

On behalf of the Management & Staff we would like to bring to your attention the following information, designed to protect both the values of Wilsons Promontory National Park (WPNP) and the quality of your experience.

**Important: Please bring your Booking Permit with you and present it upon arrival. If arriving out of office hours, please check-in at the Visitor Centre the next morning.**

**Booking Contract**

A contract is formed between Wilsons Promontory National Park (Parks Victoria) and the person making the booking and/or those they are making the booking on behalf of.

The booking and permit is only accepted by Wilsons Promontory National Park and remains valid, on the basis that you and/or those you have booked on behalf of accept the conditions listed below.

**Permit Conditions**

- You shall observe and comply with the National Parks Act 1975 and the National Parks (Park) Regulations 2003.
- Noise must be kept to a reasonable level at all times, particularly after 11.00pm.
- You shall not do anything that is or may be dangerous, annoying or offensive or that may interfere with other people.
- You are required to maintain your campsite in a neat, tidy and rubbish-free condition.
- The possession of alcohol is prohibited between the hours of 10.00pm and 6.00am, except within built accommodation and on numbered campsites.
- You shall take all reasonable steps to ensure that everyone using the premises or campsite for which you are the permit holder, complies with these conditions during the period of this permit.
- Failure to comply with the above conditions may result in the non-refundable cancellation of your permit and subsequent eviction.

**Liability**

The Director and Servants and Agents of the Crown shall not be liable for any injury, loss or damage caused by or arising out of the occupation or use of the premises, campsite, furniture or effects and you shall indemnify the Director and Servants and Agents of the Crown against all liability in respect of any such injury, loss or damage.

**Travel Insurance**

Recommended to cover for cancellation fees, personal accident, loss of baggage and liability.

**Disclaimer**

Please note that fees and conditions are subject to change without notice.

**EMERGENCY PROCEDURES INFORMATION**

Please make yourself familiar with emergency information provided in the *Visitor Guide to the Prom Park Note*. You can also download this from the Parks Victoria website at [www.parkweb.vic.gov.au](http://www.parkweb.vic.gov.au)

If you require **emergency assistance**, experience a disturbance or excessive noise, please inform park staff as soon as possible. If you require **afterhours assistance**, use the blue emergency phone located outside the Tidal River Visitor Centre or telephone **03 5680 9525**

**CODE RED FIRE DANGER RATING DAYS**

- On days declared as Code Red, the main Promontory Road will be closed to all visitors; this includes all car parks within WPNP, excluding Tidal River.
- All walking tracks and outstation campsites will be closed. Visitors located at Sealers Cove, Refuge Cove and the Lightstation are advised to leave the day before a Code Red day (if there is enough time to safely walk out) or to remain at the Emergency Assembly Areas at these sites.
- Campers located at Roaring Meg, Oberon Bay, Halfway Hut, Little Waterloo Bay and Northern Wilderness campsites will be advised to leave.
- If accommodation has been booked and you have not yet arrived in the park, you must contact Parks Victoria within 60 days to request a refund for all or part of the cost of your accommodation. Refunds will be issued in accordance with Parks Victoria's existing policy. Alternatively you may move your booking to another date as agreed with Parks Victoria.
- Visitors already in the park who decide to leave must hand in their permit or accommodation keys to the Visitor Centre prior to departure. You must contact Parks Victoria within 60 days to request a refund for all or part of the cost of your accommodation.
- Refunds or transfers for nights stayed will not be provided. Refunds will be issued in accordance with Parks Victoria's existing policy. Alternatively you may move your remaining booking to another date as agreed with Parks Victoria.
- Refunds will be issued in accordance with Parks Victoria's existing policy.
- In the event visitors are not satisfied with the above process regarding Code Red Fire Days, they may lodge a complaint in writing.
- For further information please refer to the Wilsons Promontory National Park Code Red Fire Danger Closure fact sheet.

**Park terms and conditions**

- Parents must supervise children at all times and not leave them unattended in amenity buildings.
- The speed limit set within Tidal River is twenty kilometres per hour (20km/hr) and ten kilometres per hour (10km/hr) from the medical centre to the cinema. Please consider the safety of others and drive within the limit. Please minimize the use of your vehicle within Tidal River.
- Please ensure your vehicle has a valid permit sticker visibly displayed on the bottom driver-side corner of the windscreen, if staying overnight.
- For your own and others' safety, and to protect wildlife, please observe posted speed limits in the park and drive safely at all times.
- Gas appliances and candles *cannot be used* outdoors or in tents, pop-top caravans and pop-top campervans on Total Fire Ban days.
- Gas BBQs provided in the picnic areas at Tidal River can be used on Total Fire Ban days.
- Fires, including solid fuel heating compounds for BBQs, are not permitted at any time during the year.
- Generators are not permitted.
- Glass containers, bottles or utensils are *not permitted* on beaches and beach access tracks.
- Dogs, cats, other domestic pets, traps and firearms are not permitted in WPNP. Bona fide guide dogs are exempt.
- The setting or laying of traps is not permitted in the national park.
- Cyclists must wear approved safety helmets and are only permitted to ride on vehicle tracks and roads. Bicycles are not permitted on walking tracks, management vehicle tracks or cabin access paths.
- Bicycles are not permitted on the Loo-Ern boardwalk and track.
- Remain on marked walking tracks at all times and stay out of revegetation areas.
- Please do not feed any wildlife. Campers are encouraged to store all food in vehicles. Do not leave food scraps around campsites.
- Fishing is permitted in the marine park but is not permitted in the marine national parks. If you are unsure, enquire at the Visitor Centre.
- Please separate recyclable material from rubbish and place in the appropriate bins.
- Either carry water with you and/or know how to make untreated water safe for drinking at any remote location within WPNP.

