



HELL'S GATE

Risk Analysis and Management System

Date: 1st February 2025 Annual Review Date: 1st February 2026

Hell's Gate Geothermal Reserve & Mud Spa has in place a comprehensive Risk Management Plan to ensure the personal safety of all visiting group members while on site. To enable management and staff to fulfill the requirements of this plan, this form is to be completed on arrival for all visiting tour groups.

Date of Visit	
Name of Tour Group	
Group Leader	
Arrival and Departure Times	
Number of Pax	<i>Adults:</i>
	<i>Children:</i>
	<i>Escorts:</i>
	<i>Drivers:</i>
Driver Names	
Package/Service	
Visitors with Special Requirements	

The following is provided to assist in planning a group visit to Hell's Gate Geothermal Reserve & Mud Spa. This information will help identify any:

- Possible hazards
- Measures to eliminate, isolate or minimize potential hazards
- Action to control and minimize the extent of injury

Risks Accident, injury, or other forms of loss	<ul style="list-style-type: none">• Physical injury major/ minor – sprains, cuts, scratches, and burns.• Respiratory problems – asthma, Sulphur allergies• Heat stroke• Drowning
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Risk Analysis and Management System

Factors Causing Accidents	Undesired Events: Accidents or injury in the geothermal reserve, interactive area, or bathing facilities		
	People	Equipment	Environment
	Location: Geothermal Walk + Interactive Area		
	<ul style="list-style-type: none"> - People leaving designated pathways. - Burns from steam and hot pools. - Visitors not listening to instructions. - Careless behavior. - Poor group control/ overcrowding. 	<ul style="list-style-type: none"> - Unsafe viewing areas or bridges. - Rocks on the walking track. - Carving tools (chisels). 	<ul style="list-style-type: none"> - Objects on walkway or uneven surfaces - Wet weather or sun - Earthquakes or eruption - Spontaneous combustion.
	Location: Mud Baths and Spas		
	<ul style="list-style-type: none"> - Sulphur allergies, irritated eyes, or respiratory irritation - Medical conditions; high blood pressure, diabetes, heart conditions. 	<ul style="list-style-type: none"> - Cleanliness of facility 	<ul style="list-style-type: none"> - Hydrogen sulphide gas - pH and heat levels
Risk Management Strategies	<ul style="list-style-type: none"> - Groups are given a health and safety brief at the beginning of guided tour regarding designated pathways and appropriate behavior. - Group always kept together and under supervision by a Hell's Gate guide. - Foreign language guide maps given to non-English speaking visitors. - Group sizes limited to 30 pax per guide. - Hell's Gate guides to always carry RT and first aid Kit. - Safety briefing on spa rules before entry to spas. Spa attendants to identify persons with medical conditions. Spa attendants alert people with medical conditions to problems and symptoms of a reaction to heat and remove them from activity if required. - Staff knowledge of the effects of hydrogen sulphide irritation or heat problems and basic first aid. 	<ul style="list-style-type: none"> - Regular inspection of park facilities. - Clear marking of pathways and clear signage. - Age and ability restrictions on carving activities. - Carving supervisor always overseeing activity. - Restricted areas where heavy duty or dangerous equipment can be clearly identified. - Restricted areas such as pump and steam rooms clearly identified. - Persons are advised to stay on wooden boardwalk. - Cleaning and maintenance regime in place covering all pools, changing, and showing facilities. 	<ul style="list-style-type: none"> - Pathways checked daily and maintained safe. - Visitors to bring appropriate gear for weather conditions e.g., shoes, raincoats, or sunscreen - Hell's Gate staff can adjust tour according to weather. - Evacuation process set in place and assembly areas identified. - Temperature testing every half hour. - pH testing throughout the day.

Hell's Gate Requirements

- Knowledge of basic First Aid.
- Knowledge of emergency procedures in case of injury.
- Knowledge of evacuation procedure in case of eruption, earthquake, fire or another emergency.