



## OTWAY FLY TREETOP ADVENTURES: ACCESS STATEMENT 2016

### INTRODUCTION

The Otway Fly Treetop Adventures - One Location two adventures. We are located in Victoria's magnificent Otway's Ranges. We can be accessed from the Great Ocean Road or inland from the Princes Highway via Colac.

Our address for your GPS is

360 Phillips Track, Weeaprounah 3237

If your GPS does not recognise "Weeaprounah" you can alternately type in the town of "Ferguson" or type in GPS coordinates" -38.649540, +143.504669"

We have had guests whose GPS does not recognise this area so where possible a local map is a preferred option.

**Private car or organised tours are the only option for accessing the Otway Fly with no buses offering connections from the local train station in Colac.**

### Distances

<p>From Melbourne</p>	<p>(1) Via the Princess Highway, around Geelong on the ring road, through Colac, through Gellibrand to Otway Fly Treetop Adventures. Approx. 2.5 hours</p> <p>(2) When you reach Geelong you can choose to head down the famous Great Ocean Road, through the coastal townships of Torquay, Lorne and Apollo Bay to Otway Fly Treetop Adventures. Approx. 4.5 hours.</p>
<p>From Apollo Bay</p>	<p>(1) From Apollo Bay travel on the Great Ocean Road to Lavers Hill and then follow our signage on the Colac-Lavers Hill Road to Phillips Track. This will take approx. 50 mins. Travelling distance from Apollo Bay 70km. This road is our preferred option.</p> <p>(2) From Apollo Bay travel via Skene's Creek on the Great Ocean Road then travel towards Forrest and Colac on the Skene's Creek-Forrest Road. Turn left onto Turton's Track towards Beech Forest. CAUTION: this road is not suitable for caravans and motorhomes and during winter is quite often only available for use with those using a 4WD vehicle. Follow our brown signs. This will take approx. 50 minutes.</p>
<p>From Warrnambool/12 Apostles</p>	<p>(1) The most direct route from Warrnambool is to head to Colac, then follow our signage from the main street of Colac to us, through Gellibrand. This will take approx. 2.5 hours.</p> <p>(2) From the 12 Apostles you can use the Great Ocean Road where you come to Lavers Hill and then follow our signage on the Colac-Lavers Hill Road to Phillips Track. This will take approx. 50 minutes.</p>



## CAR SICKNESS

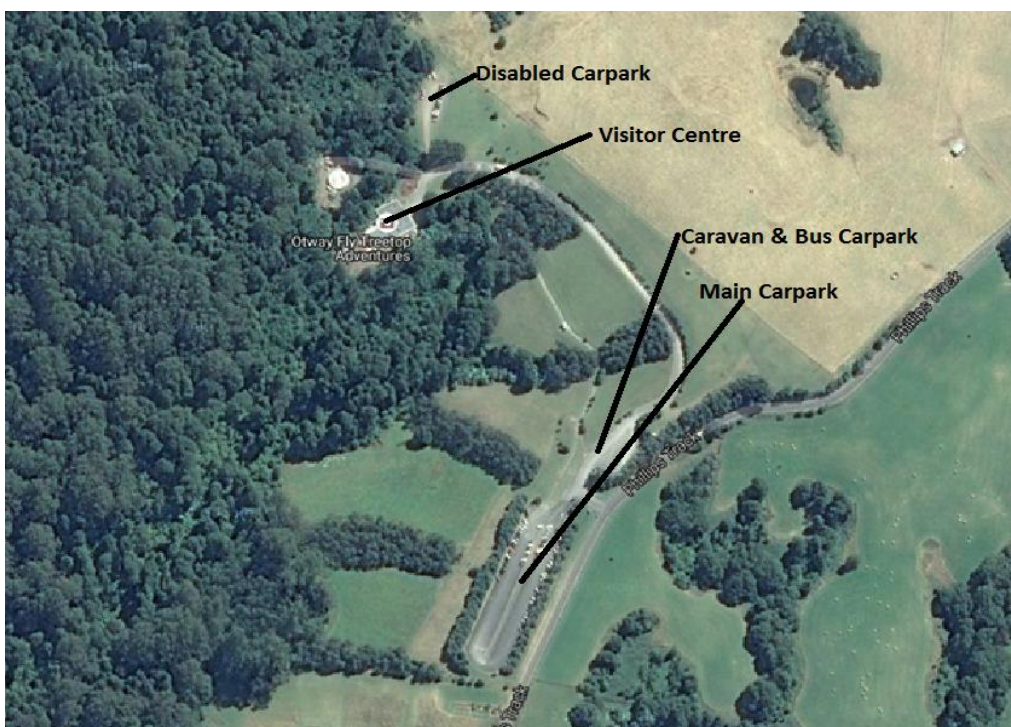
Please be aware that the Skene's Creek-Forrest Road is quite winding and not suitable for caravans or motorhomes. It is not advised if you have passengers who get car sick. Turton's Track on the Skene's Creek-Forrest Road can also be quite hazardous in winter and very windy days with trees blocking the road a regular occurrence.

