

Introduction

A ski area provides a natural playground for individuals, families, and groups alike to enjoy the alpine environment and engage in recreational snow sports. However, there are inherent risks associated with recreational snow sports that need to be understood to have fun and to remain safe in an alpine environment.

NZSki undertakes to make its ski areas as safe as reasonably practicable through their terrain hazard management system, accident and emergency response plans and access road management systems. A summary of these systems and plans is provided and further information can be made available upon request.

Terrain Hazard Management

Under the New Zealand Health & Safety at Work Act 2015, NZSki must ensure so far as is reasonably practicable that its employees and guests remain safe whilst visiting our ski areas. In the winter months Coronet Peak, The Remarkables and Mt Hutt ski areas employ professional Ski Patrollers who specialise in assessing ski area terrain and deploying signage, fencing, and padding as needed to reduce the risk of identified hazards to users of the ski area. Patrollers follow a set of established protocols to ensure that hazards have been properly assessed.

At the end of the day, Patrollers will sweep through the ski area to ensure that all guests are safely clear of the ski area prior to allowing grooming machinery out onto the slopes.

Access Road Management

NZSki employs road crews who are charged with ensuring safe and efficient conditions for vehicles travelling on our access roads. Our road crews are responsible for the continual monitoring of road surface and weather conditions and adjusting the corresponding chain call and spreading grit to improve traction. The road crews may also assist drivers in distress and oversee driver behaviour.

***Always refer to our website for current road conditions**

Please be advised chains are required by law in all vehicles at all times

Accident and Emergency Response

Our Patrol teams are responsible for being the first responders to any accident that occurs within the ski area boundary.

Our Medical Facilities

Each NZSki Ski Areas has a fully stocked and equipped First Aid and medical room.

During the ski season, our medical rooms are staffed by one to two nurse(s) and/or one doctor who specialise in providing pre-hospital emergency care. Our patrol staff are also highly trained to provide first aid and patient evacuation.

In *Queenstown*, transportation of injured persons can be carried out by St John's Ambulance from the Ski Area Base Buildings. Where road transportation is likely to aggravate an injury, patients may be evacuated by air rescue helicopter to Frankton Hospital or, for more serious cases, to Dunedin or Invercargill Hospitals.

In *Methven*, Mt Hutt is serviced by the local response ambulance team. Transportation of injured skiers can be carried out by the Mount Hutt Ambulance or by St John's Ambulance from the beginning of the sealed road. Serious injuries will be evacuated by air ambulance helicopter to Christchurch Hospital.







SNOW RESPONSIBILITY CODE

NZSki Snow Responsibility Code is designed to keep you and your family and friends safe whilst skiing / riding on our mountains. Below are the four signs for our snow responsibility code that you will see located on our mountains when you arrive. Please make yourself aware of these and abide by the code.






Trail Information and Boundary Signage

Our ski fields use the international signage symbols below for trail marking. These provide guidelines for snow users to differentiate between the perceived difficulty and suitability of trails within the ski area boundary.

	GREEN CIRCLE Signifies easiest terrain, most suitable for beginners
	BLUE SQUARE Signifies more difficult terrain, more suitable for intermediate users
	RED SQUARE Signifies more difficult terrain, more suitable for advanced intermediate users
	BLACK DIAMOND Signifies challenging terrain, more suitable for advanced users
	DOUBLE BLACK DIAMOND Signifies extreme terrain, not suitable for most recreational users
	ORANGE OVAL Freestyle Terrain

At key exit points, the use of large visible Ski Area Boundary signs are placed to warn users of the ski area limits. The safety signs and banners are used to alert snow users to potential hazards and no-go areas. Where appropriate, international symbols are used to denote advisory, warning or danger signs and these have yellow, orange or red background with black writing. Examples of these types of signs are depicted below.

	YELLOW BACKGROUND Advisory Signage
	ORANGE BACKGROUND Warning Signage
	RED BACKGROUND Danger Signage

Instructor Qualifications

As part of your itinerary, all students will take part in Ski and Snowboarding lessons to maximize their safety and learning.

All of NZSki's Snowsports Schools are recognised Schools from the NZSIA and follow the NZSIA teaching progression and methodology. NZSki's Snowsports schools at Coronet Peak, The Remarkables and Mt Hutt ski areas are active members of NZSIA and many of our staff achieve and maintain their qualifications through them.

We pride ourselves on employing the world's best instructors, all of whom are certified by a broad section of ISIA member organizations, bringing a global perspective to our lessons.

