



HEALTH AND SAFETY **INFORMATION FOR VISITORS**

GENERAL INFORMATION

Skyline Rotorua has operated as a popular tourist attraction for over 30 years and has earned a reputation as a fun and safe place to visit for people of all ages.

As a business safety is priority in everything that we do. Although mountain biking is not considered an “adventure activity”, Skyline Rotorua successfully gained accreditation under the new Safety Audit Standards for Adventure Activities for our mountain biking activities.

Skyline Rotorua is an Endorsed Visitor Activity with Qualmark, and has earned the Qualmark Gold Award rating. This endorsement represents strong leadership and advocacy. The Endorsed Visitor Activity rating under Qualmark means:

- ✓ You will have a great tourism experience
- ✓ You can book with confidence
- ✓ Our business operates in an ethical, professional and environmentally sustainable way
- ✓ The business has the required systems and policies for a safe and happy holiday in New Zealand
- ✓ Validation of insurance, safety and regulatory requirements
- ✓ Reduced customer complaints and increased customer satisfaction

Skyline Rotorua is also a member of a number of New Zealand Tourism Groups.

EMERGENCY AND FIRST AID

All of our departments have a number of fully qualified First Aiders on site at all times of operation, with first aid kits and supplies in every department. A number of our staff are also highly trained in emergency care and hold current certificates in Pre-Hospital Emergency Care (PHEC). We also have an Automated External Defibrillator (AED) on site.

Skyline Rotorua has a detailed Incident Management Plan (IMP), with many of our staff trained in carrying out all required functions in any emergency scenario, from natural phenomena to security threats. We have designated fully trained Building Wardens in every department, as well as staff who can fluently speak a wide range of foreign languages to ensure effective communication is achievable when required.

As part of our various accreditation criteria, we hold regular emergency drills including full site evacuations from buildings, to all of our gondolas and chairlifts. We have highly trained staff competent in performing all rescue activities at height and all of our safety equipment is regularly audited to ensure it meets all industry standards at all times and is always ready for use.

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HAZARDS

Skyline Rotorua has a detailed hazard register which identifies suitable controls for each hazard – real or potential – on our site. Every staff member is aware of these hazards and how to effectively manage each one in their area.

We have also developed Safe Codes of Conduct for visitors riding our luge and chairlift, which is provided in written and pictorial form at “point of use”, as well as provided verbally through instruction by our staff members prior to our visitors undertaking luge rides. Our staff in these areas are fully trained in working with visitors, to ensure our visitors demonstrate an understanding of how to safely ride the luge and chairlift. Our staff are always on hand to provide extra assistance whenever required.

Risk Management System

Risk Analysis

Skyline Rotorua continues to monitor and deliver a safe environment where our guest can ride in a managed and reduced risk environment. In areas where risk may be more prevalent Skyline Rotorua has incorporated signage, lines and or safety barriers to help guide and manage best the risk in these areas.

The following analysis highlights the strategy Skyline Rotorua management and staff have put in place to allow our guests to enjoy the experience safely.

Causal Factors

People	Equipment	Environment
Speed	Poor Equipment	Wet
Carelessness	Not used properly	Windy
Not watching out for riders	Not worn properly	Darkness
Illness		Objects on track
Not following signs		

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Risk Management Strategies

People	Equipment	Environment
Operators assisting with Gondola embarking	Equipment is checked and maintained regularly	Lighting in darkness Luge Scenic and Intermediate tracks have lighting. Advanced track is closed
Luge instructors ensure guests wear correct protective equipment – helmets, shoes	Luge helmets are provided for guests	Luge staff sweep and check luge tracks regularly
Luge instructors check to make sure guests can demonstrate competency in steering and breaking	Comprehensive signage to show people correct processes	Comprehensive signage on luge and mountain bike tracks to alert riders to hazards
Mountain Bike Patrollers routinely monitor and assess guest bike conditions	Wind metres to monitor safe operation for Gondola & Chair Lifts	Gondola & Chair Lift – safe wind speed checks
Visual signs at point of use assist guests with safety instructions & information		

