

Schools risk assessment and management (RAMS) 2026



Tūroa Ski Area offers a natural playground where individuals, families, and groups can enjoy the stunning alpine environment and participate in recreational snow sports. While these activities provide great fun and adventure, it's important to understand the inherent risks involved in the alpine environment and sports to ensure safety and enjoyment.

Our team is committed to making Tūroa as safe as reasonably practicable. This is achieved through a comprehensive terrain hazard management system, accident and emergency response plans, and access road management protocols. We are kaitiaki to Maunga Ruapehu, teaching and sharing kōrero with our team and manuhiri (visitors). In line with these commitments, our operational strategies prioritise safety standards, environmental stewardship, and cultural respect across all departments. On the mountain medical facilities may charge a consultation fee, depending on the situation

Terrain Management and lift operations

Under the New Zealand Health & Safety at Work Act 2015, Pure Tūroa must ensure so far as is reasonably practicable that its employees and guests remain safe whilst visiting the ski area. From June to October, a team of certified Ski Patrollers are onsite daily, specialising in evaluating the terrain and implementing safety measures such as signage, fencing, and padding identifying hazards for all ski area visitors. The Patrol team adheres to established protocols to ensure thorough hazard assessment and management. At the end of each day, they conduct a sweep of the ski area to confirm all guests have safely exited before night crew operations begin, ensuring the area is prepared and safe for the following day's visitors.

Weather conditions at Tūroa can change rapidly and unexpectedly which can cause changes to lift operations throughout the day. Each day, trained staff follow established procedures to determine when lifts can open, need to be placed on hold, or close. All changes to operations will be updated regularly on the daily report, and PA announcements will be made in all cafes and buildings.

Ohakune Mountain Road Conditions

Always refer to our website for current weather and updated Ohakune Mountain road conditions. From June to October, Pure Tūroa employs a road crew who are charged with ensuring safe and efficient conditions for vehicles travelling on our access road. They are responsible for the continual monitoring of road surface and weather conditions and adjusting the corresponding chain call and spreading grit as required. Road restrictions may include 4WD only and 2WDs requiring chains.

Tips for alpine driving and travelling in Ruapehu Region

- Ensure all drivers are confident driving in alpine conditions. We recommend 4WD or All wheel drive vehicles
- Conditions change quickly on the mountain and we recommend carrying chains even on fine days.
- Avoid sudden movements, accelerate and brake smoothly and gently.
- Use low gears when travelling downhill and let the engine break for you.
- When arriving in carpark - ensure all passengers are aware of slippery conditions underfoot with care needed when walking to base area
- It's recommended to carry an ice scraper to remove snow or ice that may build up during the day.

Medical staff and facilities

Tūroa Ski Area has a fully equipped medical facility including pre-hospital emergency care equipment, x-ray and general first aid supplies. During the ski season, our medical rooms are staffed with nurses and doctors, who specialise in providing pre-hospital emergency care. Our Patrol Team is also highly trained to provide first aid and patient evacuation. Ohakune is serviced by the local St John's Ambulance where an ambulance station was opened in 2024. Serious injuries will be evacuated via Air Ambulance helicopter subject to weather conditions. To treat any minor (under 16 years old), we need consent of the guardian (parent or written approval for a teacher or caregiver), so please ensure students are accompanied in the case of an accident or incident on your trip.

In the event of an injury whilst skiing/snowboarding without a Snowschool Instructor

- Send someone to the bottom of the nearest lift or speak to a staff member directly and ask for Ski Patrol assistance.
- Wait for assistance to arrive while ensuring the rest of the group wait in a safe spot out of the way of the main trail.
- Contact the nominated school contact if the student is being taken to the medical centre so they can meet them there.

