




 HEMO ROAD, P +64 7 348 9047  
 P.O. BOX 334, F +64 7 348 9045  
 ROTORUA, 3040, E INFO@TEPUIA.COM  
 NEW ZEALAND W WWW.TEPUIA.COM

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

<b>Name of School:</b>				
<b>School Address</b>				
<b>Date of visit</b>				
<b>Time of visit</b>				
<b>Number of students</b>				
<b>Number of staff</b>				
<b>Staff/student ratio</b>				
<b>Learning Area / Subject</b>				
<b>Intended Te Puia Programme</b>				
<b>Teacher in Charge:</b>				
<b>Name of Teacher who completed this RAM form:</b>				
<b>Name of Teacher who is responsible for the RAM plan on the trip:</b>				
<b>Method of Payment (please choose one)</b>	Invoice	Purchase Order: #	Cash on Arrival	

Please complete this form and return to: [reservations@tepuia.com](mailto:reservations@tepuia.com)

Or fax +64 7 348 9045

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



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## 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 Students  
Secondary: 1 adult: 7 Students  
Tertiary: 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 PŌ 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



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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](http://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 INFORMATION

Days Open	Every Day
<b>Te Rā Daytime Pass</b>	<b>Summer Hours: 8.00am - 6.00pm</b> <b>Winter Hours: 8.00am - 5.00pm</b>
Te Pō Evening Experience	Reporting time: 6.00pm Start time: 6.15pm - 9.15pm
<b>Reservations</b>	<b>Telephone: +64 7 3431856</b> <b>Freephone NZ: 0800 837 842</b> <b>Fax: +64 7 3483418</b>
Email	<a href="mailto:reservations@tepuia.com">reservations@tepuia.com</a>
<b>Website</b>	<b><a href="http://www.tepuia.com">www.tepuia.com</a></b>

### Te Puia RAM

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
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<p>Accident in Te Puia parking Area</p> <ul style="list-style-type: none"> <li>Vehicle</li> <li>Bike</li> <li>Fall</li> </ul>	<ul style="list-style-type: none"> <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 style="list-style-type: none"> <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>	<p><b>TIC</b> – planning and then brief participants and supervisors.  <b>Supervisors</b> – to actively enforce safe pace of exit and ensure students are mindful of hazards</p> <ul style="list-style-type: none"> <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> </ul> <p><b>Students</b> – encouraged to recognise limitations</p>	<p><b>TIC</b> – planning stages</p> <p><b>Supervisors</b> – during activity</p>	<p>Instructions given on arrival at Te Puia</p>	<ul style="list-style-type: none"> <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>
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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
<p>Injuries to students</p>	<p>Injury or illness during walks/field work.</p>	<ul style="list-style-type: none"> <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>	<p><b>School</b></p> <ul style="list-style-type: none"> <li>Stress gear list to students</li> <li>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>	<p><b>School</b></p> <p>TIC prior to trip.</p> <p>All supervising staff on trip.</p> <p>Check that there is a staff member available on trip with current first aid certification. (Generally expires after 2 yrs.)</p>	<p>In lead up to trip when letters go out.</p> <p>Gear check before departing for Te Puia</p>	<ul style="list-style-type: none"> <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>