Safety, Equipment & Maintenance

People	Equipment	Environment
First Aid kits and a defibrillator are readily available	Luge carts are regularly maintained (each one is micro chipped)	Staff regularly check the environment
Key staff are trained in First Aid and Pre-Hospital-Emergency Care	Gondola and Chairlifts are regularly maintained to industry standards	Maximum loadings of Chairlifts and Gondola are adhered to
Rotorua Hospital is 10 minutes away	Fire equipment is regularly checked by external experts	Kitchen and Restaurant equipment is regularly checked
New Zealand Food Hygiene & Safety Standards are met	Electrical equipment is checked, tagged and maintained	Mountain bike tracks are regularly checked and groomed
All Luge & Gondola staff are regularly trained in rescue from chairlifts and gondolas	All equipment is regularly checked and maintained	

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Staff Competency

People	Equipment	Environment
Key staff are trained in First Aid and Pre-Hospital Emergency Care	Staff are trained to operate our machinery & equipment and are assessed regularly	
Luge, Gondola and Mountain Bike staff trained for their role and competencies checked through regular reviews	Luge staff are trained to standard Chair lift National Unit Standards	
Key Skyline staff are trained in emergency procedures and refresher training is conducted regularly	Staff are expected to follow safe work procedures and emergency procedures	
Skyline staff are trained in guest service and how to deal with the public and are assessed on a regular basis		

General Policies & Guidelines for Guests

People	Equipment	Environment
Groups are met by the rostered Duty Manager or Luge Supervisor and instructed on safe operation Luge Standard Operating Procedures are in place and regularly reviewed for best practice	Luge Supervisors and Instructors instruct on use of luge in accordance with Standard Operating procedures	Signage in place in accordance with Standard Operating Procedures
Mountain bikers sign Terms & Conditions of using the mountain bike part		Mountain bike maps are available
		Site maps are available with clear smoking areas for guests

FINAL DECISION ON IMPLEMENTING ACTIVITY	
Choose One of the Options Below	
ACCEPT	REJECT

Examples of Signage & Codes of Conduct for Our Visitors



SKYLINE LUGE

WARNING:

- The Luge is a high speed turbulent gravity thrill ride
- To ride the Luge you must be in good health and free of heart conditions, motion sickness, back problems or other physical limitations.
- We are sorry, but expectant mothers may not ride

AGE GUIDELINES:

- Any child over 135 cm may ride Advanced track
- 6 years and over 110cm may ride scenic track.
- 5 years and under may only be doubled by an adult on the Scenic track

LUGE RULES:

- Observe track before riding
- Helmets must be worn at all times
- First ride each day must be on the Scenic track
- Listen closely to the Luge instructor
- No speeding on the Scenic track
- Respect other riders
- No bumping into other Luge carts
- Avoid skidding Luge cart wheels
- Do not group race
- No doubling allowed on Advanced track
- No alcohol to be consumed prior to riding Luge
- Keep feet in cart at all times

IN THE INTEREST OF HEALTH & SAFETY, SKYLINE ENTERPRISES RESERVE THE RIGHT TO REMOVE PATRONS WHO ARE ACTING IN A DANGEROUS OR IRRESPONSIBLE MANNER

SKYLINE ZIPLINE

The Zipline is an adventure tourism activity, offering an experience that is both exhilarating and entertaining. The core product offered by Skyline Zipline is a 400m long Zipline featuring dual Ziplines flying down Mt. Ngongotaha, with breathtaking views of Lake Rotorua. Each Zipline take-off and landing point is anchored into the ground using engineered anchor systems. The system also features engineered braking, patented trolleys and custom harnesses for rider comfort and safety.

All equipment used is designed and certified as fit for purpose. Staff undergo in house training and do not work unsupervised until the Guide, Zipline Supervisor and Zipline Manager are satisfied with their performance.

All equipment undergoes regular safety checks including daily, monthly, quarterly and annual checks. We also have external experts conduct these checks as well.


The Zipline is an Adventure Activity and as such is subject to the Adventure Activities audit. This audit examines our operational and Safety Management Systems. The Zipline has been accredited as a certified adventure activity since its opening in 2014.

All guests are made aware of the following information:

ATTENTION!