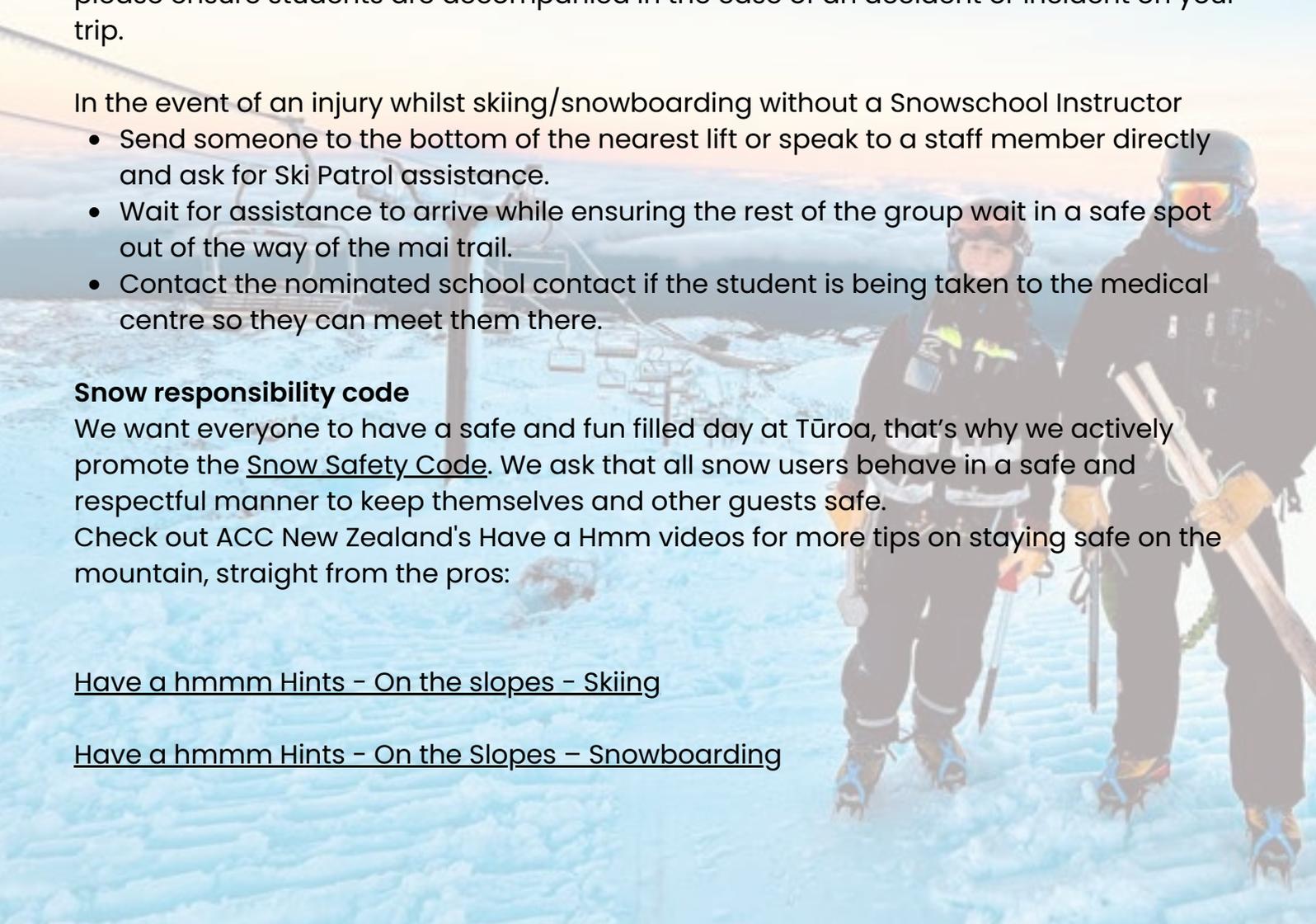
Snow responsibility code

We want everyone to have a safe and fun filled day at Tūroa, that's why we actively promote the Snow Safety Code. We ask that all snow users behave in a safe and respectful manner to keep themselves and other guests safe.