Our instructors are qualified, many to the highest levels and many have supplemented their certification with specialist accreditations in the areas of Children's Instruction, Race, and Free-Ride, including F.I.S. licenses and credentials

Safety

All schools must provide NZSki with a copy of their School Hazard & Risk Register and health and safety related plans and documents prior to visiting our mountains. Accident costs: most accident costs are covered by ACC in NZ. On the mountain "Medical Rescue" may charge a consultation fee.

Helmets are mandatory for all students and are highly recommended for all teacher/supervisors/volunteers

Hazard & Risk Assessment

Although each school will conduct its own risk assessment, below there are some common risks that most groups may encounter.

	Causal factors (What hazards and risks exist?)	Risks (What accidents or injuries could be caused by the causal factors?)	Risk management strategies (What will you do to reduce the risk?)
People (Age, abilities, ratios, skills, etc.)	Risk of getting separated from the group	Risk of personal injury	<ul style="list-style-type: none"> • Ensure students know where Administration is located in the event they are required to make an announcement • Ensure all students are always supervised • Ensure teachers know where Guest Services is should they need to stop a student pass • Ratio: 1 Teacher / 4+Students
	Inexperience	Risk of personal injury	<ul style="list-style-type: none"> • Ensure all students submit their ability prior to arrival on the ski area so that they can be grouped accordingly • Ensure students/teachers know what to do if a student is in the wrong group
	Falling whilst skiing or snowboarding	Risk of personal injury	<ul style="list-style-type: none"> • Ensure that all students participate in lessons to develop skills and understand where suitable terrain is located. • Familiarise students with the location of the Medical Centre at each mountain • Familiarize students with the Snow Responsibility Code • Ensure students know how to contact ski patrol • All students to wear a helmet at ALL times whilst skiing or snowboarding
	Collision	Risk of personal injury to self/others	<ul style="list-style-type: none"> • Follow the Snow Responsibility Code and stop where you can be seen from above and on the side of the run
Equipment (Transport, gear, shelter, clothing, etc.)	Falling while carrying skis/boards	Personal injury	<ul style="list-style-type: none"> • Use caution and care whilst on the stairs • Use correct technique for carrying equipment.
Transport	Walking around maneuvering vehicles	Risk of personal injury	<ul style="list-style-type: none"> • Ensure students keep to designated walkways • Children may not approach the bus until the driver has advised it is safe to do so

	Causal factors (What hazards and risks exist?)	Risks (What accidents or injuries could be caused by the causal factors?)	Risk management strategies • (What will you do to reduce the risk?)
	Items falling from bus overhead storage	Risk of personal injury	<ul style="list-style-type: none"> Do not store hard items in overhead luggage trays
Environment (weather, terrain, season, etc.)	Falling off chair lifts	Personal injury	<ul style="list-style-type: none"> Use chairlift policy Use caution and care whilst sitting on the chairlift. Advise students to always lower the safety bar whilst riding chairlifts
	Sun exposure	Risk of sunburn	<ul style="list-style-type: none"> Ensure that all students apply a high SPF sunscreen before starting the day's activities Reapplication of SPF during the day Ensure all students have goggles and/or sunglasses available to use
	Prolonged exposure to alpine weather (cold, wind, snow, wet conditions)	Risk of dehydration	<ul style="list-style-type: none"> Ensure that all students drink water regularly to stay hydrated at altitude
		Risk of developing hypothermia	<ul style="list-style-type: none"> Check weather report before departure Ensure that all students have the correct clothing for the day's weather
	Slippery surfaces	Risk of slipping on ice/snow whilst walking around the ski area	<ul style="list-style-type: none"> Make students aware of hazards Observe signage which advises where ice may occur Slow down whilst walking with ski/snowboard boots
	Unpredictable snow pack	Risk of being caught in an avalanche	<ul style="list-style-type: none"> Respect ski area signage Students not permitted in 'closed' areas

	School Planning
Prepare Participants	<p>Check for long term weather forecast:</p> <ul style="list-style-type: none"> • http://www.metservice.com/national/home <p>Review by teachers and students:</p> <ul style="list-style-type: none"> • The New Zealand SNOW SAFETY CODE <p>Play Smart Principle resources:</p> <ul style="list-style-type: none"> • https://accsportsmart.co.nz/assets/Uploads/SportSmart-Reference-resource.pdf <p>Teach about the correct clothing and equipment:</p> <ul style="list-style-type: none"> • Ski jacket, ski pants, gloves, helmets (compulsory), goggles, sunglasses <p>Teach the reason why it's important to wear protective equipment:</p> <ul style="list-style-type: none"> • Wrist guards reduce the risk of broken wrists • Helmets reduce the risk of head injuries. <p>Review suitable food and drink:</p> <ul style="list-style-type: none"> • HotTipsForParents.doc <p>Aware of the cancellation policy:</p> <ul style="list-style-type: none"> • Read the School Group terms and conditions <p>Trail maps:</p> <ul style="list-style-type: none"> • https://www.nzski.com/queenstown/the-mountains/coronet-peak/coronet-peak-weather-report • https://www.nzski.com/queenstown/the-mountains/the-remarkables/the-remarkables-weather-report • https://www.nzski.com/mt-hutt/mt-hutt-weather-report <hr/> <p>***Check the Snow & Roads report, available from 6:30 am***</p> <p style="text-align: center;"> Coronet Peak The Remarkables Mt Hutt </p>

