

4 x Milford Sound Fly | Cruise | Fly // Thursday, October 15, 2026 9:00 AM // Pickup 8:14 AM



CONFIRMED ORDER

ORDER NUMBER
GYA038555

CREATED ON: DEC 9, 2025

ORDER TOTAL
\$3,156.00

BALANCE
\$3,156.00

Hi Volker Otte,

Thanks for booking with Pacific Cycle Tours. Your order **GYA038555** is **Confirmed**.

If you have any questions, please feel free to give us a call

Regards,

Pacific Cycle Tours

reservations@bike-nz.com

+64277762018

Your Details

NAME

Volker Otte

EMAIL

reservations@bike-nz.com

MOBILE

027 776 2018

ADDRESS

Germany

PASSENGERS MUST CALL GLENORCHY AIR 1 HOUR BEFORE THEIR FLIGHT TIME TO CONFIRM THEIR FLIGHT AND WEATHER CONDITIONS. NZ: +64 3 442 2207 LOCAL: 442 2207 FREEPHONE: 0800 676 264

Yes

Milford Sound Fly | Cruise | Fly (FCF)

Thursday, October 15, 2026 9:00 AM



GYA038555

Important Pickup Information

Please be out the front of reception ready for your pick up. **This is a shared pickup service, please ensure you are ready and waiting on time to avoid missing our shuttle. Please Note: We have more than one shuttle van driving around town. We will be unable to wait for should you be running late and you would then be responsible for your own transport to the airport to meet your flight. Check in closes 20 minutes prior to departure. A drop back is also offered to the same location you were picked up from**

YOUR PICKUP TIME

8:14 AM

Thursday, October 15, 2026

YOUR PICKUP ADDRESS

**Holiday Inn Express & Suites
Queenstown, Holiday Inn**

**Express & Suites Queenstown,
an IHG Hotel Sydney Street,
Queenstown, New Zealand**

[Get Directions](#)



Item Summary

#	DESCRIPTION		TOTAL
4	Adult	\$789.00	\$3,156.00
		GST (INCLUSIVE)	\$411.65
		TOTAL	\$3,156.00

Participant Details

Passenger 1

FIRST NAME
Volker
LAST NAME
Otte
BARCODE
GYA038555*89506189



PASSENGER WEIGHT (PLEASE SPECIFY UNITS: KG OR LBS)
79kgs

Passenger 2

FIRST NAME
Gudrun
LAST NAME
Otte
BARCODE
GYA038555*89506187



PASSENGER WEIGHT (PLEASE SPECIFY UNITS: KG OR LBS)
65kgs

Passenger 3

FIRST NAME
Thomas
LAST NAME
Krauss
BARCODE
GYA038555*89506188



PASSENGER WEIGHT (PLEASE SPECIFY UNITS: KG OR LBS)
90kgs

Passenger 4

FIRST NAME
Ute
LAST NAME
Biedermann-Krauss

BARCODE

GYA038555*89506190



PASSENGER WEIGHT (PLEASE SPECIFY UNITS: KG

OR LBS)

90kgs

Additional information

You will need to call us on +64 3 442 2207 / 0800 676 264 - OPTION 1, 1 hour before your scheduled flight time on the day of your flight for a weather check. This does mean that your weather call may be very close to your pick up time but due to the nature of flying in this region we are unable to make the call any earlier.

Complimentary pick-ups start 50 minutes prior to departure, confirmation of your pick up time is detailed above.

Check-in time if you are self-driving to us at Queenstown Airport is 30 minutes prior. PLEASE NOTE: We, unfortunately, do not have free parking at Queenstown Airport. Terminal Parking A is the closest parking to our check-in and costs a maximum of \$20 for the day. For the closest free on-street parking please head to Douglas Street or McBride Street. We have a link to 'where to find us' in the beginning section of this email.

This is a half day experience, from check-in 30 minutes before departure, to landing back at Queenstown Airport. If you have plans immediately after your experience with us, please let us know in advance.

We offer a free multi-lingual app for the both the flight & cruise element of this experience in partnership with Southern Discoveries. If you are interested in downloading Southern Discoveries app, Geo Maps before your departure please use the QR code attached. This offers commentary along your coach journey into Milford Sound with audio activated automatically when you are near points of interest. It is available in English, German, Spanish, French, and Mandarin.

Please note: the commentary must be played through headphones for the enjoyment of all. Pilots will still provide an English commentary for those who don't want to use the app. It is important to listen and watch for crew guidance whilst onboard the aircraft.

[Download file](#) attached to this order.

General Terms and Conditions for Glenorchy Air

Thank you for choosing to fly with Glenorchy Air. Before booking, it is important for you to understand our terms and conditions and acknowledge the risks associated with flying in a single-engine aircraft over and around New Zealand's mountainous terrain.

Please read the following Terms and Conditions and Risk Disclosure Statement carefully and consent before making a booking with us. If you have any questions, please contact us via phone or email.

