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Woman Sues Carambola Zip Line After Mid-Air Crash Leaves Her Severely Injured

Jeanne Glidewell is seeking damages after a high-speed collision on the “Gauntlet” zip line left her severely injured, alleging staff errors, dead radios, a lack of emergency planning, and an insurance company unwilling to accept responsibility.

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Part of the Carambola Zip Line, where alleged safety failures led to a high-speed crash and ongoing legal action. By. V.I. CONSORTIUM.

A St. Croix woman who suffered severe injuries in a mid-air collision during [a zip line excursion](#) has filed a lawsuit against Carambola Zip Line, LLC, citing gross negligence.

Filed in the Superior Court of the U.S. Virgin Islands, Division of St. Croix, the complaint alleges that Jeanne Glidewell was seriously injured on November 1, 2024, while participating in the company's "Gauntlet" ride—a high-speed, half-mile zip line that reaches speeds exceeding 30 miles per hour.

According to the lawsuit, employees of Carambola Zip Line sent Glidewell down the line without confirming it was clear, resulting in a midair collision with another rider who had not yet exited the landing platform.

"Carambola Zip Line broke the most basic rule of zip line safety: only one rider on the line at a time," said Attorney Jacob Gower of Gower Legal, who is representing Glidewell in the case. "That rule exists to prevent exactly this type of high-speed collision. What happened here was no accident—it was an inexcusable failure to take the most basic of precautions".

The incident took place on a remote platform suspended 200 feet above the Carambola valley. According to the complaint, the company had no emergency plan in place. The walkie-talkies meant for staff communication reportedly had dead batteries, and local emergency services were unable to reach the platform because the access trails had not been maintained.

As a result, Glidewell remained suspended in severe pain for hours with a shattered right ankle complex before the U.S. Coast Guard carried out an aerial rescue, the lawsuit alleges. A Jayhawk helicopter was dispatched, and Glidewell was evacuated from the site and transported to Puerto Rico for emergency treatment. Six months after the incident, she reportedly continues to undergo intensive rehabilitation and is relearning how to walk.

In the immediate aftermath of the crash, Carambola Zip Line issued a statement on social media saying it was conducting a "thorough review" and reaffirmed its "commitment to a safe and fun experience." However, the lawsuit asserts that since then, the company's insurance provider has refused to accept responsibility, and there has been little meaningful follow-up.

The suit claims gross negligence on the part of Carambola Zip Line, citing its failure to adhere to widely accepted safety protocols, provide adequate staff training, and ensure that communication equipment was functional. Glidewell is seeking both compensatory and punitive damages for her injuries, medical expenses, loss of income, and long-term impairments resulting from the incident.