We recommend that Guests use the route from via Laver's Hill from Apollo Bay to the Otway Fly Treetop Adventures.

If staying on the Great Ocean Road at either Lorne or Torquay area it is advised a quicker trip to the Otway Fly is guaranteed going inland via Colac than proceeding on the Great Ocean Road.

## CAR PARKING AND ARRIVAL

On arrival guests will notice we have onsite car parks offering spaces for over 200 vehicles. Our main carpark to the left allows for cars and small buses. Motorhomes, caravans, trailers and coaches can park in right carpark. The main car park is a short leisurely 300 metre walk from the visitor centre. A disabled carpark is available closer to the visitor centre with spaces for 10 cars. Just follow the signs on the right hand side of the main car park. This carpark is unsealed but guests are quite welcome to drop off any occupants closer to the visitor centre to avoid the unsealed carpark with wheel chairs. If a tour bus is parked in this area and blocking the drop off point please let staff know and they will get the bus moved. Give us a call on 1800 300 477.





## MAIN ENTRANCE, RECEPTION AND TICKETING AREA

The visitor centre is the gateway to our Otway Fly and Treetop walk where tickets for treetop walk or zipline can be purchased. The entrance doors open inwards and outwards and are always unlocked with a **width of 85cm with one door open, and 170cm when both doors are fully opened**. The visitor centre has polished concrete floor and has no steps and generally the area is clear except in peak periods where it can get quite congested with guests queuing to go into the attraction. Our visitor centre ticketing reception desk is high however admission team members can reach across easily to serve guests.

Our only restrooms are located in the visitor centre and can be found just past the guest services ticketing area on the left hand side at the rear of the building. We have a male and female restroom with each room being installed with a disabled toilet and a baby change facilities. In peak periods portables may be available in the main car park area.

The **Visitor Centre** also has a café which can cater for up to 100 people at one time where guests can sit and relax. We have 2 gas log fires that are very welcoming and guests are encouraged to sit by them. Our café staff can easily move any tables and chairs if requested so guests can manoeuvre wheel chairs. Highchairs are available for our little guests. Outside chairs and tables as well as umbrellas are available adjoining the inside café area.

Our retail space is quite spread out and has something for everyone including ponchos and umbrellas for those rainy days, as well as limited selection of sundries. Our **visitor centre** also doubles as a regional **Visitor Information Centre Hub** with plenty of information available on things to do at the Otway Fly Treetop Adventures as well as other things to do in the local area. Our guest service team has a wealth of local knowledge and are eager to help. Our visitor centre also has 2 videos of the experience guests can expect of the Otway Treetop Adventures and the Great Ocean Road. The cafe also has background music playing continuously.