	School "Check list"
On the day	<p>Check participants for the correct use of clothing and equipment:</p> <ul style="list-style-type: none"> o Ski jacket, ski pants, gloves, helmet, goggles, sunglasses <p>Check that students are wearing protective equipment:</p> <ul style="list-style-type: none"> o Snowboard wrist guards reduce the risk of broken wrists o Helmets reduce the risk of head injuries. <p>Check participants have suitable food and drink:</p> <ul style="list-style-type: none"> o HotTipsForParents.doc <p>Where to meet for lunch and what time:</p> <ul style="list-style-type: none"> o Meeting at at <p>What time and where to meet the instructors:</p> <ul style="list-style-type: none"> o Time..... at <p>Review Trail map with the students after lesson for safe skiing/riding for the afternoon, Green Trails? Blue Trails? Black Trails?</p> <ul style="list-style-type: none"> o https://www.nzski.com/queenstown/the-mountains/coronet-peak/coronet-peak-weather-report o https://www.nzski.com/queenstown/the-mountains/the-remarkables/the-remarkables-weather-report o https://www.nzski.com/mt-hutt/mt-hutt-weather-report <p>What to do if a student is separated from the group?</p> <ul style="list-style-type: none"> o We meet at <p>Where to meet at the end of the lesson:</p> <ul style="list-style-type: none"> o We meet at Time..... <p>What to do in case of sickness or injury and who to call mobile #</p> <ul style="list-style-type: none"> o Call # <p>What time and where to meet and at the end of the day:</p> <ul style="list-style-type: none"> o We meet at at <p>Reflect, review, or debrief at the end of the trip:</p> <ul style="list-style-type: none"> o What worked What didn't..... <p>Your <u>Emergency Plan</u>:</p> <ul style="list-style-type: none"> • We meet at in case emergency.

KEY CONTACT LIST

Coronet Peak (CP)

CP Administration	(03) 441 1508
CP Schools & Groups Coordinator	TBC

The Remarkables (RE)

RE Administration	(03) 442 4615
RE Schools & Groups Coordinator	TBC

Mt Hutt (MH)

MH Administration	(03) 307 6299
MH Schools & Groups Coordinator	(03) 307 6315 027 625 4477
MH Town Office (<i>in case of closed day</i>)	(03) 302 9310

Other Agencies

Ambulance	111	Methven - (03) 302 8798 Queenstown - (03) 441 4555
Fire	111	Methven - (03) 302 8501 Queenstown - (03) 442 7666
Police	111	Methven - (03) 302 8200 Queenstown - (03) 441 1600
Medical Centres	Methven MC (03) 302 8105 Queenstown MC (03) 441 0500 Wakatipu MC (03) 442 2288	
District Hospitals	Kew Hospital Invercargill (03) 218 1949 Public Hospital Dunedin (03) 474 0999 Public Hospital Christchurch (03) 364 0640	

DOCUMENT CONTROL BOX (*for office use only*)

Rev	Issue Date	Section	Revision Details	Owner	Approver
A	2021	New	Document creation	Maire Schmidt QT GS HOD	Jennifer Tod MH GS HOD
B	Nov 2022	Various	Overall update and included Snow Responsibility code & Chairlift policy	Maire Schmidt QT GS HOD	Jennifer Tod MH GS HOD

Copy of NZSki Public Liability insurance certificate:



QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured	:	NZSki
Policy Number	:	800040563PUL
QBE Line	:	100.00%
Period of Insurance	:	From 1 December 2022 at 4pm to 1 December 2023 at 4pm
Risk Type	:	Public Liability
Wording	:	General Liability GEL1122
Limit of Indemnity	:	Public Liability: NZD 10,000,000 any one Occurrence Products Liability: NZD 10,000,000 in the aggregate any one Period of Insurance
Policy Territory	:	Worldwide including North American Countries

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative



Dated: 30 November 2022