

## **Where is the information about pick up and drop off times?**

You can find generic information on the Duke of Edinburgh page of our website <http://www.adventureworks.co.nz/duke-edinburgh/>. You will be sent an email about 2 weeks before an event which will give you specific information for the event including timings, location, equipment needed, emergency contact details etc.

## **What safety systems do you use?**

We have a thorough safety system which is externally audited annually; we are also registered with the Department of Labor as an Adventure Activity Provider. Our safety system sets out Standard Operating Procedures that our instructors work within.

## **How do you choose and train your instructors**

Our instructors need to have experience leading and teaching bush skills and show evidence of their experience. They are chosen based on their competence and ability to deliver our D of E programme within our Standard Operating Procedures. They have a genuine appreciation for our natural environment and love teaching skills and sharing experiences with students

## **My son daughter doesn't know anyone else on the trip. Will they be ok?**

We often have students sign up for open events where they don't know anyone else. This is a great opportunity for students to meet new people. They often end up becoming really good friends and keeping in touch after the event. Here's what one student had to say regarding being on an event with people she didn't know beforehand... "I liked the warm atmosphere that was created by everyone as I didn't know anyone but was still able to have the best time and enjoy myself! In the social aspect of this tramp, I felt very satisfied with the amount of close friends I made"

## **What if I cancel or don't show up?**

We have a cancellation policy in our Terms and Conditions

[dofe@adventureworks.co.nz](mailto:dofe@adventureworks.co.nz)

## **Do we need to supply our own food?**

Yes you will need to supply your own food for the event. Usually a group will break into cooking groups and discuss meals during their Training Day. This way they can share the weight of the food and the cooking equipment. We have pots and gas cookers with fuel for hire if needed. You can select to hire equipment when you book online at <http://www.adventureworks.co.nz/duke-edinburgh/>

## **What sort of food should we get?**

During the Training Day which is held before the Practice Tramp for each level of the Duke of Edinburgh Hillary Award, the Instructor will discuss food options with the group. The students will have the opportunity to break into cooking groups and decide how they want their menu to look.

<http://www.adventureworks.co.nz/wp-content/uploads/2014/10/meal-ideas.pdf>

## **Who is responsible for transport?**

The students are responsible for arranging their own transport to and from an event. Often students will get together and car pool. Occasionally we are able to provide transport to and from an event. We charge a small fee for this.

## **How and when do I pay?**

You can pay for an event anytime between booking in for the event online and actually going on the event. Payment information can be found on our Duke of Edinburgh page on our website and also on the Activity Management Plan which you will be emailed about 2 weeks before an event.

## **What if the weather forecast is bad?**

It is very rare that an event has to be cancelled due to the weather. This usually only happens when high winds and heavy rain are forecast. In this case, we would postpone the event to another date. You will be contacted within 12 hours of the event going ahead if there are any changes

## **What will you do if I get injured?**

All of our Instructors are first aid trained and carry heavily stocked first aid kits. If a student is unable to carry on due to injury, the Instructor on the event will contact the AdventureWorks Director who will contact the parents and arrange for the student to be picked up so that the rest of the students can complete the event. Each trip that goes out has a Personal Locator Beacon which can be set off if a student is very badly injured and needs medical assistance straight away. This would be used in a situation where a helicopter is needed.

## **My parents are going away while I'm on a tramp what should I do?**

You need to nominate another person who we could reliably contact for any reason and that could come and pick you up if you are injured

## **Do I need to carry all the gear myself?**

Yes you need to carry all of your own gear. We email out a suggested equipment list along with the Activity Management Plan and Safety Operating Procedures about 2 weeks before an event. Most students will sort out cooking and tent groups during their Training Day to help share out the weight of the gear and not double up on equipment unnecessarily.

## **I'm not sure if my pack or other gear is up to standard, what should I do?**

It is recommended that you take any gear you are unsure is suitable for an event to the Training Day as the Instructor can take a look at it and let you know if it is appropriate for an event. We have some gear for hire to save you from going out and buying it. A list of this hire equipment can be found on the Duke of Edinburgh page on our website.

<http://www.adventureworks.co.nz/duke-edinburgh/>

## **I forgot my booklet how do get the event I just finished signed off?**

If you forget to take your booklet on the event, you can email the Duke of Edinburgh Coordinator at AdventureWorks [dofe@adventureworks.co.nz](mailto:dofe@adventureworks.co.nz) to ask for a sign off sheet for the award you have completed.

## **I don't have tramping boots what should I wear?**

For Bronze we recommend at a minimum shoes with a firm sole with grip. At Silver and Gold tramping boots are recommended. Do not wear cotton flat shoes or sport shoes with no grip. Boots provide ankle support that can prevent injury on muddy slippery tracks and a heavy pack. We also hire tramping boots out if needed.

## **How do I know what to pack?**

Go to the website, under 'resources' you can click the gear list which opens a printable pdf

[http://www.adventureworks.co.nz/duke-edinburgh/.](http://www.adventureworks.co.nz/duke-edinburgh/)

## **Why do you have required equipment when the weather looks good?**

The weather in NZ can change very quickly. For this reason we like the students to always be prepared for the worst case scenario. You MUST arrive with the minimum equipment listed in the Activity Management Plan

## **Can I do the Adventurous Journey before the Practice Tramp?**

No, you need to complete the Practice hike before the Adventurous Journey for all levels of the Duke of Edinburgh Hillary Award.

## **Can I do the Practice Tramp before the Training Day?**

No, you need to complete the Training Day before the Practice Tramp for all levels of the Duke of Edinburgh Hillary Award. During the Training Day you will learn the knowledge and skills to prepare you for your Practice Tramp.

## **What if I have tramped on some of the tracks before?**

We need to avoid getting you on large sections of track you have been on before. We can cover small sections but not complete days. If you think you have completed tracks before email us and we can tell you exactly what we will be doing. [dofe@adventureworks.co.nz](mailto:dofe@adventureworks.co.nz)

## **Can I do the next levels training before finishing the other sections at this level?**

No, you need to complete your levels in the below order (unless you are a Direct Gold Entrant – in this case you only have to complete the Training Day and the Practice Tramp for each level)

Bronze Training Day

Bronze Practice Tramp

Bronze Journey

Silver Training Day

Silver Practice Tramp

Silver Journey

Gold Training Day

Gold Practice Tramp

Gold Journey

## **Do I have to do the Training Day, Practice Tramp and Adventurous Journey at each level?**

Yes you do unless you are a Direct Gold or Silver Entrant. In this case you only have to complete the Training Day and Practice Tramp for each level of the Duke of Edinburgh Hillary Award below you as well as the one you are enrolled in. They must be completed in order Bronze, Silver, Gold.

## **I was told we need to get our Gold Green Form in at least 6 weeks before**

We are pre approved for Gold Journeys in the Kaimis, Waitakeres, Great Barrier and Central Plateau. When you sign up with us for a Gold we will help you with the Green Form, because we are pre approved we do not have to have this completed within 6 weeks.

**I have group of friends that want to complete a particular event but you don't have anything advertised. What can I do?**

You can email the Duke of Edinburgh Coordinator at [dofe@adventureworks.co.nz](mailto:dofe@adventureworks.co.nz) and request an event. We can discuss dates with you and find something that works. An event needs at least 5 bookings for an event to go ahead at the advertised price. If you have a group of 5 participants we can run an event exclusively for you. If you have less than 5 people interested we can advertise the event on our website to try and get more bookings for the event.