



**TRADE
MANUAL**

**SHOTOVER
CANYON
SWING**
QUEENSTOWN, NEW ZEALAND

**RIDICULOUSLY
SCARY.
SERIOUSLY
FUN.**



**“BETTER THAN
A BUNGY”
SAM, AUSTRALIA**

COMPANY PROFILE

MISSION, VISION & GUIDING PRINCIPLES

“It’s all about the VIBE your honour”; our favourite quote from the cult classic you may have never heard of, The Castle. This the foundation of our guiding principles:

- Vitality
- Innovation
- Being Safe
- Experience quality

Our mission is to be the ‘best as’ at putting smiles on the faces of customers and staff. We do so much more than jumping off cliffs we offer an experience of a lifetime.

Our vision is that everyone in the company is super proud of sharing the VIBE of the ‘not your average backyard variety’ experience with workmates and customers.

SAFETY

We couldn’t have been doing this since 2002 without rigorously adhering to the highest safety standards. Independent safety audits and engineering tests means our rides are certified Amusement Devices by WorkSafe NZ. Our entire operation is regularly inspected, maintained and upgraded to ensure everyone has the greatest peace of mind. We even have a supply of fresh undies, just in case.

OUR TEAM

Handpicked for their own unique set of skills (still yet to be determined if these are of use or not), our crazy ‘peeps’ bring their own style, humour and sophistication (or lack of) to Shotover Canyon Swing. Without them we’d be your run of the mill company and that, we are not.

PARTNERS

We are members of the Tourism Export Council are WorkSafe accredited and work with Making Trax supporting inclusive tourism in New Zealand.



THE BACKSTORY

The best of Kiwi ingenuity is behind the Canyon Swing, and The Fox in spades. The story of the invention of both is a fantastic story of kiwi-can-do, and back-of-the-envelope creativity. It's a darn good yarn.

The Canyon Swing started out as a mad cap idea to formalise (and legalise) something the originators – two avid New Zealand mountain and rock climbers, Hamish Emerson and Chris Russell – wanted to share with a few mates. As there was no other structure or activity in the world like it, it meant designing and engineering everything from scratch, and rigorous testing. All built by hand, resourced on a single credit card, with no helicopters or earth-moving machinery involved whatsoever, the Swing is testament to years of hard work, dogged persistence, a great sense of humour, a good few cold beers, strict safety protocols, and the ability to think well outside the square.



There was to be nothing ordinary about this swing. 'Not your backyard variety' had to apply to every facet of the operation – from the jump styles to the entire customer experience.

So when the idea of a the Fox came to mind, you can be sure that this would be no ordinary flying fox. In fact, what originator Hamish Emerson did with this zipline, is what many – highly regarded international physicists and engineers – said was absolutely impossible.



The problem, they explained, is that most ziplines have little in the way of loss of altitude. From one side of the Shotover Canyon to the other meant more than a little loss in height. How to get from one to the other side without smashing into the 'other side of the South Island', so the engineers said, was unachievable. In short, you're up against gravity.

With a bit of his trademark lateral thinking, and a grin, Emerson scribbled a few ideas on the back on an envelope, passed it on to a local engineering mate, and two years later the international experts stood on the edge of the precipice overlooking The Fox, and shook their heads in disbelief.

NASA should have been watching. Because what Emerson and engineer Glyn Lewers had created, with exceptional safety standards, terrifying but utterly exhilarating, was The Fox equivalent of putting men on the moon.



Did the engineers take the plunge across the canyon? Not all. But one who was brave enough, admitted, 'Holy Sh*t, you've done it,' he said, 'this is out of this world.'

ABOUT US

It all began as a hobby of jumping off cliffs over seventeen years ago. Today we still jump off cliffs, but now we share this with those who dare and are willing and eager. Our unique style of service is all down to our great team who are passionate about our customers having the best experience ever.



The creators of Canyon Swing, Chris Russell and Hamish Emerson



'Crussell' playing with a wheel barrow in between building the swing

The Canyon Swing, our original experience which opened in 2002, is a giant rope swing that redefined ways of getting the thrill of freefall. Fourteen years later, it paved the way to be more daring and bolder when we built The Fox, an extreme zipline which is the only one in the world with freefall and New Zealand's highest.



The Swing platform when it first opened in 2002



The Swing platform today

Set amongst the dramatic scenery of the Shotover Canyon only 15 minutes from Queenstown, it's not just the landscape that takes your breath away. Our unique jumpstyles can leave you saying, what, how and most likely why? Our answer? Because it's ridiculously scary and seriously fun.

THE FOX

Due to COVID The Fox is closed until further notice. We are ready to jump back into operations as international tourism returns. For now, we will focus on the Canyon Swing throughout the trade manual. We look forward to letting you know when The Fox returns.