		<ul style="list-style-type: none"> <li>Venturing off defined walkways in the geothermal valley.</li> <li>Not listening to Te Puia staff's instructions.</li> <li>Unsafe facilities such as viewing areas, bridges.</li> </ul>	<ul style="list-style-type: none"> <li>School staff to ensure member of staff at head and tail of group.</li> <li>Group must be kept together at all times.</li> </ul>			<ul style="list-style-type: none"> <li>TIC to inform caregivers.</li> </ul>
			<p><b>Te Puia</b></p> <ul style="list-style-type: none"> <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>	<p>Te Puia Staff</p> <ul style="list-style-type: none"> <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
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<p>Medical problem or illness</p> <ul style="list-style-type: none"> <li>Pre-existing conditions</li> <li>Unknown Allergies, stings, sulphur</li> </ul>	<ul style="list-style-type: none"> <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 style="list-style-type: none"> <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 style="list-style-type: none"> <li><b>TIC</b> 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><b>Supervisors</b> to keep information confidential but accessible. Carry student's medication if necessary.</li> <li>Disclose any medical background of themselves.</li> <li><b>Participants</b> to have current medication or inhalers with them.</li> </ul>	<ul style="list-style-type: none"> <li><b>TIC</b> planning and in briefing to staff identify any students who may require further supervision.</li> <li><b>Supervisors</b> 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>	<p>Before and during visit</p>	<p>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.</p>
<p>Behaviour/Disputes          Students</p>	<p>Disagreements between students          Bullying</p>	<p>Tiredness, general falling out between people</p>	<p>Awareness, separating groups.          Stamp on any form of bullying as it only escalates</p>	<p>Students / staff</p>	<p>At the time of it happening</p>	<p>Changing student groups</p>
<p>Behaviour/Disputes          Adults</p>	<p>Disagreements over decision making</p>	<p>Not listening to each other</p>	<p>Final decisions to be made by group leader</p>	<p>Teacher responsible for trip</p>	<p>At the time of it happening</p>	<p>Follow policies</p>
<p>Emotional Trauma, distress, embarrassment</p>	<ul style="list-style-type: none"> <li>Student, staff, or supervisors having other</li> </ul>	<p><b>TIC</b> to set expectations and inform caregivers and supervisors and students.</p>	<p><b>TIC - Expectations</b> published prior to activity, consent form to acknowledge procedures and expectations of participants.</p>	<p>TIC and supervisors</p>	<p>Planning stages.           At briefing, or information distributed.          Some information will</p>	<ol style="list-style-type: none"> <li>1. Remain Calm</li> <li>2. Separate student if necessary but with a buddy for support.</li> </ol>

	<ul style="list-style-type: none"> <li>issues at the moment,</li> <li>• Activity is too far out of comfort zone of student.</li> <li>• Lack of a lead in activity, or appropriate briefing.</li> <li>• Student feeling isolated, has no friends in their group.</li> <li>• Finding out via cell phone information that distresses them.</li> <li>• Feeling different due to medical treatment or condition.</li> </ul>	<p>Adhere to code of conduct.          Identify students that may appear left out or isolated early on.          Make students feel comfortable with surroundings and looking forward to the next day of activities.          Restrict cell phone use, or ban.          Parents advised to pass information to staff not directly to student if it may upset them.          Handle with respect and dignity          treatment of students with medical conditions.          Allow a private space if needed.          Be prepared to listen to student and allow them if they wish to have a buddy for support.          Goals identified and activities are adapted to meet the needs and abilities of the students.</p>	<p>Information distributed and time allowed for clarification by supervisors.          Briefing held for supervisors if required.          Reinforce on day of activity in briefing to participants.</p> <p><b>Supervisors</b> to acknowledge issues at early stages.</p> <p><b>Students</b> informed that it is o'k to seek help on someone else's behalf. That this is a form of supportive behaviour.</p>		<p>need to remain confidential and should also be destroyed appropriately post trip.</p> <p>Day of activity – reinforce expectations.</p> <p>During activity people delegated to supervise medication or treatment of particular students.</p>	<ol style="list-style-type: none"> <li>3. Provide encouragement and support, allow time out, this step depends largely upon the issue you are dealing with.</li> <li>4. If more serious have an additional staff member with you to take notes and act as your support person.</li> <li>5. Inform relevant people.</li> <li>6. Where possible return student to activity and group.</li> <li>7. If crisis – look in folder.</li> </ol>
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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.	Te Puia <ul style="list-style-type: none"> <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
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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 style="list-style-type: none"> <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 style="list-style-type: none"> <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.**