



EMERGENCY PLAN

Cape Town Surf School (Pty) Ltd

Responsible Person: *Bianca Köhn*

Effective Date: 1 March 2026

At Cape Town Surf School, your safety is our top priority. Our Head Instructors and supervisors are trained in surf rescue and certified in first aid and CPR. We have clear procedures in place to handle any situation that may arise.

This document outlines our emergency plan for your information and peace of mind.

Our Safety Commitment

Experienced Instructors

All managers and supervisors are certified in surf rescue, CPR, and first aid.

Constant Supervision

We maintain a low student-to-instructor ratio (5:1) to ensure close and continuous supervision.

Safety Briefings

Every lesson begins with a comprehensive safety briefing covering ocean conditions, water awareness, and safe surfboard handling.

Quality Equipment

We use high-quality soft-top surfboards and durable leashes designed for safety.

What to Expect in an Emergency

Our instructors are trained to act quickly, calmly, and professionally in all situations.

Minor Incidents

(e.g. small cuts, scrapes, jellyfish stings)

- The instructor will guide you safely to shore or a secure area
- The injury will be assessed immediately
- First aid will be administered using our on-site kit
- If necessary, your emergency contact will be informed

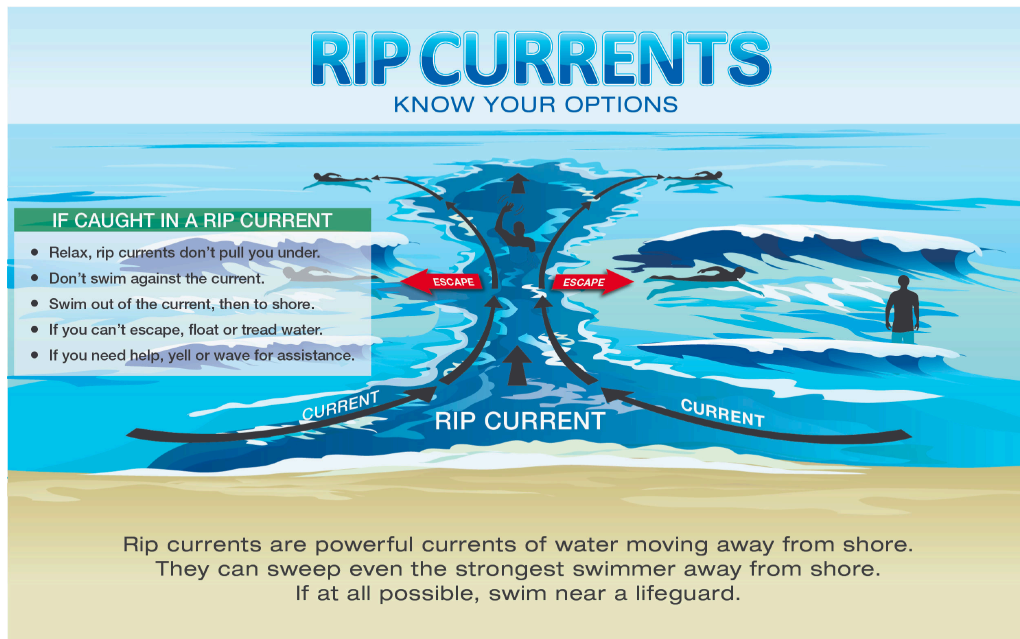
Major Incidents

(e.g. serious injury or rescue situation)

- The instructor will immediately signal for assistance
 - The injured person will be safely brought to shore
 - Another instructor will manage the rest of the group
 - Emergency services will be contacted immediately
 - First aid will be provided until professionals arrive
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Rip Current Safety

- Instructors will assist and guide you out of the rip current using surfboards
- Lifeguards will be alerted immediately if the situation escalates
- Lessons are conducted away from known rip current areas
- All lessons take place within view of a lifeguard tower



Your Role in an Emergency

By following instructions, you help ensure your safety and the safety of others.

Stay Calm

Remain calm and focused in any situation.

Follow Instructions

Listen carefully and follow your instructor's directions at all times.

Signal for Help

Raise your hand and wave, or call out if you need assistance.

Look Out for Others

Alert your instructor immediately if you see someone in trouble.

Emergency Contact Information

Police (SAPS)

 **10111**

Universal Emergency Number

 **112**

SAPS Melkbosstrand

 **021 553 8224**

SAPS Table View

 **021 521 3300**

Ambulance

 **10177**

ER24

 **084 124**

Sea Rescue (NSRI)

 **087 094 9774**

NSRI Emergency Line

 **082 990 5958**

Big Bay Life Saving Club (Duty Tower)

 **087 470 1363**

Connor Rautenbach

 **084 464 0671**

Darren Willars

 **082 465 0861**