Check out ACC New Zealand's Have a Hmmm videos for more tips on staying safe on the mountain, straight from the pros:

[Have a hmmm Hints - On the slopes - Skiing](#)

[Have a hmmm Hints - On the Slopes - Snowboarding](#)



NEW ZEALAND SNOW SAFETY CODE

KNOW YOUR LIMITS

- > Ride to your ability, control your speed
- > Be aware of the conditions
- > Take a lesson

FIND YOUR SPACE

- > Stop where you can be seen
- > Give others room
- > Look ahead

PROTECT YOURSELF

- > Obey all signs and closures
- > Tired, take a rest
- > Wear a helmet

Mountain Signage

At Tūroa, our aim is to prevent as many 'preventable' accidents as possible. An important part of our hazard management approach involves the use of various safety signs to communicate important messages to you, our visitors. We've included some of the most common signs you will encounter during your visit. We recommend familiarising yourself with what these signs look like and what they mean. It's also a good idea to discuss these signs with children before heading out onto the snow, so they understand their meaning and can stay safe while enjoying the area.



Beginner



Intermediate



Advance

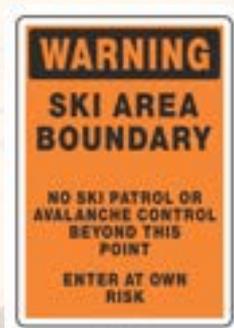


Expert

Additional Signage and warnings

Ski Area Boundary signs mark the limits of the ski area at exit points, while other safety signs alert users to hazards and restricted areas, such as 'rock' or 'cliffs'. Usually signs with yellow, orange, or red backgrounds and black text indicate advisory, warning, or danger levels.

This signage provides important information and must be read, understood and followed. Ignoring these signs could result in a lift pass being suspended or cancelled. Ski Area Boundary signage is particularly important as it marks the edge of the controlled ski area. Traveling beyond these signs means ski patrol assistance, hazard markings, avalanche control, and risk management are no longer in place. We recommend that schools stay within the boundary, as areas outside require extensive snow safety knowledge and require the use of specific backcountry gear, like avalanche transceivers and the skills and knowledge to use them.



in the unfortunate event of an eruption staff including ski patrol will be instructing and escorting all guest to safety

VOLCANIC HAZARDS AT TŪROA MT RUAPEHU



SUMMIT HAZARD ZONE
HAZARDS
 Flying hot rocks.
 Fast moving clouds of steam and hot ash.
IMPACTS
 Serious injury and can be lethal.

**If there is an eruption
 MOVE OUT OF
 VALLEYS**

LEGEND

Summit hazard zone	
Mangaturuturu Glacier	
Gliding Glacys	
Other possible paths	
Lahar safe areas	
Alpine Cafe	
Snowflake Cafe	
Giant Cafe	
Lifts safe from lahars	

WHAT TO DO IN AN ERUPTION

Eruptions and lahars may occur with little or NO warning

HAZARDS

LAHARS PATHS: Eruptions generate lahars (volcanic mudflows) that can pass through valleys in the ski area.

HAZARD ZONE: During an eruption, flying rocks & fast moving clouds of steam and hot ash may occur.

IMPACTS: Serious injury and can be lethal.

Anywhere on this map is at risk from ashfall – this can obscure vision and make it hard to breathe.

IF YOU ARE:

IN A VALLEY
 > Move out of the valley to a ridge top.

IN THE HAZARD ZONE
 > Move down the mountain following ridges.

! If you see flying rocks, or a steam & ash cloud coming towards you, take shelter behind a bank or ridge and cover your head with your pack.

IN A BUILDING/CAR PARK/HIGH GROUND
 > Stay put and await instructions.



Disclaimer
 This map shows areas most at risk in a sudden eruption with little or no warning. Larger eruptions can and do occur. Volcanic activity and other unforeseen factors may alter features on this map, so safe and hazardous areas may change without notice.