Guests MUST agree to all terms before participating in this activity:

- Skyline will take all steps possible to provide a safe, fun experience but cannot totally guarantee safety. This Zipline and Jump is an Adventure Activity and as such involves the risk of Serious Harm or Death.
- Participants MUST be between 27kg - 125kg (60lbs - 275lbs).
- You MUST be in good health, free from heart conditions, back or neck problems or other medical conditions that may be aggravated by this activity. If you are unsure, please ask your guide.
- This Zipline and jump involves high speeds, significant heights and large vertical drops. It may be both mentally and physically demanding.
- You MUST follow staff instructions at all times as this is critical to your safety.
- Use of the Zipline and/or Jump without staff supervision is strictly prohibited.
- Expectant mothers should not ride.
- Guests must wear an appropriate helmet and closed toe footwear.
- Long hair and loose items MUST be secured.
- No smoking or eating while on tour.
- If you are unsure at any time about instructions given to you, please ask your guide.
- If a guest shows any signs of being under the influence of alcohol/drugs, they will be unable to ride.
- Skyline reserves the right to refuse any guest from participating.



SKYLINE ROTORUA GRAVITY MTB PARK

Skyline Rotorua Gravity park (GP) is New Zealand's first 4 season, gondola assisted Gravity Park. It was constructed and opened in August 2014 having been a project of Rotorua Mountain bikers for some years to have a bike park that utilized the gondola.

Skyline received funding from the NZ Tourism Growth Partnership with an intention of bringing international events to Rotorua. Eight months after opening the park hosted Crankworx, the largest MTB festival in the world. Skyline Rotorua will continue to be the NZ host for Crankworx until 2028 having signed a 10 year contract with Crankworx International.

Skyline Rotorua GP now has a trail network of approximately 13km of trail, varying from Green beginner trails to double black diamond, world cup sanctioned trails. Skyline Rotorua GP offers the first full time bike patrol in NZ and prides itself on providing a first rate, professional medical response. We strive to be the best Bike patrol in NZ. We aim to keep the trails in exceptional condition, providing a fun, safe environment to ride.

Riders are expected to abide by the following Terms and Conditions.



ROTORUA MTB GRAVITY PARK TERMS & CONDITIONS 2018

1. Mountain Biking is an inherently dangerous activity. On the Skyline Rotorua Mountain Bike Gravity Park you will be exposed to some risks which may involve steep slopes, avoidable and unavoidable obstacles both manmade and natural on narrow trail and / or with poor traction. There will be exposure to the tracks outside edge. We will take every possible step to ensure your safety however, we can't eliminate the risk of serious harm or death. Before riding ensure you are aware of the Skyline Rotorua Mountain Bike Gravity Park Responsibility Code.
2. Do not attempt any of the trails or features unless you have sufficient ability and skill to do so safely. Always ride in control and within your ability level.
3. Walking or riding up to access the Skyline Rotorua Mountain Bike Gravity Park trails is strictly forbidden. Any person caught attempting to do so will have their pass revoked.
4. The Skyline Rotorua Mountain Bike Gravity Park pass entitles pass holders to carriage up the hill in the gondola with one mountain bike.
5. The bike trails are a part of the Skyline Rotorua Mountain Bike Gravity Park and is within the Skyline Rotorua property boundaries. It is privately owned and is managed by Skyline Rotorua.
6. Selected cabins are designated for mountain biking only. Those not marked for mountain biking are not to be used.
7. Skyline Rotorua Mountain Bike Gravity Park reserves the right to suspend, put "on hold" or close mountain bike access at any time due to weather or hazardous conditions that may endanger clients, staff or damage tracks.
8. Please see our website for blackout periods.
9. The Skyline Rotorua Mountain Bike Gravity Park reserves the right to close mountain bike access for the purpose of events held at Skyline Rotorua.
10. Skyline Rotorua Gravity Park Uplift Passes are valid for 1 year from date of purchase.
11. Skyline Rotorua Mountain Bike Gravity Park reserves the right to change operational times or refuse entry at its own discretion.
12. Skyline Rotorua Mountain Bike Gravity Park passes are non-refundable and non-transferable.
13. Skyline Rotorua Mountain Bike Gravity Park passes must be presented to Skyline Rotorua to gain access to the gondola – no pass = no ride.
14. Unauthorized use of Skyline Rotorua Mountain Bike Gravity Park passes will result in the immediate revocation of the pass and/or a trespass order being put in place.
15. Before visiting the park you must ensure that your bike is in safe condition to ride.
16. The Skyline Rotorua Mountain Bike Gravity Park takes no responsibility for loss or damage caused to bikes while on site.
17. Appropriate riding attire must be worn at all times including closed toe footwear and upper body clothing.
18. Skyline Rotorua Mountain Bike Gravity Park passes cannot be purchased by any party or personnel whose business activity or terms of employment necessitates the use of any Skyline facilities (the card is not valid for commercial use) without the prior consent of Skyline Rotorua.
19. Walking the start feature on Mr Black will result in your pass being revoked.
20. Skyline Rotorua Mountain Bike Gravity Park reserves the right to review both cardholder benefits and prices.
21. Skyline Rotorua Mountain Bike Gravity Park is not recommended for first time cyclists.
22. All riders aged 12 and under should have the consent of a parent, guardian or care giver to ride in the Skyline Rotorua Mountain Bike Gravity Park.
23. Ensure you are physically fit to undertake mountain biking – if you are unsure check with your physician.
24. For safety reasons, we do not allow the following to access the Gondola for mountain biking:
 - a. Children under 5 years (Unless closely accompanied by an adult)
 - b. Pregnant women
25. Skyline Rotorua Mountain Bike Gravity Park reserves the right to refuse entry to any individual deemed unsafe to access the Gondola for mountain biking.
26. Skyline Rotorua MTB Season Passes must be presented to Skyline Rotorua staff to access the card holder benefits for other activities and food and beverage products at the time of purchase.
27. "Youth" is defined as 15 years or under or those that produce a current student ID.

