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FAQ's - Frequently asked questions.

Q: What areas do you offer the "door to Door" service?

A: We include all areas from Katikati in the north to Te Puke in the south, and as far west as Matamata. If you are outside of this area please contact us for options.

Q: Is there an age limit on any of your tours?

A: Our tours are primarily designed for those in the 55 years and over age group, so are not suitable for families with children. Passengers should have a reasonable level of mobility to fully enjoy our tours.

Q: Is there a limit on the luggage we can bring?

A: Yes, each person is allowed one large suitcase with a maximum weight of 23kg. You can also bring an additional soft carry on bag that you can keep in the coach.

Q: If I am a solo traveler, can I request to share a room with another solo traveler?

A: Yes, this is a possibility, we can try to match you with others in a similar situation. In such cases we suggest you meet before travelling to confirm compatibility.

Q: How far in advance should I make my reservation?

A: As our smaller group tours often sell out quickly, we suggest you make your reservation as soon as possible.

Q: If I have a special dietary request, are you able to cater for this?

A: Yes, just add details of any special needs on your booking form and we will advise all food providers in advance. Most needs can usually be provided for.

Q: I use a wheelchair, are you able to accommodate me?

A: We are sorry to advise that this is not something we can cater for as our tour vehicles do not have wheelchair access lifts.

Q: We are looking to book for quite a large group, are you able to provide a private tour?

A: Yes we can, it will depend on the size of the group and availability, please contact us.

Q: We are interested in a particular tour itinerary but we can not find this on your website?

A: If the tour program you require is not on our site then please contact us with your requirements and we may be able to add a suitable program to our future selection of trips.

Q: What is the normal size of your tour groups?

A: We usually operate tours up to around 24 persons, though some tours may be slightly larger. Our minimum tour group size is 10 persons but we do usually fill the tours.

Q: I do not like to take the Inter Island Ferry as I suffer with sea sickness, can I take a flight instead?

A: Yes, this is a possibility, but there may be an additional charge for the flight and the transfers to and from the airports.

Q: Is smoking allowed on your tours?

A: In accordance with Government directives, smoking is not allowed on any of our tour vehicles or in any public places such as hotels, restaurants or cafes. These establishments usually provide a "smoking area" which you can utilise if needed.

If you have any questions about any aspect of our tours and you can not find an answer above, then please contact us directly and we will be pleased to assist.

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