



# Te Puia BOOKING FORM & NON STANDARD TRIP- (NST) RAMs Form

Name of School:					
School Address					
Date of visit					
Time of visit					
Number of students					
Number of staff					
Staff/student ratio					
Learning Area / Subject					
Intended Te Puia Programme					
Teacher in Charge:					
Name of Teacher who completed thi	s RAM form:				
Name of Teacher who is responsible	e for the RAM plan on the trip:				
Method of Payment (please choose one)				on Arrival	

Please complete this form and return to: <u>reservations@tepuia.com</u> Or fax +64 7 348 9045 This form is to be read in conjunction with the following terms and a

This form is to be read in conjunction with the following terms and conditions and must be returned prior to arrival.

EOTC – Non-Standard RAMs form Page 1 of 9





## Te Puia Education ADMISSION POLICY & CONDITIONS

Education bookings are to be made according to the following terms and conditions in addition to any terms:

#### Te Puia Supervision ratios:

Primary:1 adult: 4 StudentsSecondary:1 adult: 7 StudentsTertiary:1 adult: 20 students

### **Coach Driver**

Is Free of Charge.

#### Reservations

It is essential that reservations are made prior to arrival. If a guide is required then this must be requested at the time of booking. In the event of arrivals without a reservation, a guide cannot be guaranteed.

### Confirmation of Tours

Notification of any changes or amendments prior to arrival is required, otherwise a guide cannot be guaranteed.

## TE PO EVENING EXPERIENCE FOC POLICY & CONDITIONS

#### **Coach Driver**

Receives a 50% discount off adult rate.

### **Teaching Staff**

Receives a 50% discount off adult rate.

### **Reservation & Confirmation of Numbers**

Advanced bookings are required. Notification of any changes or amendments to pax numbers is required by 12:00pm on the day of arrival. Failure to do so may result in additional cost to your company.

## **CANCELLATION POLICY**





Notification of cancellation is required 24 hours prior to arrival. Failure to do so may result on a 50% penalty fee of total costs. For a copy of our Bookings, Cancellations and Refund Policy, please refer to our website www.tepuia.com

In the case of unexpected events or for visitor safety reasons Te Puia cannot be held accountable for the unavailability of any product or service.

				GENERAL INFO	RMATION		
Days Open		Every	у Day				
Te Rā Daytime Pass				8.00am - 6.00pm 8.00am - 5.00pm			
Te Pō Evening Experience		•	orting time: time:	6.00pm 6.15pm - 9.15pm			
Reservations		•	phone: phone NZ:	+64 7 3431856 0800 837 842 +64 7 3483418			
Email		reser	vations@te	<u>puia.com</u>			
Website		www	.tepuia.con	n			
				Te Puia R	AM		
Risk Factors - People	What could go wrong?	What would cause it to go wrong?		we prevent it from ing wrong?	Whose responsibility is it?	When/where will it be done?	Emergency plan

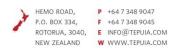




Accident in Te Puia parking Area • Vehicle • Bike • Fall	<ul> <li>Disorganised exit from bus</li> <li>Teacher not in lead</li> <li>No clear instructions to students</li> <li>Closure notices ignored.</li> <li>Warning signs not adhered to.</li> <li>Drivers distracted.</li> </ul>	<ul> <li>Environment not considered prior to exiting from bus.</li> <li>Not following instructions from Te Puia staff</li> <li>Lack of crowd control</li> <li>Staff not in charge to control exit and assembly</li> <li>Students not mindful of hazards</li> </ul>	<ul> <li>TIC – planning and then brief participants and supervisors.</li> <li>Supervisors – to actively enforce safe pace of exit and ensure students are mindful of hazards</li> <li>Environment considered prior to exiting from bus.</li> <li>Follow instructions from Te Puia staff</li> <li>Crowd control</li> <li>Staff in charge to control exit and assembly</li> <li>Ensure students are warned of hazards</li> <li>Students – encouraged to recognise limitations</li> </ul>	TIC – planning stages Supervisors – during activity	Instructions given on arrival at Te Puia	<ul> <li>Remain Calm</li> <li>Safety of self, others, and then injured person.</li> <li>Manage first aid.</li> <li>Seek emergency services if required.</li> <li>Inform group of happenings if appropriate.</li> <li>Staff to inform TIC.</li> <li>TIC to inform caregivers.</li> <li>TIC to inform school.</li> </ul>
--	--	--	--	---	---	--