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Copy of Skyline Enterprises Certificate of Insurance



QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured	:	Skyline Enterprises Limited
Policy Number	:	P000326112MNP
QBE Line	:	100.00%
Period of Insurance	:	From 1 October 2020 at 4pm to 1 October 2021 at 4pm
Risk Type	:	Public Liability
Wording	:	Marsh General Liability eDIT GL v1
Limit of Indemnity	:	Public Liability: CAD 10,000,000 any one Occurrence Products Liability: CAD 10,000,000 in the aggregate any one Period of Insurance
Policy Territory	:	Worldwide including North American Countries

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

A handwritten signature in black ink, appearing to be 'John J. Smith', written over a horizontal line.

Dated: 15 September 2020

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QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Copy of Skyline Rotorua Adventure Activities Certificate (Zipline)



ADVENTURE ACTIVITY SAFETY AUDIT CERTIFIED

This is to certify that

Skyline Enterprises Limited
Trading as Skyline Rotorua
178 Fairy Springs Road, Rotorua

has passed a safety audit conducted by Qualworx Ltd.

The safety audit established that the operator's Safety Management System and delivery of listed adventure activities complies with the Safety Audit Standard for Adventure Activities.

Adventure Activities Zipline	Location Skyline Rotorua	
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Dave Watkinson
Qualworx Certifier



Issue Date
29-Oct-2020

Expiry Date
28-Oct-2023

This schedule is issued by Qualworx Ltd, PO Box 2183, Wellington, 6140 [OutdoorsMark™, the safety audit programme designed specifically for outdoor recreation, outdoor education and adventure operators, is administered by Qualworx Ltd] This certificate remains the property of Qualworx Ltd and must be returned upon request. It must not be altered or defaced in any way and deliberate misuse of the certificate will result in cancellation without notification [The Safety Audit Standard for Adventure Activities is published by WorkSafe New Zealand in accordance with the Health and Safety at Work (Adventure Activities) Regulations 2016] Continuation of the safety certificate requires the operator to conform to, and successfully complete, any conditions associated with this certificate and surveillance activities [Disclaimer: In awarding this certificate, Qualworx Ltd has carried out a point in time audit of the operator's safety systems against the required standard. This is NO GUARANTEE that the operator will operate safely and Qualworx Ltd accepts no responsibility for the operator's implementation of their safety management system with its clients.