LOCATION

Only a 15 minute drive from the centre of Queenstown, we are located in a secluded part of the Shotover Canyon set amongst dramatic cliff faces and the mighty Shotover River below. Please note our site is private access and self drives are strictly prohibited. Transport in included to and from the town centre, with pick ups/drops available upon request from the Shotover Jet River Base.

BOOKING OFFICE/CHECK IN POINT - 34 SHOTOVER STREET



OPERATIONAL SITE - SHOTOVER CANYON



CANYON SWING



109M
HIGH

THE EXPERIENCE

It's perfectly normal to feel nervous jumping off a cliff, but boy is it fun!

The freefall is intense, lasting just a bit longer than you think it should. Then when the swing kicks in it's smiles from ear to ear.

Is it worth it? Hell yeah it is. So much so that you will want to do it all over again!

HOW IT WORKS

After leaping off the platform you'll free fall 60 metres, rushing past the rocky cliff so close you will think you could touch it.

Then it's a super-smooth transition from freefall to swing, soaring above the river below.

Once you've stopped swinging, we'll bring you back up to where it all began.



60M
FREEFALL



SMOOTH
TRANSITION



200M
SWING

THE WORLD'S #1 CANYON SWING

IMPORTANT & FUN STUFF

- 109m high
- 60m freefall
- 200m swing
- 70+ jumpstyles to choose from
- Solo and tandem options

RESTRICTIONS

- Minimum age 10 years
- Maximum solo weight 160kgs
- Maximum combined tandem weight 180kgs
- Not available for those who are pregnant
- Safety and medical declaration to be completed
- If in any doubt regarding medical conditions or injuries please contact us

TRIP TIMES

- Regular trips throughout the day, year round. Closed on Christmas day

LESS FUN, BUT STILL IMPORTANT

- Transport included from town centre
- 15 minutes' drive from town
- 2 1/2 hours maximum trip length
- Photo and video options available for purchase – can be viewed before deciding
- Cameras can be worn with hands free mounts – no selfie sticks however
- Closed toe shoes to be worn
- Dress to the weather, an extra layer is always handy

TRIP DETAILS

- Trips depart from centrally located booking office – 34 Shotover Street
- Pick ups and drop offs available from Shotover Jet river base.
- Check in 10 minutes before trip time
- Safety and medical form completed
- Short drive to operational site – 15 minutes
- Short 300m downhill walk to platform
- Safety briefing with Jumpmaster
- Harness and gear up
- First swings completed
- Extra swings are possible if time available
- Photos and video available for viewing and purchasing
- Short walk uphill to car park
- Drive back to town, drop off in town centre

WHY CHOOSE US?

**EPIC SCENERY
JUST 15 MINUTES
FROM TOWN**

**SMALL GROUPS
WITH REGULAR TRIPS**

**SOLO OR
TANDEM**

**HEAPS OF
CRAZY
JUMPSTYLES**

**JUMP YOURSELF
OR BE RELEASED**

**AWESOME
PHOTOS & VIDEOS**

**A MUST DO IN
QUEENSTOWN**



MORE JUMPSTYLES THAN ANY SWING EVER!



ACCOUNT SET UP: NZ OPERATORS

Before making any bookings an account will need to be set up prior.

Please email Salmon our Sales Manager at: salmon@canyonswing.co.nz.

We'll send a credit application and, once approved, a booking agreement will be sent for signing by both parties.

OVERSEAS OPERATORS

We work with a number of trusted inbound operators. Please visit our [Trade page](#) on our website for the list.
www.canyonswing.co.nz/trade

HOW TO BOOK

- Your account must be set up before making bookings
- Email: bookings@canyonswing.co.nz
- Phone: +64 3 442 6990
- Details required:
- Booking name
- Passenger numbers
- Date
- Preferred trip time – morning or afternoon
- Pick up/drop off location – booking office or Shotover Jet River Base
- Solo or tandem
- Your voucher/reference number
- Booking confirmation will be emailed

SEASONS

Summer November - April
Winter July - October
Shoulder May - June

TERMS & CONDITIONS

CANCELLATION POLICIES

- We have a strict 24 hour cancellation and amendment policy. No refunds will be issued within this time period.
- In the event of accident or emergency a doctors certificate will be required for full refund.
- Should extreme weather inhibit operation, booking will be rescheduled to suit client, otherwise a full refund will be issued

RESTRICTIONS

- Minimum and maximum weights do apply, please see product info for specific details
- Minimum age is 10 years
- Not available to those who are pregnant
- Safety and medical declaration to be completed at check in
- If in any doubt regarding medical conditions or injuries please contact us

LOCALLY OWNED AND OPERATED SINCE 2002



**WE LOOK FORWARD TO
WELCOMING YOU AND
YOUR CUSTOMERS SOON**

