



RISK DISCLOSURE STATEMENT

Decision making and booking

We encourage guests to consider their physical abilities before booking the experience. You can call the Canopy Tours office with any questions about your ability and physical requirements to complete either of the Canopy Tours experiences. As always, if you are unsure or concerned about anything with your physical ability, you should consult your healthcare provider before booking the experience.

Guest Responsibilities

To ensure a safe and enjoyable experience, we require all of our guests to:

- Be able and willing to listen to and follow the instructions and guidance from Rotorua Canopy Tours staff
- Disclose any medical conditions or concerns to Canopy Tours Staff prior to the experience
- Complete a pre-tour risk disclosure and self-assessment form
- Be aware of the physical requirements to complete the experience comfortably

Physical requirements

- Walk on uneven terrain, cross swing bridges, and ascend stairs
- Your guides will slow you down when coming into landing platforms. We need you to raise your knees and keep them tucked up while flying and when coming into the platform so you do not hit your legs on the landing ramp
- Participants should be prepared for physical demands if the tour needs to evacuate due to changes in weather or a medical emergency during the experience. An evacuation would require walking up to 45 minutes on uneven forested trails
- We are in a natural forest, often over one hour from the nearest hospital. Guests with a history of cardiac complications, those with low fitness levels who may be strained with the exertion of exercise, or those with any other significant health-related complexities who may require immediate help are at risk of not receiving treatment promptly. Individuals with such ailments should seriously consider whether they can complete their experience safely and comfortably. Emergency Services are not able to access our location within the forest. Please speak with us if you have any concerns

Risks and hazards

Our tours encompass various elements, including a 13km (8 miles) drive in modern 12-seater vans from our base to the activity location. Within the activity area are a range of ziplines, suspended swing bridges, and gravelled walking trails through a native New Zealand forest.

We require all guests to be open and honest about any medical, physical, and psychological conditions that may affect their ability to complete the tour safely.

Once guests can meet the tour requirements and follow instructions safely, your guides are responsible for getting them around the experience and are with them every step.

We do our best to minimise as many risks as possible through robust and relevant training, safety at height processes, active hazard identification, equipment fit for purpose, and maintenance of that equipment to support its function. However, there will always be elements of the experience and the working environment that we cannot control.

These risks may include but are not limited to:

- Vehicle collisions.
- Falls from heights of up to 50 metres (150 feet)
- Collisions on the ziplines
- Risk of fingers, hands, hair or clothing getting caught in moving zip line trolleys
- Exposure-related issues due to weather conditions and unplanned weather conditions
- Slips, trips and falls
- Falling objects from above, like tree branches and epiphytes
- Staff negligence
- Suspension trauma
- Exposed to images of typical NZ conservation activity, which entails removing possums, rats, and mustelids from our ecosystem

Environmental factors

Our tours take place in an old-growth forest with changing weather conditions. We operate throughout the year and are aware and experienced in the localised weather around operation. The temperatures can vary from minus 10 degrees Celsius in the winter to 30 degrees Celsius in the summer, and the weather can include but is not limited to:

- Thunder and lightning
- Strong winds
- Heavy rain
- Heavy frosts
- Sun exposure
- Cold, hot, or humid temperatures

We provide as much wet and warm gear as possible to mitigate these risks, and we also have operating parameters where we cancel tours due to actual and forecasted extreme weather.

Safety measures in place

We have several measures in place to mitigate the potential risks involved and we will do whatever we can to ensure you have a safe and fun experience with us:

- Providing industry-standard safety equipment.
- Delivering safety briefings and coaching for you.
- Providing weight limits and physical requirements. standards – only our staff will see this information, it is discreet.
- Providing you with wet weather and warmth gear to suit the current and potential weather conditions.
- Training for our staff to suit the zipline and activity experiences along with continued supervision to ensure they act as trained.
- Regular equipment and course inspections that are equal to, or above industry standards.