T&Cs

- The Pilot in command is responsible for the safety of the aircraft and everyone on board at all times. Service can be refused if the Pilots' instructions are not complied with.
- Given alpine flying conditions, Glenorchy Air reserves the right to alter the flight path and durations or cancel flights due to weather and safety considerations. If we cannot fly due to adverse weather conditions, we will attempt to reschedule depending on passenger's schedule and flight availability. If we cannot reschedule, passengers will receive a 100% refund, except for Coach | Cruise | Fly experiences where customers will be refunded down to the price of a Coach | Cruise | Coach. All refunds will go back to the original form of payment and are processed in full in NZD, the amount received can depend on the exchange rate if payment is made in a different currency. Glenorchy Air is not responsible for any missed connections or activities if flights are delayed or canceled due to weather conditions or unforeseen circumstances.
- If passengers choose to cancel a flight, fail to check-in on time, or notify us of changes less than 24 hours prior to their departure, they will incur a 100% cancellation charge. Changes or cancellations made with more than 24 hours warning incur no penalties. Please note: if you've booked through a third-party booking agent their terms and conditions may differ and will also apply.
- We are required to make sure that the aircraft is operated within its maximum weight limitations and the aircraft's centre of gravity is within limits. We, therefore, request passenger weights at the time of booking, to assist us operationally in planning and managing seat availability and to provide a great customer experience. Please ensure you contact us directly before making a booking if any passengers are 140kg (308lb) or over. Our helicopter partners require prior notification of anyone over 116kg. Should your actual weight at the time of check-in be more than 15kg (33lb) over your declared weight it may result in the aircraft's weight and balance limitations being exceeded. In this instance your booking may need to be rescheduled, subject to availability.
- Passenger seat allocation is at the Pilots' discretion due to the weight and balance of the plane.
- In accordance with the Civil Aviation Act 2023, No person may smoke or vape while on any aircraft that is carrying passengers. Any person who commits an infringement offence is liable to an infringement fee of \$500; or a fine imposed by a court not exceeding \$2,500.
- Minimum passenger numbers apply.

Flight Risks

1. Aircraft Limitations

Single-engine aircraft have certain limitations compared to multi-engine aircraft, including reduced redundancy in case of engine failure. Although these aircraft are well-maintained and are modern, unforeseen mechanical issues may arise.

2. Weather Conditions

Flights are subject to weather conditions, which can change and impact the safety and comfort of the flight. Our aircraft are flown under Visual flight rules only. In certain circumstances, flights may be delayed, rerouted, or cancelled for safety reasons or if the conditions are below our legal meteorological minima.

3. Pilot Experience

Our highly experienced pilots are qualified, trained and assessed under all appropriate Civil Aviation rules. Flying in a single-engine aircraft requires skill and proficiency due to the terrain and environment we fly in. While our pilots prioritize safety above all else, there is always a level of inherent risk associated with flying.

4. Turbulence

Turbulence can occur during flights, especially in certain weather conditions or over specific terrain. While turbulence is typically not dangerous, it can be unsettling for some passengers.

5. Motion Sickness

Flying in a small aircraft can be different from flying in a commercial airliner and may cause motion sickness in some individuals. If you are prone to motion sickness, please take necessary precautions before the flight. We carry air sickness bags in the seat pockets and our pilots will explain the best ways to combat airsickness.

6. Emergency Procedures

In the unlikely event of an emergency, our pilots are trained to handle various situations. However, it is important for passengers to follow all instructions provided by the pilot to ensure a safe outcome. We provide a detailed briefing before every flight to ensure passengers are aware of procedures.

Seismic Events

7. Earthquakes

Milford Sound lies within an area susceptible to seismic activity due to the presence of the Alpine Fault, a significant geological feature spanning 800km along the South Island of New Zealand. This fault line, which influences the distinctive geological formations in Milford Sound, experiences periodic ruptures, with events occurring on average every 300 years. These ruptures, often exceeding Magnitude 8, can result in considerable destruction, including landslides and the potential for localized tsunamis. A rupture of this magnitude could also inflict damage on critical infrastructure such as key road networks in Milford Sound.

The last significant earthquake was in 1717AD. For more information, please follow the link here: [AF8 \[Alpine Fault Magnitude 8\]](#).

8. Tsunamis

Milford Sound and Stewart Island face the risk of both local and distant sourced tsunami events. Scientific analysis indicates in the event of any severe earthquake (Magnitude 8 or higher) a destructive landslide inside Milford Sound (including submarine) induced tsunami could be generated with devastating consequences. Supporting analysis indicates that the displacement of a significant volume of water by landslides may lead to substantial wave heights and run-up levels. Given the influx of visitors to Milford Sound, a tsunami triggered by a landslide poses a significant risk to people at Milford Sound. The only warning these people would receive of a potential tsunami is the onset of an earthquake.

Severe Weather Events

9. Flooding

The mountainous terrain of Milford Sound results in considerable annual rainfall, averaging over 7-8 meters per year. The region's low soil absorption capacity often leads to rapid runoff into the sea, lakes, or high-capacity rivers. Rainfall accumulations of up to 200mm within 24 hours, with intensities reaching 30mm per hour, are not uncommon. While the road infrastructure is robust enough to withstand most heavy rainfall events, prolonged and intense rainfalls can lead to road closures, isolating Milford Sound until repairs are completed.

10. Landslides

Landslides are frequent in Milford Sound due to the combination of severe weather conditions and soil characteristics. Coastal areas can experience vegetation-based landslides due to limited topsoil, while inland regions see landslides composed of rock and soil.

11. Snow and Avalanches

Mt. Cook National Park is filled with glacial covered mountains with very steep sides. Avalanches are very common during the summer months as the ice melts away. Using walking tracks and stepping onto an actual glacier can also be risky due to this natural occurrence. Although the risk is very low, it is still something you must be aware of when self-guiding on the walking tracks around Mt. Cook Village. In the winter months, snow can also cover these tracks and make things slippery either in the form of ice or mud once its melted. Suitable footwear and clothing should always be worn when carrying out these activities.

By agreeing to fly with Glenorchy Air, you acknowledge and accept the inherent risks associated with flying and the areas we visit. While we take every precaution to ensure your safety and comfort, we cannot eliminate all risks associated with aviation and the experiences we offer. Your safety and satisfaction are our top priorities, and we want to ensure that you have an enjoyable and memorable experience with us.

Thank you for choosing to fly with us. We look forward to showing you the spectacular.

Pacific Cycle Tours

7 Somerton Rise, Westmorland, Christchurch, 8025, New Zealand