

Tikitere Holdings Limited, the operator of the Hells Gate Thermal Reserve has in place a comprehensive Risk Management Plan in relation to group visits to the Reserve to ensure the personal safety of the members of the visiting group while on site.

In order to enable the management and staff to fulfill the requirements of our Risk Analysis and Management System in relation to your visit please complete the following and return it to Hells Gate at least 5 days prior to arrival.

Date of Visit		
Name of Group/School		
Teacher in Charge		
Arival Time		
Number of Pax	Students	
	Teachers	
	Parent Helpers	
	Driver/Escorts	
School's confirmed Adult:Student Ration		
Year level/ Age of students		
Any special needs students or requirements	Name of Student	Special requirement
Topic/Subject/ Reason for visit:		

The following Risk Assesment and Management information is provided to assist school teachers in planning an educational visit to Hells Gate Geothermal Park, Mud Bath and Spa.

This information will help identify any:

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

Undesired Events: Accidents or injury in the geothermal park, interactive area or Mud baths and Spa facilities

	People	Equipment	Environment
Factors causing Accidents	Location: Geothermal Walk + Interactive Centre		
	<ul style="list-style-type: none"> • People venturing off designated pathways • Students not listening to Guides instructions • Careless behaviour • Poor group control/overcrowding 	<ul style="list-style-type: none"> • Unsafe viewing areas or bridges • Carving and weaving tools (chisels and scissors) • Electric saw onsite • Geothermal Cooking Pots 	<ul style="list-style-type: none"> • Objects on walkway or uneven surfaces • Wet weather or sun • Earthquakes or eruption
Risk Management Strategies	Location: Mud Baths and Spas		
	<ul style="list-style-type: none"> • Sulphur allergies/ eye or respiratory irritation • Medical conditions/ high blood pressure, diabetes • Cultural sensitivities 	<ul style="list-style-type: none"> • Steam pipes • Cleanliness of facility 	<ul style="list-style-type: none"> • Hydrogen sulphide gas • pH and heat levels
	<ul style="list-style-type: none"> • School groups briefed at beginning regarding designated pathways and appropriate behaviour. • Group kept together and under supervision at all times. Supervision ratio of students per adult. • Hells Gate staff can instruct interaction with the reserve according to students behaviour. • Foreign language guide maps for non-English speaking visitors. • Group sizes limited to 40 pax per guide. • Hells Gate guides carry RT • Safety briefing on spa rules before entry to spas. Spa attendants to identify persons with medical conditions. • Staff knowledge of 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 overseeing activity at all times. • Restricted areas where heavy duty or dangerous equipment is kept clearly identified. • Students to remain behind barriers of cooking areas, only staff to remove food from cooking pots • Restricted areas such as pump and steam pipe rooms clearly identified. • Cleaning and maintenance regime covering all pools, changing and showing facilities 	<ul style="list-style-type: none"> • Pathways checked daily and maintained to safe level • Students to bring appropriate gear for weather conditions eg) raincoats or sunscreen. • Hells Gate staff can adjust tour according to weather. • Evacuation process set in place and assembly areas identified. • Gas Alert Monitors used to monitor gas levels. • pH and temperature testing every half hour.

Wai Ora Staff Requirements

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