Qualified Snowsports Instructors

Lessons are recommended for students of all levels. Tūroa employs qualified instructors from New Zealand around the world, educating in snow awareness & snowsports expertise to their lessons. All instructors hold a minimum of NZSIA/SBINZ level one, or international equivalent and are police vetted.

Our Snowsports Instructors will provide orientation of the base area, introduce safety practices, assist with rental equipment, and emphasise the importance of upholding kaitiaki values and being positive role models on Mount Ruapehu.

Chairlift use We are committed to providing safe operations for our guests, which includes loading children safely onto our chairlifts. Pure Tūroa recommends that all children under 8 ride the chairlift with an adult. Guests riding the chair lift without ski gear must be 3 years or older to ride (even with adult supervision). Babies in carriers/packs are not permitted.

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Tips for riding the Chairlift

- Remove your backpack and hold it in front to load the lift. Place it on your lap when riding.
- Take your pole straps off your wrists and hold both poles in one hand.
- Take your back foot out of your snowboard binding.
- Wait for everyone in your group to be ready before lining up.
- Move forward when the gates open or when the lift operator tells you to.
- If you need help or see a problem, speak up and tell a lift operator.
- Do not swing on the chair or ride with others inappropriately.
- Never jump off the chair.
- Do not unload until you reach the unload area (staff will tell you when).
- When close, lift the safety bar, keep tips up, and ski or ride straight off.
- Move away from the unload ramp quickly. Assemble where your instructor has asked you to
- If you need the chair to go slower, yell "slow chair" to the lift operator.

Tūroa Hazard & risk assessment

Although each school will conduct its own risk assessment, below there are some common risks that most groups may encounter, specifically to our ski areas and how you may look to reduce these risks.

Consider using the Minister of Education (MOE) resources for Education outside the classrooms (EOTC) trips:

<http://eotc.tki.org.nz/EOTC-home/EOTC-Guidelines/Tool-Kit>

Hazard	Situation	Risk (Accidents / Incidents)	Controls (How to Reduce the Risk)
Transport	Driving to/from ski area in winter conditions	Vehicle accident due to snow/ice	<ul style="list-style-type: none"> • Use experienced drivers. • Revise alpine driving techniques before visit. • Check daily road conditions before leaving Ohakune. • Allow adequate travel time to the base area. • Consider using a shuttle from Ohakune if vehicles do not have AWD or chains.
Carparks	Walking around manoeuvring vehicles	Personal injury / slipping	<ul style="list-style-type: none"> • Ensure students keep to designated walkways. • Reinforce awareness of moving vehicles.
Students in Unfamiliar Areas	Becoming separated from the group	Personal injury, emotional distress, access to unsafe terrain	<ul style="list-style-type: none"> • Ensure students know to go to Guest Services at the base if separated. • Ensure students are always supervised when not in lessons. • Ensure teachers know the location of Guest Services. • Suggested ratio: 1 Teacher to 6 Students.
Ski Slopes	Falling while skiing or snowboarding	Personal injury	<ul style="list-style-type: none"> • All students participate in lessons. • Familiarise students with the Snow Responsibility Code. • Ensure students know how to contact their group leader. • Helmets mandatory for all students and supervising adults.
Chairlift / Lift Areas	Loading and unloading lifts	Personal injury	<ul style="list-style-type: none"> • Follow all staff instructions. • Do not enter roped-off areas. • Speak to staff immediately if feeling unsafe.
Chairlift (During Ride)	Falling from chairlift	Personal injury	<ul style="list-style-type: none"> • Ensure students understand correct lift use. • Lower safety bar at all times. • Sit properly and remain still during ride.
Slippery Surfaces (Ice/Snow)	Walking in base/ski areas	Slips and falls	<ul style="list-style-type: none"> • Highlight hazards to students. • Use appropriate loading/unloading zones. • Observe signage regarding ice build-up. • Walk slowly in ski/snowboard boots. • No running in base area. • Bring appropriate footwear for before/after skiing.
Sun / Weather (UV Exposure)	High UV exposure, even on cloudy days	Sunburn / snow blindness	<ul style="list-style-type: none"> • Apply high SPF sunscreen at start of day. • Reapply sunscreen regularly. • Ensure goggles and/or sunglasses are worn.
Volcanic Activity	Eruption or increased activity	Personal injury / distress	<ul style="list-style-type: none"> • Follow all Tūroa staff instructions. • Account for all students in emergencies. • Move quickly and calmly to safe buildings/lifts or higher ground. • Do not panic.
Snowpack	Avalanche risk	Personal injury / distress	<ul style="list-style-type: none"> • Respect ski area signage. • Do not enter closed areas. • Familiarise students with ski area signage. • Students must not go beyond ski area boundary.
Weather Conditions	Prolonged exposure to alpine weather	Dehydration, hypothermia, vertigo, nausea	<ul style="list-style-type: none"> • Encourage regular water intake. • Stay together in low visibility. • Ensure students know easiest routes to base. • Respect signage and closures.

