

International Tour Guide Best Practices for Glow Worm Tours

When you arrive at Cedar Creek Estate, please have your lead tour operator come into the Glow Worm office **FIRST and let us know** you have arrived so we can confirm your tour times.

At least **15 minutes** before your scheduled tour time, have your entire group waiting in the Tour Waiting Area ready to go.

5. Our guide will hand out glow-in-the-dark necklaces. Each member of the group must have a necklace on their back so everyone can be seen in the cave. Your group will enter single file, with you as the leader. The glow worm guide will shine their red light onto a glow worm, and each person will look up close and then keep walking down to the end of the cave so everyone can have a turn. Please lead your group and show them where to go, and do not exit the cave until your glow worm guide has finished. Please instruct the last person in your group to close the door behind them.

6. Once everyone has seen the glow worm, the glow worm guide will turn off their red light so your group can enjoy the view. Please translate for your group the following facts:

- “Every blue light is an individual living glow worm”
- “The glow worms are going to attract their food, which is brought in for them every day in big butterfly nets”
- “Each light is the tail of a glow worm, and it is surrounded by spider webs to catch insects”

7. Once you have translated these facts, you can ask our guide to show your group our blind cave fish, answer questions from your group, or if you would like to leave, ask the guide if you can open the door. Once they say yes, push open the exit door and instruct your group to walk into the red waiting room. Once everyone has exited the cave, you can push open the door to the sunlight and your tour will be completed.

8. Please help the tour guide collect all of the necklaces back from your group.

Helpful Tips:

- Please let our staff know if you have any questions about the tour, or if your group has any questions about the glow worms. We want to help you have a great, educational tour!
- Hand out the provided fact sheets from our gift shop to group before they come on the tour, so they have a better understanding of what they will be seeing in the cave
- If you need help changing your booking in the cafe or winery, let our glow worm office staff know
- Please allow 20 extra minutes for your commute due to extensive construction on the roads leading to the mountain
- The best spots for guests to take photos are by our duck lake, the tour waiting area, and by our chapel (provided there is not a wedding going on)