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FOR IMMEDIATE RELEASE

Ability Adventures Elevates Accessible Travel with Odyssey's Tour Management Platform

[Ability Adventures](#), a pioneer in accessible tourism in New Zealand, has partnered with [Odyssey](#), a tour management platform that specialises in the operational complexities of multi-day adventure travel.

Ability Adventures is renowned for crafting bespoke itineraries that cater to travellers with physical, sensory, cognitive, and invisible disabilities. The flexibility to tailor travel experiences is at the heart of their service. With Odyssey, they will be able to fine-tune trips with an unmatched level of detail, using Odyssey's bespoke itinerary creation to accommodate specific accessibility needs while enhancing communication and operational coordination.

Owner Sandie Grant has witnessed the joy her customers experience being able to fully immerse themselves in a care-free holiday, tailored to their specific requirements.

Recently customers enthused, "We have just come back from a 21-day self-drive tour around New Zealand perfectly organised by Ability Adventures. We got married two months ago and being two wheelchair users we chose this tour operator to organise our honeymoon. We wanted to visit the country by ourselves and Ability Adventures organised a wonderful self-drive tour for us, caring about every aspect: from renting a car with hand controls to booking wheelchair accessible accommodation and activities. All was fantastic."

Sandie's background as an Occupational Therapist has equipped her with a profound understanding of the accessibility challenges faced by individuals in a world designed primarily for the able-bodied. This insight drives her commitment to enhancing holiday access for all, fueled by a passion for sharing the beauty of Aotearoa, New Zealand.

The partnership with Odyssey was sparked when Sandie received a pre-trip customer email for a tour she had booked for herself. That tour operator uses Odyssey and its mobile app. Impressed by the app's design and user experience, she saw the potential to elevate Ability Adventures' operational efficiency.

"Odyssey will allow us to streamline the operational side of our business, allowing us to tailor holidays for our customers' unique needs with the perfect accommodation, excursions and guides," says Sandie. "The system also means that we can store and manage key business information in one place, ensuring we have 'one truth' that will be live and up-to-date."

Odyssey's customer database, or CRM, also drives its unified communication tools. This simplifies the coordination of customer documentation, accommodation bookings and activity providers, ensuring the right resources are allocated at the correct time. Odyssey's sleek mobile app is "the icing on the cake," offering users real-time access to itineraries and updates on the go. Odyssey adds another level of confidence and security with integrated SMS for reminders or emergency communications.

By integrating Odyssey into their operations, Ability Adventures strengthens its mission to make New Zealand a leading destination for inclusive tourism. This partnership not only enhances customer experiences but sets a new benchmark for how accessibility-focused travel providers can use technology to scale with integrity and empathy.

ABOUT ABILITY ADVENTURES

Ability Adventures is a New Zealand premier disability travel Company specialising in inclusive travel and accessible tourism where your specific requirements are met. They design personalised holidays throughout New Zealand where one or more guests has a physical or sensory impairment or simply requires a bit of extra support along the way.

Ability Adventures is a [Qualmark Endorsed Visitor Service](#), New Zealand tourism's official mark of quality, with over 15 years of experience in creating memorable vacations for people of all abilities.

<https://abilityadventures.co.nz/>

ABOUT ODYSSEY

Odyssey is a New Zealand-based industry leader in multi-day tour management software specialising in the operational complexities of cycling, hiking and adventure tours. Spanning tour management, customers and suppliers it eliminates the errors caused by siloed data, and delivers great operational efficiency. With the ability to tailor the solution to their customers' business model, great depth in logistics management and a comprehensive suite of communication tools, Odyssey supports tour operators in delivering the best customer experience.

<https://www.myodyssey.app/>

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