



Nets Course – Risk Assessment

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Hazard	Who may be harmed	Risk Likelihood	Risk Consequence	Control Measure
Weather				
Cold and wet conditions	Participants and staff	M	M	<ul style="list-style-type: none"> Operational staff to check that all participants have suitable footwear and clothing before starting. Operational staff to check participants are warm enough throughout their trek
Lightning / storms	All	L	H	<ul style="list-style-type: none"> Operational staff will cease operation during a lightning storm and evacuate the course via the correct safety procedures (and check forecast for likelihood before commencing the activity) Course is only to be re-opened 30 minutes after last thunder/lightning observed and once the DM /CC on the day have made an assessment of the course and conditions. Ground checks to be completed before re opening the course. Operational staff to check weather forecast prior to opening the course and raise awareness of anything that might be of concern for the day. On the occasions where lightning is forecast, trained staff will inform customers during the brief about the possibility of course evacuation and the procedure (in brief).
Wind	Participants and staff	L	M	<ul style="list-style-type: none"> Activities to cease when wind is determined to compromise safety. Enhanced vigilance to take place when wind speed is above 25MPH. Course to be closed if wind is 40MPH. If a tree limb breaks which is believed to compromise the safety of the course the course is to be shut immediately until branch removed or deemed safe enough to re-open.
Equipment				
Trapped hair, clothing and jewellery	Participants and staff	M	M	<ul style="list-style-type: none"> Operational staff are to be vigilant checking that hair is tied back and make sure there is no clothing and jewellery that may cause injury to the participant, and brief the individual accordingly. If rings cannot be removed they shall be taped up. These rules are also clearly stated at reception, on signs, on the acknowledgement of risk form, booking terms and conditions and website.
Faulty equipment	All	M	VH	<ul style="list-style-type: none"> Equipment is checked and replaced where necessary i.e. damaged or contaminated. <p>To prevent damage to Nets</p> <ul style="list-style-type: none"> No Smoking, eating or drinking in the Nets No use of chemicals near Nets. Chemicals used on site to be PH neutral.
Incorrectly maintained equipment	Participants and staff	L	VH	<ul style="list-style-type: none"> The equipment shall be inspected and maintained in accordance with the manufacturer guidance at designated intervals. Course checks are regularly done by trained staff. Course checks are carried out daily before opening by trained staff and logged accordingly
Tree / pole / equipment vandalism	All	L	VH	<ul style="list-style-type: none"> Visual course checks shall be made before use each day. For more information refer to the opening checks procedure in the Staff manual

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Entrapment	Participants and staff	M	VH	<ul style="list-style-type: none"> Course designed to minimise risk of entrapment Operational staff are made aware of the risk and have access to cutting equipment if necessary. Participants are briefed on how to use the Nets safely and to be dressed appropriate for the activity Participants are briefed to enter slides feet first and with arms crossed over their chest whilst inside the slide sacks
Operations				
Suitability of customers to participate with the activity	Participants	M	M	<ul style="list-style-type: none"> Anyone who does not have the correct footwear (e.g. sandals) or clothing that may lead to a slip or a trip will not be allowed onto the course. All participants under 7yrs to be accompanied by an adult. Age confirmed on Acknowledgement of Risk form. Minimum age of 3 years on the Nets with the correct adult to child ratio; For 3-4 year olds we require 1 participating adult for every 3 children. For 5 – 15 year olds we require 1 non participating adult . Non-participating supervising adults are to remain on site for the duration of the activity. The Company can modify supervising ratios accordingly for group bookings, private bookings and/or on special circumstances on request Maximum weight of 19 stone / 120kg. Scales are provided. Information provided at reception, on signs, on the Acknowledgment of Risk form and website. Any customer suspected of being under the influence of alcohol or drugs will not be permitted to take part in activity and given a full refund. Where a customer requires the assistance of another to take part – in accordance with our access statement – we will permit the 'helper' to take part free of charge. If a customer is unable to take part through limited ability / mobility and is unable to provide a helper they may be refused access on to the course.
Falling objects	All	M	H	<ul style="list-style-type: none"> Operational staff will brief participants instructing them to remove loose or heavy items and handbags prior to starting the session or making sure they are secured safely within pockets. For designated staff carrying out maintenance tasks at height tools must be attached to the instructor via a lanyard.
Falling from any part of course	Participants and staff	L	VH	<ul style="list-style-type: none"> To operate this activity, operational staff must have passed an assessment as specified in note 1 below. Operational staff to be continuously vigilant for participants trying to tamper with safety equipment
Somersaults and Inversion tricks	Participants	M	H	<ul style="list-style-type: none"> All participants are briefed to never do somersaults or inversion tricks in the nets
Customer collisions in the nets	Participants	H	M	<ul style="list-style-type: none"> Customers are briefed to be aware of personal space to avoid collisions. A quiet pad is designated for under 7 year olds and participating adults. Customer capacity numbers are adhered to in line with company protocols and Manufacture Guidance Customer behaviour is monitored by Staff on the ground
Customer collisions in tunnels and slides				<ul style="list-style-type: none"> Customers are briefed to only use tunnels and slides one person at a time, and to clear the landing area of the slides
De-hydration	Participants	H	L	<ul style="list-style-type: none"> A free water station is provided for customers
Customer abrasions	Participants	H	L	<ul style="list-style-type: none"> Customers are strongly recommended to cover arms and legs Customers whose arms and legs are not covered are strongly recommended to not use slides and tunnels Customers are briefed to use sacks to reduce the risk of abrasion injuries in slides
Customer serious accidents in the nets	Participants	L	H	<ul style="list-style-type: none"> 1st Aid and a stretcher are located in the office. In the event of a serious accident trained staff can exit

