



The Overland Track Booking System Terms and Conditions

All bookings are subject to standard terms and conditions that follow, including the assumption by walkers of the risks inherent in walking in a remote and isolated location.

By accepting a booking on the Overland Track you agree to be bound by all the terms and conditions herein contained.

For information about minimal impact bushwalking, what to pack, and general walking enquiries visit www.parks.tas.gov.au.

The Tasmanian Parks and Wildlife Service reserves the right to change these terms and conditions without notice.

Booking Terms and Conditions

- Bookings are essential every year between 1 November and 30 April inclusive.
- Advance bookings are recommended due to high demand.
- All walkers are required to walk in a north – south direction starting at Cradle Mt and finishing at Lake St Clair.
- Bookings will open for each season in the July prior to commencement.
- Bookings can be made online at www.overlandtrack.com.au, by phoning (03) 6233 6047, or in person at the Lake St Clair Visitor Centre, Cradle Mountain Visitor Centre, Mt Field Visitor Centre or Freycinet Visitor Centre.
- Bookings must be paid for in full at the time of booking.
- For bookings made online, or over the phone, the cost will automatically be charged to your credit card. (Visa, MasterCard or American Express)
- Confirmation will be sent to you by email or post.
- Overland Track Passes must be collected at the **Cradle Mountain Transit Terminal by 3pm**. For the month of April, passes must be collected by 2 pm. The Cradle Mountain **Transit Terminal** hours are 8am - 5pm.
- Overland Track Passes will not be sent by post.
- Your booking guarantees you a departure date only. It does not pre-book any specific accommodation on the track.
- Bookings will reduce the amount of crowding on the track, however you will still need to have a tent for those nights the huts might be full. Also, your tent is an important emergency shelter in the event that bad weather may prevent walkers from walking any further.

The Overland Fee

- The prices shown are in \$AUS and include GST (goods and services tax).
- All payments must be made in Australian dollars at time of booking.
- For internet and phone bookings, payment must be by credit card (MasterCard, VISA, and American Express only).
- For bookings made at Lake St Clair Visitor Centre, Cradle Mountain Visitor Centre, Mt Field Visitor Centre or Freycinet Visitor Centre, payment can be made by cash, cheque, traveller's cheques in Australian dollars, or credit/debit card.
- Prices charged will be those effective at time of booking.
- All prices and details are subject to change without prior notice.

Overland Fee Discounts

- A 20% discount on the Overland Fee only will be offered to walkers aged 17 years and under, and Australian Pension Card, Health Care Card and Seniors Card holders.
- Concession cards must be shown to Parks and Wildlife Staff at the Cradle Mountain Visitor Centre when collecting the Overland Track Pass (and park passes if required).
- Failure to show a valid concession card will result in the full fee being charged.
- Walkers aged 17 years and under must be accompanied by an adult.
- The track is not recommended for children under 5 years. Children aged under 5 will not be charged.
- Walkers must be of the age stated on the booking, at time of departure. Parks staff may ask to see proof of age.

Alterations/Cancellation Policy

- Bookings are only valid for the confirmed date.
- Alterations of the departure date may be made to any existing reservation either online; or by phoning 03 6233 6047; or in person at Lake St Clair Visitor Centre, Cradle Mountain Visitor Centre, Mt Field Visitor Centre or Freycinet Visitor Centre.
- Additional party members will require a new booking, and only if spaces are available.
- A departure date may only be transferred to another date within the same walking season.
- If the Tasmanian Parks and Wildlife Service closes the track due to severe weather, fire, adverse track conditions etc., a full refund will be given to those walkers who are unable to depart on their journey.
- If walkers are evacuated due to fire, a refund will be considered on a case by case basis.
- Cancelled parties will be able to set out on the track only if there are vacancies available once the track reopens.
- If walkers cancel their bookings the following cancellation fees apply, based on the original departure date:
 - **14 days or more before the booked departure date** - 25% cancellation fee on Overland Track booking
 - **Less than 14 days before the booked departure** - NO refund
 - **Cancellations at short notice due to ill health** - No cancellation fee will be charged, a full refund will be paid on production of a medical certificate. This full refund only applies to the sick party member, not the entire party.
- When a *Bushwalkers Weather Alert** is declared, walkers have three options:
 - 1) Walkers may wish to depart as per booking;
 - 2) The departure date may be transferred to a date where vacancies are available within the current booking season or;
 - 3) A full refund will be given if an application is received by the Overland Track Administrator within 30 days of original departure date.

Refunds

- Refunds will not be given in cash.
- Refunds will be given via application to the Overland Track Booking Administrator. Application for refunds must be submitted no more than 30 days after the booked departure date, if received outside of 30 days – No Refund given.

- Refund Application Forms will be available at the four Visitor Centres listed above and online on www.overlandtrack.com.au, go to "Bookings".
- Refunds are subject to the conditions outlined in the alterations and cancellation policy, all applications for refund will be considered.