On the left hand side of the entrance of the **visitor centre** are 2 rooms which are dedicated zipline briefing rooms and can only be accessed via a secure coded door by the appropriate team member. If you are going on a zipline adventure guest service staff will ask that you wait and be seated in the Zipline departure lounge area near these rooms where casual seating is available.

At the **visitor centre** a team member trained in First Aid is always available. The Otway Treetop Adventures is also equipped with an **AED** for trained employees to use in emergency situation that require this first aid action.





## STORAGE

In front of the briefing rooms lockers are available for guests free of charge with instructions just inside the locker doors. If you forget your code a team member does have a master key which they can use at their discretion.

## ATTRACTION

### Otway Fly Treetop Walk

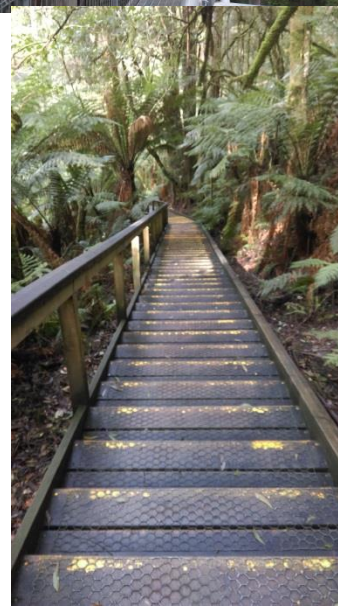
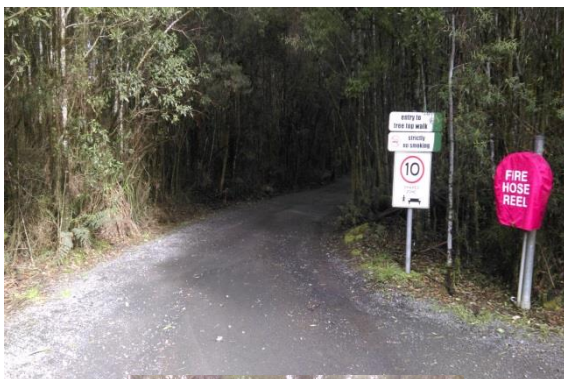
Access to the Otway Treetop Adventures is via the door to the left of the guest service counter once a ticket has been purchased.

Fast Facts about Otway Treetop Adventures Rainforest Walk:

- The Otway Fly Treetop Walk is located on 225 acres of private land.
- The Rainforest and Treetop walk is 1.9km and takes approx. 1 hour and 30 minutes to complete. The actual Treetop walk is 900 metres from the visitor centre down a steep incline bush track. See picture below
- The Treetop walk operates in most weather conditions – open rain, hail or shine. The Treetop walk will only be closed in severe weather conditions such as lightning storms and high winds. The average rainfall in the Otway's is 2040ml per year!
- Our opening hours from 1<sup>st</sup> August – 14<sup>th</sup> May every year from 9.00am to 5.00pm with last entry to the Treetop walk being at 4.00pm.
- Our winter opening hours are 15<sup>th</sup> May – 31<sup>st</sup> July from 10.00 am to 5.00pm with last entry to the Tree Top walk being at 4.00pm.
- As you are going on a bush walk please wear comfortable clothing and footwear with closed in toes. The Treetop walk is graded medium. Check the weather forecast and dress accordingly for the conditions.
- A courtesy **buggy service** is available for the mobility impaired and those whom require there wheel chair access to the park. The buggy picks up on the edge of the concrete path just outside the visitor centre.
- A courtesy **buggy service** between the Treetop walk buggy shelter and visitor centre runs approx. every hour, on the hour for guests struggling to come back up the hill. If needed additional pickups can be arranged with advance notice given to Guest services.
- If you do take the buggy guests will miss the access point to "Tree Fern Track" and will need to head back up the hill half way towards the visitor centre. This track is graded at medium level. At the end of "Tree Fern track" there is a sizable viewing platform for guests to view Zip Liners crossing the longest zip line. As this is a medium grade track in wet conditions it is not suitable for wheelchairs or prams.
- The **buggy shelter** is 20m away from the start of the Treetop walk so those with wheel chairs need to be prepared to push their chair down a slight incline to the start of the walk. See picture.
- The Treetop walk is 600 metres long.
- Access to the Treetop walk is designed to have little impact on the fragile rainforest with the starting height of the walk being 9 metres above the ground. The walk is fabricated out of stainless steel and viewing the rainforest below your feet is quite spectacular.