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				<ul style="list-style-type: none"> customers on a stretcher to the ground using standard customer entrance and exit points Ambulance access is available directly to the activity
Customer serious accidents in a tunnel, spiral or drop chute	Participants	L	M	<ul style="list-style-type: none"> For minor accidents Staff can physically assist the customers out of the tunnel In the event of an unconscious casualty the Fire Brigade may be needed to lower the customer directly to the ground
Unauthorised access and unauthorised use of the equipment	Public	H	H	<ul style="list-style-type: none"> Anyone wishing to enter the secure net area must enter through the office and be signed in by the receptionist. All participants will be issued with a high visible wrist band, patrol staff will monitor entrance to nets to ensure all signed in participants can enter the nets. Spectators will be issued with a different colour wrist band. Whilst not in use the office shall be locked and the area has security fencing and CCTV Anyone deemed to be under the influence of alcohol or drugs are not permitted access onto the course. Clear signage will be displayed at all entrance and access points advising of the risk and instructing not to enter unless with authorised supervision.
Other				
Tree / deadfall	All	M	VH	<ul style="list-style-type: none"> All course trees have been checked prior to building the course by a qualified arboricultural expert. All course trees are inspected annually by an arboriculturalist and a written report of these inspections is to be kept. All course trees are visually checked daily, during opening checks for loose and broken branches that may become dislodged and fall. Deadwood likely to fall onto the course should be removed to prevent injury. Operational staff to be aware of the general condition of trees and take particular care after high winds to check for damage or hung up branches.
Tripping & Slipping	All	H	M	<ul style="list-style-type: none"> Operational staff to brief participants about a general risk of trip hazards prior to entering activity site. Treetop Nets Acknowledgment of Risk form, Signs, and website clearly forewarn participants to the risks. First aid supplies are available with at least one trained first aider on site.
Fire	All	L	M	<ul style="list-style-type: none"> Strictly no smoking or open fires (e.g. barbecues) Course to be immediately evacuated in the event of a fire.

Level	Risk Likelihood	Risk Consequence
VL = Very Low	Very unlikely to happen.	Injury very insignificant i.e. splinters
L = Low	Unlikely to happen.	Injury fairly minor, i.e. minor cut, graze, bruising.
M = Medium	Moderate chance of accident happening	Injury would stop casualty continuing with task
H = High	Quite likely to happen.	Serious injury requiring medical assistance, i.e broken bones, deep cut.
VH = Very Height	Likelihood will happen.	Very serious injury or possible fatality.

NOTES

1. Instructor Training – Treetop Trek instructors must pass through a full training and assessment program before they can instruct at Treetop Trek. Prior to training candidates are selected if they can demonstrate they have the requisite aptitude and experience. They then undergo training in safety instruction and procedures, operational limits on the use of the course, course inspections during daily course opening and closing, monitoring and coaching techniques, techniques, personal protective equipment, harness fitting and inspection, emergency operations, health and safety and customer management.

Only instructors with the correct aptitude are selected for additional training in rope rescue techniques.

Full time instructors are First Aid trained. Treetop Treks training objectives and rescue procedures are set by ERCA standards. Assessment of rescue trained instructors is only carried out by trained and qualified (ERCA) trainers, who have been formally assessed as competent to do so by the Operations Manager responsible for training.

2. The Review Process. Treetop Trek risk assessments will be reviewed when it is suspected that the assessment is no longer valid or there has been a significant change. In addition they will be thoroughly reviewed annually.

