OVERLAND TRACK BOOKING SYSTEM

Tasmania
Explore the possibilities

REFUND APPLICATION FORM

This form can be used by independent walkers or groups, to claim a refund on the Overland Track Fee, the Parks Pass and the Information Pack. If possible, this form should be completed by the person nominated as the Contact Person, on behalf of others in the party.

Conditions

Refunds are by application only. Refunds are subject to the Alterations and Cancellations Policy, part of the Terms and Conditions, which are to be read and agreed to when booking. A cancellation fee, of 25% of the cost of the Overland Track Pass, will be charged.

The cancellation fee may be waived if you can prove unavoidable or unpredictable circumstances such as injury, illness or other circumstances entirely outside your control. Please attach documents of proof to your completed refund application form.

You will receive an email indicating your application has either been accepted or declined. Please allow 30 days for processing of application and refund.

Refunds cannot be made in cash.

If original payment by credit card:

Banking legislation requires that refunds of credit card payments be made back to the same credit card from which the payment originated. If your original payment was by credit card then it is necessary to provide details of that same credit card on the form.

If original payment by cash or cheque:

If the original payment was cash, the refund will be by direct deposit into a nominated bank account.

Where to send this form

Overland Track Bookings Administrator
Parks and Wildlife Service (DEPHA)
PO Box 1751 Hobart 7001
Phone (03) 6233 6047
Fax: (03) 6223 8308

Or you may lodge the form at one of the following National Park Visitor Centres; Cradle Mountain, Lake St Clair, Freycinet or Mt Field National Park.

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Booking number: *(this appears on your booking receipt)*	
Departure date:	
Name of Contact Person:	
Contact Phone Number:	
Postal address:	

Names of those requiring refunds:	**Overland Track Pass refund?**	**Parks Pass refund? *STAFF SEE PAGE 2***
1.	Yes ❒	Yes ❒
2.	Yes ❒	Yes ❒
3.	Yes ❒	Yes ❒
4.	Yes ❒	Yes ❒
5.	Yes ❒	Yes ❒
6.	Yes ❒	Yes ❒
7.	Yes ❒	Yes ❒
8.	Yes ❒	Yes ❒

Please outline why you require a refund:

If cancelling your Overland Track Pass and you have purchased a Parks Pass please cancel the Park Pass also. If you still plan to visit a Tasmanian National Park, you can easily buy Passes over the counter at many outlets in Tasmania; however you will not be able to redeem the pre-paid Parks Pass as your details will be removed from our database.

If you wish to claim a refund on the Information Pack, you must notify the bookings administrator (see page 1) as soon as possible, so they can cancel the mail out of the Info Pack. Refund will only be considered if the package has not been mailed.

Refund to credit card *(If original payment by credit card)*

Credit Card type – please tick MasterCard ❒ Visa ❒

Name of Card Holder .....

Credit Card number _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Credit Card Expiry Date *(month-year)* _ _ / _ _

Signature of C/C holder .....

Refund by direct deposit into bank account *(If original payment by cash or cheque)*

Name of Bank/ Credit Union: .....

BSB number: _ _ _ - _ _ _ (only applicable for refunds within Australia)

Account name: .....

Account number: _ _ _ _ _ _ _ _ _ _

Country and Bank Address (only required if refund not within Australia):

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Your personal information will be used only for the primary purpose for which it is collected, and will be managed in accordance with the *Personal Information Protection Act 2004*.

Staff comments:

Office use only

Date received by OTBS Administrator	
Approved by Supervisor	
Refund Amount	$__ __ __ __ __
Date of letter of acceptance /decline sent to customer	
Date provided to Finance	
Finance: Payment Reference #	