Risk Factors - People	What could go wrong?	What would cause it to go wrong?	How could we prevent it from going wrong?	Whose responsibility is it?	When/where will it be done?	Emergency plan
Injuries to students	Injury or illness during walks/field work.	<ul> <li>Students not following instructions</li> <li>Careless behavior: Running.</li> <li>Inappropriate gear</li> <li>Poor group control.</li> <li>Overcrowding</li> <li>Lack of first aid equipment</li> <li>Natural hazards</li> </ul>	<ul> <li>School</li> <li>Stress gear list to students Check gear prior to leaving appropriate for weather (waterproofs, wool jersey, shoes, sunscreen, water etc.).</li> <li>Get staff to carry first aid kits, cell phones.</li> <li>Clear instructions to students</li> <li>Head count before entering and during visit,</li> <li>Supervision by staff</li> </ul>	School TIC prior to trip. All supervising staff on trip. Check that there is a staff member available on trip with current first aid certification. (Generally expires after 2 yrs.)	In lead up to trip when letters go out. Gear check before departing for Te Puia	<ul> <li>Remain calm</li> <li>Ensure safety of self, others, and then injured person.</li> <li>Assist injured student,</li> <li>Manage first aid</li> <li>Secure group safety and do head count.</li> <li>Seek emergency services if required.</li> <li>Inform group of happenings if appropriate</li> <li>Staff to inform TIC.</li> <li>TIC to contact school office.</li> </ul>
EOTC – Non-Standard R	AMs form	Page 4 of 9				Version 190319

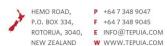




Te Puia instruc • Unsafe facilitie as viev	<ul> <li>walk- the mal</li> <li>Group must be kept together at all times.</li> <li>ening to staff's ons.</li> <li>a such ing pridges.</li> </ul>			TIC to inform caregivers.
	<ul> <li>Te Puia</li> <li>School groups briefed by Te Puia staff as to appropriate behaviour required before entering Te Puia facility.</li> <li>All Te Puia staff to carry R.T.</li> <li>Accident register kept in first Aid room</li> <li>Provision of inspection registers</li> </ul>	<ul> <li>Te Puia Staff</li> <li>Knowledge of First Aid and Basic First Aid.</li> <li>Knowledge of evacuation procedures in case of eruption, earthquake and/or fire.</li> <li>Knowledge of emergency procedures for injured person.</li> </ul>	Before entering Facility.	Te Puia staff to use RT to summon help when requested

Risk Factors - People	What could go wrong?	What would cause it to go wrong?	How could we prevent it from going wrong?	Whose responsibility is it?	When/where will it be done?	Emergency plan
-----------------------	-------------------------	----------------------------------	---	--------------------------------	--------------------------------	----------------





Medical problem or illness <ul> <li>Pre-existing conditions</li> <li>Unknown Allergies, stings, sulphur</li> </ul>	<ul> <li>Unknown medical condition arises</li> <li>Allergic reaction happens, no history</li> <li>Lack of knowledge about student or supervisors medical conditions</li> <li>Tetanus shot not recorded</li> <li>Medication forgotten or left behind</li> </ul>	<ul> <li>Seek full medical information on all participants including staff</li> <li>Allow for it to be updated closer to departure for activity.</li> <li>Identify contagious infections</li> <li>Check that students have appropriate medication with them, or collect in.</li> </ul>	<ul> <li>TIC to seek medical backgrounds of students through school records, allow parents to update or add information.</li> <li>Collect relevant information in regard to participation in activities</li> <li>Distribute to supervisors.</li> <li>Seek medical advice if unsure.</li> <li>Supervisors to keep information confidential but accessible. Carry student's medication if necessary.</li> <li>Disclose any medical background of themselves.</li> <li>Participants to have current medication or inhalers with them.</li> </ul>	<ul> <li>TIC planning and in briefing to staff identify any students who may require further supervision.</li> <li>Supervisors prior to activity ask or question if unsure. Actively supervise taking of medication and record on student's record where necessary. Check students have medication.</li> </ul>	Before and during visit	Stop Think Act Stop activity or participant. Check safety of self, others, participant. As above Apply first aid. Allow for recovery by student. Send for help if necessary. Record actions taken. Inform TIC TIC to take steps to inform caregivers and school if necessary. Enlist aid from Te Puia staff.
Behaviour/Disputes Students	Disagreements between students Bullying	Tiredness, general falling out between people	Awareness, separating groups. Stamp on any form of bullying as it only escalates	Students / staff	At the time of it happening	Changing student groups
Behaviour/Disputes Adults	Disagreements over decision making	Not listening to each other	Final decisions to be made by group leader	Teacher responsible for trip	At the time of it happening	Follow policies
Emotional Trauma, distress, embarrassment	<ul> <li>Student, staff, or supervisors having other</li> </ul>	<b>TIC</b> to set expectations and inform caregivers and supervisors and students.	<b>TIC - Expectations</b> published prior to activity, consent form to acknowledge procedures and expectations of participants.	TIC and supervisors	Planning stages. At briefing, or information distributed. Some information will	<ol> <li>Remain Calm</li> <li>Separate student if necessary but with a buddy for support.</li> </ol>