- As you gently walk to the **Tower 2**, your height above the ground increases to 15 metres.
- **Tower 3** to **Tower 5** you will appreciate that the Treetop walk can withstand 280km/hr winds.
- The **Spiral Tower** is 47 metres above the ground with 106 steps to the top of the tower. The **Spiral Tower** is optional and if you are afraid of heights you can admire the tower from below. Prams can be left at the base of the tower.
- The **Cantilever** is optional if you do not want to sway 33metres above Young's creek below, fuelling the cascading Triplet Falls. The **Cantilever** is a 24 metre balancing beam which has been designed to hold 28 tonnes or 14 elephants. At the end on the Cantilever is a glass viewing platform.
- From **Tower 6** to **Tower11** guests start to descend gradually 15 metres above the ground. The Tree Top walk holds an average of 400kg/m<sup>2</sup>.
- At the end of the of the Tree top walk guests then descend 120 low grade steps to continue the circuit back up the hill through the beautiful fern gully passing over Young's Creek to the visitor centre. This is quite a medium grade track and a good level of fitness is required. See photos
- If unsure of your level of fitness or in wheelchair or have young children in a pram and you do not wish to descend the steps you are quite welcome to turn around at the end of the steel section of Otway Fly Treetop Walk and return back to the buggy shelter via the Treetop walk. The Treetop walk can be accessed by both directions.
- If a guest is having difficulty with the walk they are advised to use one of the many rest stops and call the visitor centre on **1800 300477** and arrange a pick up
- If a guest requires urgent attention the Otway Fly Treetop Walk has an Emergency button opposite the stairs at the **Spiral Tower**. A team member will be dispatched instantly from the visitor centre to access the situation and offer assistance.
- The Otway Fly Treetop Adventures has an Otway Fly Emergency Management Plan and team members are trained as wardens if this needs to be acted on.





## Otway Fly Zipline Tour

The Otway Fly Zipline Tour is a 2.5 hour, 400m long canopy tour taking guests up to 30 meters above ground. The tour is fully guided and monitored at all times by the zipline tour guides and responders.

- The tour commences at the visitors centre where the guides greet the guests just outside the **Zipline Briefing Rooms**. Guests spend around 30 minutes in the briefing rooms being prepared for the tour by their guides.
- Once the briefing has finished the guides lead the guests out of the **Visitors Centre** via the **Treetop Walk** entry and begin the demonstration at the zipline **Simulator**. The **Simulator** is located just outside the **Visitors Centre**. There the guides instruct the guests on landing techniques and allow them the opportunity to practice if they so choose.
- Upon completion of the **Simulator**, The guides walk the guests 150m down the **Treetop Walking Track** to the entrance of the **Zipline Access Track**. From this point there is a 500m walk to **Cloudstation (CS) 1**, the beginning of the zipline structure.
- Each guest is required to carry a 3.5kg zipline pulley from the **Visitors Centre** to **CS1**. The Guides, along with parents/guardians can assist small children by carrying their pulley for them.
- At the base of **CS 1** (10m), the lead guide of the tour ascends the spiral staircase and prepares to attach their guests. The tail guide directs the guests up the 10m spiral staircase one at a time.
- Once all guests and both guides are attached on **CS 1** the lead guide zips across **Span 1** (35m) to **CS 2** (12m) and prepares to receive the guests. The tail guide sends all of the guests to **CS 2** before heading across themselves. This process repeats itself for the remainder of the tour, with the guides being responsible for all departures and arrivals.
- **Span 2** (70m) takes the guests up to **CS 4** (19m), the second highest platform. At this point the guides provide commentary on the surrounding ecology to the guests.
- **Span 3** (30m) leads to the highest platform, **CS4** (20m) which is followed by the 120m zipline (**Span 4**) ending at **CS 5** (8m).
- **Span 5** (30m) consists of the first suspension bridge leading to **CS 6** (6m). The guides offer the zipline photo pack to the guests at this point.
- The second last zipline, **Span 6**, (55m) continues on to **CS7** (11m) where the guests are presented with the last flight, **Span 7** (70m), across a small creek.
- Once arrived on **CS 8** (9m) the guides thank the guests and provide them with directions to the **Treetop Walk** and **Visitors Centre**.
- **Span 8** (20m) involves a short suspension bridge terminating at **CS9** (1m) where each guest is unclipped and is lead down two steps to ground level.
- The guests are directed around 50m uphill to the **Buggy Shelter** where they can either turn right towards the **Visitors Centre** or left to head directly onto the **Treetop Walk**.