Certificate No. **2020 4251**

AAO **839**



www.jas-anz.org/register

Copy of Skyline Rotorua Adventure Activities Certificate (Mountain Biking)



PREMIUM SAFETY AUDIT CERTIFIED

This is to certify that

Skyline Enterprises Limited
 Trading as Skyline Rotorua
 178 Fairy Springs Road, Rotorua

has passed a safety audit conducted by Qualworx Ltd.

The safety audit established that the operator's Safety Management System and delivery of listed activities complies with the Health and Safety at Work Act 2015




Activities
Mountain Biking

Location
Rotorua

Issue Date
05-Mar-2021

Expiry Date
28-Oct-2023

Dave Watkinson
Qualworx Certifier



Certificate No. 2021 4251

This schedule is issued by Qualworx Ltd, PO Box 2183, Wellington, 6140 | OutdoorsMark®, the safety audit programme designed specifically for outdoor recreation, outdoor education and adventure operators, is administered by Qualworx Ltd | This certificate remains the property of Qualworx Ltd and must be returned upon request. It must not be altered or defaced in any way and deliberate misuse of the certificate will result in cancellation without notification | The Health and Safety at Work Act 2015 is published by WorkSafe New Zealand | Continuation of the safety certificate requires the operator to conform to, and successfully complete, any conditions associated with this certificate and surveillance activities | Disclaimer: In awarding this certificate, Qualworx Ltd has carried out a point in time audit of the operator's safety systems against the required standard. This is NO GUARANTEE that the operator will operate safely and Qualworx Ltd accepts no responsibility for the operator's implementation of their safety management system with its clients.

Copy of Skyline Rotorua Qualmark Certificate



This is to certify that

Skyline Rotorua


has been endorsed by Qualmark,
and awarded Gold under the Sustainable Tourism Business criteria.

The licence is held by Andrew Jensen.

It has also been classified as:

Endorsed visitor activity

Date of evaluation:
15 August 2018



Gregg Anderson, General Manager
Qualmark New Zealand Ltd

Alert Level 1

Contact Tracing	Personal Hygiene	PPE	Distancing	Cleaning	Confirmed & Suspected Cases	Information
The Ministry of Health COVID Tracer App is available at site entry points for those that wish to use it.	All visitors must assess their own health status prior to arriving. Visitors with CV19 symptoms should not enter and contact the Healthline.	CV19 PPE is available for staff if required. Guests can purchase some PPE items from the retail store if desired.	Social & Physical distancing is encouraged for both workers and guests.	The entire site is regularly cleaned & maintained by dedicated cleaners.	The company follows the direction of the Ministry of Health for any suspected or confirmed cases.	General information about CV19 safety management are posted around the site.
A manual register is also available upon request for those that do not have the COVID Tracer App	Hand Sanitisers are available throughout the property (i.e. entry door, restaurant, café entry, luge queue).	In some areas Alert Level 2 barriers, screens and shields are still in place as an extra safety measure.	Some Alert Level 2 floor markings and barriers will remain in place to assist with social distancing.	Staff spot clean areas that require extra attention.		The website has information along with contact details should a visitor have questions or concerns.
It is recommended that all visitors "sign in" via the COVID Tracer App or manual register upon entry.	Posters detailing hygiene care are littered around the site as a reminder.	LUGE: Hairnets are available from the luge photo kiosk.	Gondola Loading: Guests and staff will not be mixed unless asked first. MTB riders will be mixed together	CONFERENCE & EVENTS: All equipment and facilities are cleaned before and after each event.		
	All staff MUST sanitise or wash their hands thoroughly before entering their specific work areas & staff room.		Tables and seating are spread apart to assist with maintaining social distancing.			
	Sanitise on your way in and out. Sanitisers are available throughout the property.					

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CV 19 Controls



Stay home if you're sick →

If you have CV19 symptoms do not enter our premise.



Use the NZ COVID Tracer app →

Regardless of which level we are.



Don't touch your eyes, nose or mouth if your hands are not clean.



Wash your hands →

As often as you can to help protect yourself and us



Cough or sneeze into your elbow →



Clean surfaces →

We will clean and sanitise high touch surfaces as regularly as we can.