National Parks require ongoing works and maintenance programs to be undertaken throughout the year, e.g. prescribed burns within designated areas of the park. Visitors to the park, with concerns regarding existing health conditions, should contact Parks Victoria prior to their visit, to establish whether any future programs will impact on their visit.

### Booking Conditions

- All Bookings are non-transferable to another person/name.
- All booking payments are non-transferable.
- All bookings require full payment at the time of booking.
- Rates: Adult = 13 years and over, Child = 2-12 years, under 2 years no fee charged.

### Cancellation / alteration fees for all bookings

Any cancellation, alteration or reduction in duration of stay and/or occupants will be subject to the following fees:

- 30 days or more notice - 50% of the booking amount per night
- Less than 30 days notice - 100% of the booking amount per night
- During periods where minimum night bookings are required, no refund will be given for part of the booking period (e.g. long weekends, Easter and the Christmas Ballot period).
- During our holiday application periods (e.g. Christmas/January, long weekends and Easter) accommodation and campsites, once allocated, are subject to cancellation fees.
- Refund applications not accepted more than 60 days after arrival date.
- School Cancellation fees: 1-6 days notice 50%, 7-30 days notice 25%, and > 30 days notice 20% (being the non-refundable deposit).

### Booking date transfers

- A one off date transfer of a booking may be considered by management.
- Date transfers cannot exceed the 12 month to the day limit.
- For all bookings (excluding Group Lodges) date transfers must be made  $\geq 7$  days prior to the original arrival date.
- For Group Lodge bookings date transfers must be made  $\geq 60$  days prior to the original arrival date.
- Date transfers must be for the entire booking. Customers cannot transfer part of a booking.
- Where a date transfer is from peak to off peak periods, no refund will be given due to the change in fees.
- Where a date transfer is from off peak to a peak period, customers will be required to pay the additional fees.
- Where a date transfer results in a downgrade in accommodation no refund will be given.
- No date transfers are permitted on summer ballot bookings or camp site application bookings (Christmas/January, Labour Day, Easter and Melbourne Cup long weekends)

### Tidal River accommodation terms and conditions

- Check-in time for **cabins, units, huts and wilderness retreats** is 2.00pm; check-out time is 10.00am.
- Check-in time for **group lodges** is 4.00pm; check-out time is 12 noon.
- All accommodation is *non-smoking*.
- Please leave accommodation in a clean and tidy condition; all additional housekeeping services, including replacement of towels and linen, will incur a fee.
- Long weekends may have a minimum night booking requirement.
- If accommodation is cancelled during your stay, a refund will not be given for part of the minimum period.

### Tidal River camping terms and conditions

- All camping equipment must be on your site *within* the numbered posts. Vehicles, trailers and boats must be parked on your site and should not damage vegetation or block road access (fire truck access is required). Vehicles that do not fit on your campsite must be parked in a car park.
- Please limit the number of vehicles you bring as car parking is limited.
- The minimum camp fee covers one vehicle per site. Additional vehicles are subject to additional fees.
- Staff patrol campsites daily, checking permits and the number of occupants and vehicles per site.
- Drainage trenches are generally not permitted. In the event that they are necessary to avoid damage to tents and property, it is important that the dirt is piled neatly alongside the trench so that on departure the trench can be filled in and the site returned to its original condition.
- Check-in and check-out times are 11.00am.
- If you are expecting family or friends to join you during your stay, they will need to inform us on arrival of your *surname, booking number and site number* to reduce any delays at the Park Entrance.
- Visitors staying overnight on your site will need to pay additional car and camp fees. The maximum number of people permitted per site (including children of any age) is eight.
- Camp site sullage must be collected by the site occupant and disposed of in the relevant sullage points within the camp ground. It must not be fed directly on to the ground or into vegetation.

### Wilson's Promontory Lighthouse terms and conditions

- Please check-in at the Tidal River Visitor Centre prior to departure (open from 8.30am daily).
- Start your walk at least six hours prior to sunset.
- It is *essential* that all hikers arrive *before* dark.
- Check-in time is between 2.00pm and 5.00pm; check-out time is 10.00am.
- Please leave accommodation in a clean and tidy condition.
- You will need to bring your own sleeping bag. Alternatively, you can book and pay for doona hire through the Visitor Centre *prior to arrival* however you *must* bring your own sheets. Pillows and pillowcases are provided.
- You must supply your own towel, food and drinks. Carry lightweight food as you must carry your rubbish out with you.
- Organic waste can be placed in the compost bin.
- For the enjoyment of others, the maximum group size is twelve people.

### Overnight hikes and boater terms and conditions

- Carry this permit with you at all times. At completion of your hike, please return it, as this will assist rangers if a search is initiated.
- Campfires are not permitted at any time.
- On Total Fire Ban days camp stoves - solid, liquid or gas - are not permitted, even in tents.
- Rubbish must not be left behind, buried or put in toilets - all hikers and boaters *must* carry their rubbish out with them.
- Keep to walking tracks at all times.
- Once commenced, *do not* alter the route on your hike permit.
- Generators are not permitted. Use of compressors to fill scuba cylinders is only permitted on North Refuge Beach.
- Carry water with you and/or know how to make untreated water safe for drinking at any remote location within Wilson's Promontory.
- Toilet paper is not supplied.
- Maximum group size camping at any one location in the southern section of the Park is twelve people.
- Maximum group size camping at any one location in the northern section of the Park is six people.