

EDUCATION OUTSIDE THE CLASSROOM

INFORMATION FOR PROGRAM COORDINATORS



NAME OF PROVIDER: Rotorua Canopy Tours

ADDRESS: 147 Fairy Springs Road, Rotorua

TELEPHONE: 07 343 1001

EMAIL: hello@canopytours.co.nz

PUBLIC LIABILITY INSURANCE: Vero Liability

VALUE: \$5,000,000 NZD

INSURANCE: Public & Products Liability

ROTORUA CANOPY TOURS CERTIFICATIONS

Rotorua Canopy Tours is registered, audited, and certified under New Zealand's Adventure Activity Regulations. Our current safety audit status is available on the [WorkSafe Adventure Activity Register](#):

We are a Qualmark Endorsed Visitor Activity.



STAFF INFORMATION

Qualifications:

All guides undergo comprehensive in-house training covering navigation, safety procedures, and emergency scenarios. Guides must demonstrate high proficiency before formal induction into our Safety Management System. While some guides hold outdoor qualifications, these are not mandatory for employment. Qualification records are available upon request.

All drivers possess a current full NZ driver's licence and/or a passenger endorsement. Staff undertake formal driver training annually. All guides have current first aid qualifications, ranging from basic outdoor first aid to pre-hospital emergency care.

Ongoing Training:

We promote continuous skill development through monthly emergency scenario training in the Dansey Road Forest and fortnightly skills-based sessions at our headquarters. Guides also undertake further training for specific roles and are encouraged to engage in self-directed learning. Training logs are available upon request.

ACTIVITY INFORMATION

Guide to Client Ratio:

We maintain a 2:12 ratio—two guides per group of up to twelve participants. Multiple groups can be accommodated simultaneously.

Equipment Provided:

All required safety equipment and wet-weather gear are provided.

SAFETY MANAGEMENT SYSTEM

Police Vetting:

Not all staff undergo police vetting. However, staff holding passenger endorsements have completed police checks.

Available Documentation:

Upon request, you can view:

- Equipment Logs
- Hazard and Incident Register
- Standard Operating Procedures
- Safety Management Plans
- Copies of Qualmark and OutdoorsMark Certificates

Extra Assistance:

Additional staffing, parent helpers, or transport assistance is generally not required unless specifically requested by Rotorua Canopy Tours. If you have questions, please contact the person who provided this information.

ROTORUA CANOPY TOURS RISK ASSESSMENT AND MANAGEMENT FORM



CASUAL FACTORS	People		ENVIRONMENT	EQUIPMENT
	1. Customers getting sepearated from the group 2. Fall from height staff or Customers 3. Trips and falls 4. Staff 5. Vehicle Accidents 6. Unauthorised access to the course		1. Weather conditions 2. Overhead Hazards	1. Equipment failure 2. Lack of appropriate clothing and/or footwear
RISK MANAGEMENT STRATEGIES	NORMAL OPERATIONS		1. Client Safety and Weather All clients must sign a risk disclosure acknowledgment form. Rotorua Canopy Tours provides wet and cold weather clothing if needed. Tours are cancelled if weather conditions exceed defined safety limits. If lightning or high winds occur, guides immediately evacuate clients from elevated areas. 2. Helmet Use and Structure Safety Helmets must be worn by all clients and guides in the Skyfly area. An arborist inspects tree canopies annually, removes hazards, and reports findings. Senior guides or the operations manager visually inspect structures after significant weather events or earthquakes. Operating conditions have clear limits, prohibiting access when: Average wind speed exceeds 45 km/hr. Wind gusts exceed 65 km/hr - Original tour & 35km/hr wind, 55km/hr gust - Ultimate Two-hour rainfall totals exceed 10mm combined with winds over 30 km/hr. Two-hour rainfall totals exceed 20mm.	1. Equipment Management All equipment has backup systems to ensure client safety. Equipment is logged and maintained according to manufacturer guidelines. Guides receive training to identify and respond to equipment failures. Pre and Post use equipment checks. 6 Monthly detailed equipment inspections 2. Client Preparedness Rotorua Canopy Tours provides wet and cold weather gear for clients who require it.
	EMERGENCY PLANNING		First Aid and Emergency Procedures All guides hold current first aid qualifications, from basic first aid to pre-hospital emergency care. First aid kits are located along the zipline course and carried by tail guides. Clients must disclose any illness, injury, or medical conditions and carry necessary medication. Guides undertake monthly emergency scenario training, including team debriefs, and fortnightly skills training sessions. Safety procedures and practices are reviewed at monthly full-team meetings.	