Getting ready for your trip

1. Check the long term weather forecast:

Metservice

<https://www.metservice.com/mountains-and-parks/ski-fields/turoa>

Niwa

<https://weather.niwa.co.nz/parks/Tongariro%20National%20Park/Giant%20Caf%C3%A9>

This is a good tool to help you prepare for your trip, however, please be aware that the long range forecast can be inaccurate, and our cancellation policy applies to all cancellations.

2. Check the daily mountain status report and Ohakune Mountain Rd status

Tūroa winter weather report

<https://www.pureturoa.nz/snow-report>

This report is published at 6.30am every day of the operational winter. If the mountain is not operating on the day of your visit, you'll be contacted to reschedule or be processed for a refund.

3. Get familiar with the Tūroa Trail Map - <https://www.pureturoa.nz/discover/winter-at-turoa>

4. Ensure the following information has been distributed as necessary. Links and downloadable PDFs for the below can be found under 'Links for trip organisers' on our schools webpage.

- a. School trip to Tūroa: Parent information guide & student gear list
- b. Information for Supervising Adults
- c. Mountain safety and Snow Responsibility Code
- d. Schools terms & conditions 2026

Suggested checklist for caregivers/teaching staff

- Establish roles and responsibilities for supervising adults, including expectations of behaviour and allocation of students to caregivers.
- Establish the time and location of where students are required to meet for lessons and establish a meet point and time for completion of the lesson. Establish the time and location of where students are required to meet at the end of the day and ensure this is communicated prior to leaving the bus on arrival.
- Ensure all students have appropriate gear as advised by the pre trip information pack.
- Ensure all students are wearing sunscreen and have had hydration/food break and a bathroom break pre lesson.
- Establish your meet point for if a student is separated from the group.
- Nominate a teacher/caregiver to call in case of sickness or injury and the appropriate contact number to reach this person on. We recommend that this person not be participating in snow sports activities and remain in a designated spot on the mountain. Their contact details should be shared with all caregivers/teachers and instructors.
- Check that all supervising adults are aware of the location of the onsite medical facilities and the location of our Guest Services and Snow School Meeting points teams.
- Provide any relevant medical information to the ski area's onsite medical team in case of requirements to administer medication or required first aid during the visit. This should include the student's name and phone number for the group's leader.
- Check participants have suitable food and drink and have been advised where to meet for lunch and what time prior to leaving for their lesson.
- Review Trail map with the students after lesson for safe skiing/riding following their lessons.

Document revision status

Creation

- April 2024
- Initial document A.C Rohe relationships manager approval J.H Health,safety & Environment manager

Revision

- February 2025
- Initial review A.C Rohe relationships manager approval J.H Health,safety & Environment manager
- February 2026
- Initial review A.C Rohe relationships manager/J.H Health,safety & Environment manager approval K/M Commercial Manager