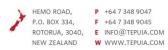




P.O. BOX 334, **F** +64 7 348 9045 ROTORUA, 3040, E INFO@TEPUIA.COM NEW ZEALAND W WWW.TEPUIA.COM

	issues at the	Adhere to code of	Information distributed and time	need to remain	
	moment,	conduct.	allowed for clarification by	confidential and should	3. Provide encouragement an
	Activity is	Identify students	supervisors.	also be destroyed	support, allow time out, this
•	too far out of	that may appear left	Briefing held for supervisors if	appropriately post trip.	step depends largely upon the
	comfort	out or isolated early	required.	appropriately post trip.	issue you are dealing with.
		on.	Reinforce on day of activity in	Day of activity –	issue you are dealing with.
	zone of	Make students feel		, ,	4. If more serious have an
	student.		briefing to participants.	reinforce expectations.	additional staff member with
•	Lack of a	comfortable with	Companyia and ta paden and a data	During a stillity as a sta	
	lead in	surroundings and	Supervisors to acknowledge	During activity people	you to take notes and act as
	activity, or	looking forward to	issues at early stages.	delegated to supervise	your support person.
	appropriate	the next day of		medication or treatment	
	briefing.	activities.	Students informed that it is o'k	of particular students.	5. Inform relevant people.
•	Student	Restrict cell phone	to seek help on someone else's		
	feeling	use, or ban.	behalf. That this is a form of		6. Where possible return
	isolated, has	Parents advised to	supportive behaviour.		student to activity and group
	no friends in	pass information to			
	their group.	staff not directly to			7. If crisis – look in folder.
•	Finding out	student if it may			
	via cell	upset them.			
	phone	Handle with respect			
	information	and dignity			
	that	treatment of			
	distresses	students with			
	them.	medical conditions.			
	Feeling	Allow a private			
<b>_</b>	different due	space if needed.			
	to medical	Be prepared to			
	treatment or	listen to student and			
	condition.	allow them if they			
	condition.	wish to have a			
•		buddy for support.			
		Goals identified and			
		activities are			
		adapted to meet the			
		needs and abilities			
		of the students.			





Risk Factors Resources/ Equipment	What could go wrong?	What would cause it to go wrong?	How could we prevent it from going wrong?	Whose responsibility is it?	When/where will it be done?	Emergency plan
Information to parents.	Parents given incorrect information on letter Students give wrong info to parents	Poor communication, Lack of checking	Check letters Clarify questions with students	TIC	Prior to letters going out	Send out revised letters
Facilities	Accidents	Unsafe facilities such as viewing areas, bridges.	<ul> <li>Te Puia</li> <li>Regular inspection of facilities.</li> <li>All structures and bridges certified.</li> <li>Clear signage and guide map.</li> <li>All pathways maintained.</li> <li>Hazards clearly marked and fenced.</li> </ul>	Te Puia	Regular maintenance by Te Puia staff.	Te Puia staff to adjust tour depending on weather conditions and visiting group's behaviour.
First Aid equipment	Missing or faulty first aid equipment in kits No kits	Teachers forget to take kit Not checking kits before departure	Check kits	Teacher in charge	Prior to departure	Te Puia First Aid facilities
Specialist equipment (cell phones)	Batteries die	Not taking charger	Ensure cell phone charged Take chargers	Teacher in charge	Before departure	Te Puia facilities





Schedule for the day	Timings and itinerary out	Walk or field work taking longer than expected, e.g. due to bad weather Students not turning up on time	Communicate clearly the expected time for each activity. Incorporate some leeway into itinerary in case things take longer than expected. Students work in groups and make them responsible for each other	Supervising staff and students	Prior to leaving At each site or activity	Head counts Cell phone numbers
----------------------	---------------------------	--	---	--------------------------------	--	-----------------------------------

Risk Factors Environment	What could go wrong?	What would cause it to go wrong?	How could we prevent it from going wrong?	Whose responsibility is it?	When/where will it be done?	Emergency plan
Weather	Torrential rain, cold spell during field work	Weather	Check weather forecast before leaving. Ensure students are prepared for bad weather.	Teacher in charge	Before departure	Change the order of activities to accommodate weather. Te Puia staff to adjust tour depending on weather conditions
Terrain	Terrain becomes dangerous for students	<ul> <li>Objects on walkway.</li> <li>Wet weather.</li> <li>Earthquakes, eruption.</li> <li>Dark spaces – Kiwi House.</li> <li>Wet floors/ surfaces.</li> </ul>	<ul> <li>Ensure students have adequate footwear and gear.</li> <li>Ensure that a teacher is at the front and rear of group at all times along walks.</li> <li>Ensure hazards pointed out to students and avoidance procedures given.</li> </ul>	Supervising teachers Te Puia Staff	Prior to the trip Along walks	Visit postponed

In the case of a real emergency, especially one that involves serious injury or loss of life, you must contact the Principal as soon as you have dealt with the immediate aspects of the emergency. Phone number to be obtained from staff list, prior to departure.