Travel Insurance

We recommend you arrange travel insurance to guard against loss of costs associated with cancellation or delay of your trip. The Tasmanian Parks and Wildlife Service will not be liable for injury, damage or any costs incurred by intending walkers, and is unable to rearrange forward transport and accommodation bookings. Where required, we can confirm in writing that a refund was not granted.

Personal Information Protection Act 2004

Personal information will be collected from you for the purpose of managing bookings and will be used by the Parks and Wildlife Services (PWS) for managing, assessing, advising upon and determining booking arrangements. The information you provide may also be used to conduct research to develop and improve the management of the bushwalks in Tasmania, including the Overland Track and for purposes supported by the National Parks and Reserves Management Act 2002.

Failure to provide this information may result in your booking not being able to be processed or the service not being able to be provided.

Your personal information will be used for the purposes for which it was collected and any directly related purposes.

Your basic personal information may be disclosed to other public sector bodies where necessary for the efficient storage and use of the information.

Personal information will be managed in accordance with the Personal Information Protection Act 2004 and may be accessed by the individual to whom it relates on request to the PWS. You may be charged a fee for this service.

Safety

If a hazard exists on the track, staff will advise walkers as soon as possible. If the track has to be closed, walkers will be informed of their options. The Parks and Wildlife Service cannot be held responsible for mishaps that may occur to persons using the track or for costs incurred in search and rescue operations.

The Parks and Wildlife Service does not manage search and rescue operations, they are all managed by the Tasmanian Police Service. The Tasmanian Parks and Wildlife Service will assist with search and rescue operations if requested to do so.

Although walkers are required to collect their passes prior to commencing their walk, and are requested to deregister when they reach Lake St Clair, these procedures are not used to initiate search and rescue operations. Register your trip details with a reliable person who will raise the alarm if you are overdue. The registration information will be referred to in the event of a walker being reported overdue.

National Parks and Reserved Land Regulations

The park is managed under the National Parks and Reserved Land Regulations, 1999. Under these regulations the following applies:

- Visitor must obey any lawful instruction given by an authorised Parks and Wildlife Officer (such as a national park ranger, hut warden or track officer).
- Visitor must comply with any prohibition or restriction contained in a sign or notice.
- Dogs (other than authorised guide dogs), cats and other domestic animals must not be taken onto or kept in the area.
- Rubbish may not be disposed of in the park, even down the toilets.
- Campfires are not permitted. The Tasmanian Wilderness World Heritage Area is a declared fuel stove only area.
- All plants, animals and natural and cultural resources are protected and must not be disturbed or damaged.

Visitors are reminded to observe the Leave No Trace code including:

- As well as checking your party in at the Cradle Visitor Centre, for your own safety please register your walk by signing the logbook at the beginning of the track, and signing off at Cynthia Bay (Lake St Clair).
- You are also encouraged to register your progress along the track by signing the logbooks located in the Overland Track huts.
- You must additionally register your trip details with a reliable person who will raise the alarm if you are overdue. Walker registration books are not checked daily, they are referred to in the event of a walker being reported overdue.
- Do not feed any wildlife and do not leave any food or scraps, which may be scavenged. Store food and rubbish in rigid plastic containers where possible for protection from night-time scavengers.
- Do not pollute watercourses with shampoos, soaps, detergents or other harmful substances. Even sunscreens can cause pollution, especially in small lakes. Wash dishes at least 50m away from watercourses and lakes.
- Minimise noise so as not to disturb other visitors, particularly between 10pm and 7am.
- Please camp at the sites provided wherever possible.
- If camping in an area without toilet facilities, all human waste and toilet paper must be buried at least 15cm deep, at least 100 metres away from any lakes, watercourses, walking tracks, campsites and public facilities.
- Know the symptoms of hypothermia (a condition caused by exposure to cold, wet weather). React quickly by finding shelter and providing warmth.
- Cold, wet weather may occur at any time of the year in Tasmania. Ensure you are appropriately equipped to do the walk. You must be prepared for sudden weather changes.
- Essential equipment year round includes a warm polar fleece or woollen clothing including a warm hat, a good quality waterproof and windproof coat with hood, a cooking stove and a four season sleeping bag. Everyone must carry a tent with two layers in case of severe weather conditions to enable you to take emergency shelter.
- If you are not experienced in overnight walking in the highlands of Tasmania, the Parks & Wildlife Service can provide advice on equipment requirements, the type of food you will need to take, and other walks you may wish to do in the area. Visit www.parks.tas.gov.au for more information.
- If you become lost, stop, find shelter, stay calm and try to assist searchers with noise to attract ground searchers. Use bright articles of clothing or equipment to attract the attention of searching aircraft.

* A Bushwalkers Weather Alert is a warning declared by the Bureau of Meteorology, warning of conditions that may be hazardous to bushwalkers in Tasmania (generally for snow).