
Your Safety Comes First

Your safety is our highest priority. Down to Earth is a New Zealand Adventure Activity Safety Certified operator, independently audited every year and listed on the WorkSafe New Zealand Adventure Activity Register.

For more than a decade, we have safely guided guests through our private cave system while maintaining high standards for equipment, guide training, and operational safety.

We provide all required safety equipment and clothing, including helmets, lights, boots, and warm outer layers. Our experienced guides are fully trained in safety procedures and emergency response, so you can relax and focus on enjoying an unforgettable glowworm and cave experience.

Our Safety Policy

Before embarking on your adventure, we kindly ask you to carefully review this essential information. At Down to Earth, we place your safety at the forefront of our caving adventures, and we have stringent procedures in place to prioritize your well-being. However, it's important to acknowledge that this is a natural environment, and as such, it can be unpredictable, which means there are inherent risks involved.

Risk Disclosure:

Please be aware that the activities offered by Down to Earth, including caving and walking to and from the cave locations, carry substantial risks and potential hazards, including the risk of serious/fatal injury. These risks and hazards encompass but are not limited to rockfall, falling vegetation, flooding, earthquakes, fast-flowing water, and cliffs.

Fitness Level/Mobility:

Our tours are not suitable for individuals with mobility issues. Your adventure will include activities such as walking through water on uneven ground and climbing over large boulders. Thus, a reasonable level of fitness is required to ensure a safe and enjoyable experience.

Alcohol/Drugs:

We kindly request that there be no consumption of alcohol, drugs, smoking, or vaping on our tours. If any participant is found to be under the influence of drugs or alcohol, we will decline their participation.

Clothing and Equipment:

We provide all necessary equipment, including helmets, headlamps, clothing, and boots. Rest assured that all our safety equipment adheres to approved and recommended manufacturing guidelines.

Pregnancy:

If you are expecting, congratulations! If you were active before your pregnancy and continue to be, this tour is suitable for the first six months. However, it is not suitable if you have had any pregnancy-related issues or have been advised to refrain from activities by a medical professional.

Due to the physical nature and associated risks on this tour, it is not suitable in the last trimester. If you are uncertain or have any questions, please email contact@glowing.co.nz.

Minimum Age:

For our "Off the Beaten Track" tours, we welcome adventurers aged 12 years and older. Our Private Tours are open to those aged 10 years and above. In Private Tours, we have the flexibility to tailor the experience to your specific group. However, in mixed tours, it can be more challenging to accommodate varying levels of fitness and ability.

Medical Declaration:

Your safety and enjoyment remain our top priorities. It is crucial to inform us about any medical issues you may have. In many cases, minor medical concerns won't hinder your participation. If you have any uncertainties, please don't hesitate to reach out to us before booking at contact@glowing.co.nz.

Your safety is paramount, and Down to Earth staff have a responsibility to ensure the well-being of all participants. Therefore, we may have to decline individuals from participating if we believe they pose a hazard to themselves or others.