed to be one of the unforgettable highlights of the tour.



RESPONSIBLE TOURISM



Construction of Cape Canopy Tour has been done in accordance with strict civil engineering standards. The system was designed and built by a Canopy Tours engineer to ensure utmost safety and client experience. Environmental impact studies were undertaken prior to construction to ensure that the surrounding ecology was not harmed in any way. Strict environmental management plans have been adhered to and the construction of Cape Canopy Tour was carried out with the approval of the Department of Water Affairs & Forestry, the Department of Environmental Affairs & Tourism as well as CapeNature.

At **Cape Canopy Tour** we are proud to work closely with the community within which we operate. We are located in a rural area with few work opportunities, here we have helped to uplift the community by training residents to become drivers and guides; thereby providing a vital source of income and employment.

Cape Canopy Tour is dedicated to leading the way in the South African activities sector, with regards to **sustainable and green business practices**. We source all consumable supplies from other local small businesses in the area: from the produce in the coffee shop, to the guests' snacks and meals, the locally produced merchandise on sale, all the way to our inhouse software.

Cape Canopy Tour is a paperless business, through the implementation of digital booking platforms, as well as digital indemnity and marketing research systems. We encourage guests to recycle: pre-sorted recycle bins are set up, and easily accessible around the premises. We also have reusable straws on offer as well as reusable aluminium water bottles which guests can fill up with natural "fynbos infused" water, from a tap on the counter. The water comes directly from the mountain and is pure, fresh, and clean. It is filtered but has no chemical treatments.

BUCKET LIST

FAMILY FUN ADVENTURE OF A LIFETIME



Cape Canopy Tour is an award-winning adventure activity, situated in **Grabouw, Western Cape** – a mere 1hr from Cape town

Arrive at base camp 10-15min early to allow for digital sign in. There is a snack & merchandise shop, great coffee and free Wi-Fi available at base camp if you need to stock up on any last-minute supplies before your tour.. then onto your safety briefing and gear kit up

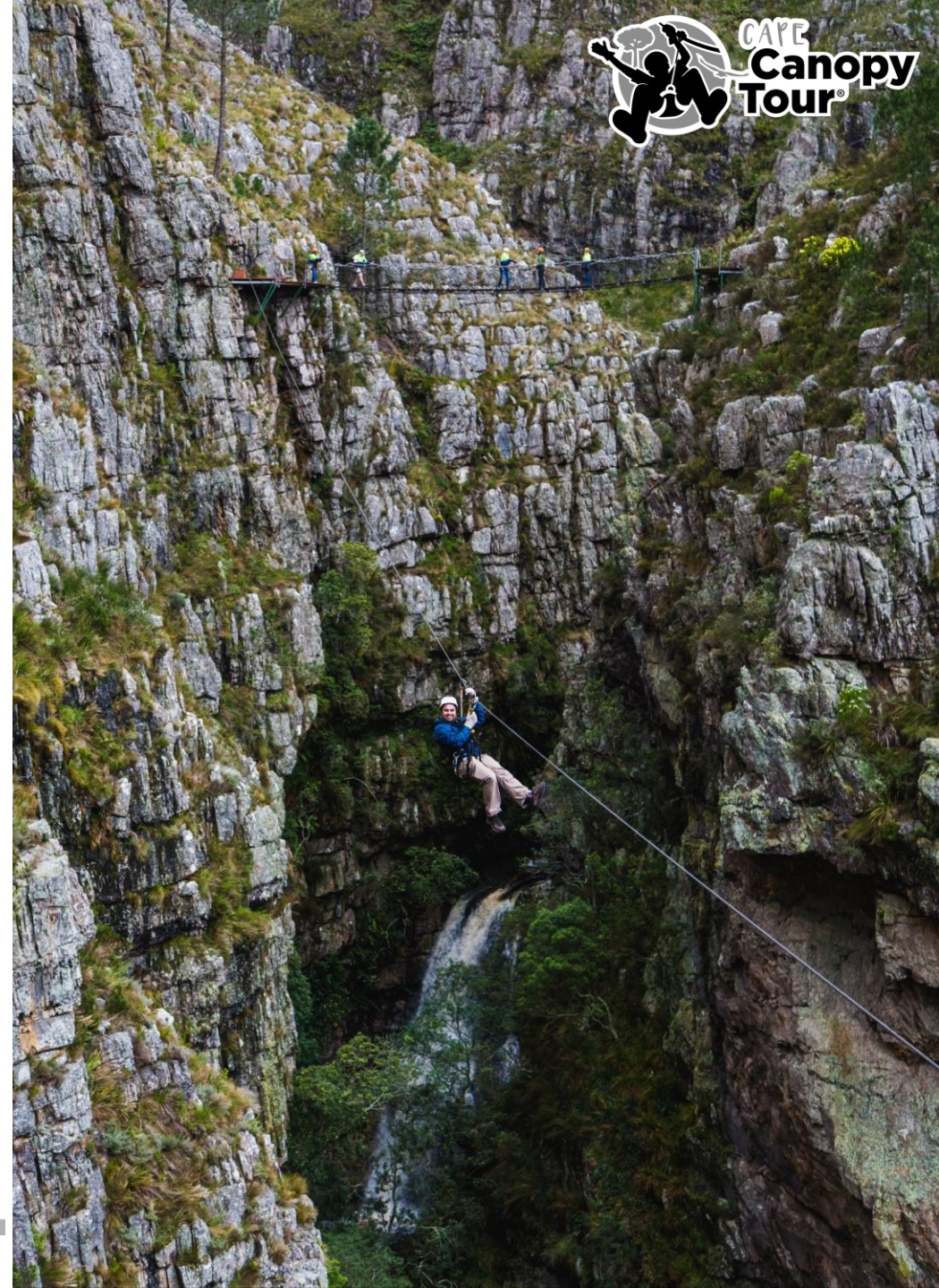
Once you have all your gear, hop onto the safari-style open-top vehicle to enjoy a 30 min 4x4 trip to the top of the mountain.
The slides start high in the mountain, over 1,000m above sea-level.