The Tour has **not** been designed for people:

- Who are beyond the first trimester of pregnancy.
- Who suffer from vertigo or an extreme fear of heights.
- Who are suffering from a heart condition.
- Who are legally blind, missing limbs or have other limiting disabilities.



- Who have ankle, knee, hip injuries that can be exacerbated by performing the landings at the end of each flight.
- Who have spinal and/or neck problems or any other physical conditions that can be exacerbated by harness pressure, twisting, bending or hard landings.

An individual should seek medical advice from their doctor or specialist if they are concerned about their suitability for the tour.

#### Operational Limits:

- Our maximum weight restriction for any single adult is 120kg (fully clothed)
- Our minimum height for children to participate is 125cm (natural) and they must be at least 5yrs old.
- All children under 13yrs need to be accompanied on the tour by an adult.
- Children between 13-18yrs, who can abide by the safety rules, are able to Zipline without adult supervision, however their waiver **MUST** be signed by a parent/guardian over the age of 18yrs and the parent/guardian **MUST** attend the safety briefing and remain onsite for the tour duration.
- Children between 13-18yrs are unable to be guardians for anyone under 13yrs on tour.

Physically, the activity is moderately demanding. The landings often result in significant impact to the lower body. **Any person who would not be comfortable jumping off a chair from a standing position onto the ground should not participate.**

The tour will operate in almost all weather conditions. It is the responsibility of the Guest to check the weather forecast for the day and dress accordingly. Guests must wear closed toe footwear. Dresses, shorts that terminate above the knee, singlets etc. will not be allowed.

Zipline operations and weather conditions are continuously monitored by the duty managers and zipline responders. In some extreme weather situations operations will cease. Any emergency situation will be responded to in accordance with the Otway Fly Emergency Management Plan. The tour can be cancelled and guests evacuated from any point in the tour.

Please refer to the Otway Fly Zipline Terms and Conditions for further information or feel free to call us if you have any questions that are not answered in these documents.





## HELPFUL TOOLS FOR PLANNING YOUR TRIP

As we are situated in the heart of the Otway Ranges guests are always advised to check local weather conditions and local warnings before driving to the Otway Fly Treetop Adventures. CFA, Weatherzone and Emergency Vic and Parks Victoria have extensive information so that you can safely organise your trip.

<http://www.cfa.vic.gov.au/warnings-restrictions/warnings-and-incidents/>

<http://www.weatherzone.com.au/vic/south-west/beece-forest>

<http://emergency.vic.gov.au/respond/>

<http://parkweb.vic.gov.au/safety>

We do not offer accommodation but details of local hotels, caravan parks, B&B's etc. can be found here:

<http://www.otwayescapes.com.au/>

[www.airbnb.com.au](http://www.airbnb.com.au)

Free and paid campsites are located at Johanna Beach (paid), Aire Crossing (paid), Aire River (paid) and Beauchamp falls (free).