After a short walk in, and another safety briefing on the first platform, get ready to earn your wings and fly platform to platform.

Once you have completed the 11 slides, 13 platforms and a suspension bridge you will start the 1km walk out the gorge, where the vehicle will be waiting to take you back down to base camp.

TOTAL DURATION 4-5 hrs

Includes: All equipment and training, the return 4x4 experience from our base up into the mountain, the 4-5 hour fully guided mountain-top zipline adventure along 13 elevated platforms, small exclusive groups of 8-9 people, two fully trained Cape Canopy Tour Guides as well as the CapeNature Conservation Levy



THINGS TO KNOW



Operations

- It is guests responsibility to arrive on time, no refunds will be given in the event of a missed tour. Our vehicles run on rotation, and thus we need to ensure all our tours start promptly. As a result we are unfortunately not able to wait or hold up tours or transfers for guests that arrive late.
- This is an adventure activity a moderate level of fitness is therefore required.
- If guests have any medical conditions, and are unsure, please request that they contact their doctor before the time.
- There is a small coffee shop at our reception area where guests may purchase additional drinks and snacks
- We have a strict no drinking prior to the tour policy. We reserve the right to prevent guests suspected of alcohol consumption from joining the tour.

What to Wear & Bring

- Comfortable practical clothes for ziplining & closed shoes are essential
- Sunscreen and hat
- Warm top (weather in the mountain can be unpredictable)
- Rain jacket on rainy/drizzly days
- A small backpack is handy– but keep it light

What if the group is more than 8-9 people? Due to logistics groups larger than 9 will run in concurrent timeslots (every half hour) of maximum 9 people per time slot. The staggered start helps with flow up in the mountains, as there is an additional safety briefing on the first slide again, it is always the slowest slide. The staggered start gives each group sufficient time to complete this slide and start the next one by the time the next group arrives at the first slide. The groups will each be right behind each other on the sliding system 1 platform apart all the way through.

What about the Weather? We will operate in most weather conditions, but as the start of the slides are over 1000m above sea level it's impossible to know what the weather will be like up in the mountains, and its ever changing. We always have client experience and safety first in mind so will call off a tour if the weather becomes an issue but being true South Africans, a little bit of wet weather doesn't scare us off

Is there a Weight limit - there is no restriction on weight regarding our system, as our cables are designed to hold tons of weight. However, in order to safely enjoy the tour, we require our clients to be able to fit comfortably into a full body safety harness – for this we have a weight limit of about 120kg.

- Please note that if you weigh over 120kg, but you're fit and in good shape, it is likely that your body shape will fit comfortably in the harness with no problems at all.

Minimum Age - is from 5yrs old, however they need to be able to fit safely into our child's harness. Small / young children are taken tandem with one of our guides. They may NOT go tandem with their parents. Unfortunately we do not allow babies, even if they are in a kangaroo pouch.

Pregnant - Moms to be: We apologise – due to the bumpy 4x4 ride, this tour is not for you while you are pregnant.

POLICIES



Rates are quoted per person (unless indicated otherwise)

Videos – are emailed to guests within 24hrs of tour. Each video is personalized for each guest. Some group shots and some personalized. (Please enquire about tailoring your guest's video to also include your company logo.)

- Please note (and advise your guests) that while we do our utmost best to offer a video to each client there are times when this is not possible, be it weather, client safety or other unforeseen circumstances.
- Videos pre-purchased that were not obtained are gladly refunded

Transfers are quoted as return and guests are requested to be at the designated pickup point in Cape Town Central at the requested shuttle time. Transfer / shuttle will not be able to wait for guests that are late

- Transfer requires a minimum of 2 pax. If there is only X1 pax on the transfer an additional single supplement charge of R500 will be required.
- Transfers are not commissionable as this service is outsourced.

All extras (excluding the transfers) are commissionable so long as they are pre-booked on our system. Any snacks and extras purchased on the day not part of pre-booking will not be commissionable.

Commission Payments are made at the end of every month in a batch pay-out.

- This ensures that no agent is overlooked as we comb through all the bookings for the month.
- If you are a new agent, please provide your banking details when making your booking.
- Alternatively request that the booking is put through at STO rates, ensuring that you received your commission upfront.

Payment Terms, we require full payment upfront to confirm the booking.

- Payment can be made via the secure credit card, debit card, or instant EFT link on the booking confirmation.
- Alternatively, you may make payment via normal EFT to below account. Please just ensure that the payment has been done in advance so that it would have cleared into our account before your guest's tour date.
- We unfortunately do not accept proof of payments as payment confirmation

Cancellation Policy - 100% refund will be granted should Client / Operator cancel or amend the booking 24 hours prior to the activity date booked.

- Less than 24hours prior to tour start time: there are regrettably no refunds (or rescheduling) for missed tours / late arrivals / booking changes / cancelled tours / client not complete the tour for any reason / miss the tour departure time
- We (the operator) reserve the right to cancel any activity in the interest of safety. In this instance, a full refund will be granted to the Client. Please note that the refund is only for the activity cost, and that no reimbursement will be provided for transfer, taxi, Uber or shuttle fare