

## ACCOMMODATION TERMS AND CONDITIONS

[These T&Cs were updated on – and are current as at – 26 May 2023]

### 1. HERITAGE HOUSES AND APARTMENTS

For a hassle-free stay on Cockatoo Island, please note the following terms and conditions:

- Full payment is required at time of booking.
- A minimum stay of 2 nights applies for weekend bookings.
- A credit card bond of \$500 for a weekday/weekend booking and \$1,000 for a weekly booking is required for all bookings.
- All bookings require at least one person who is over 18 years old staying with them who is to be responsible for all persons under the reservation.
- Check-in at the Visitor Centre, located near Parramatta Wharf.
- Apartments and houses are only for the residential use of booked occupants. No functions, events, ceremonies or parties.
- No smoking permitted inside or on balconies. Please use the garden area for smoking.
- Our heritage houses and apartments are equipped with modern kitchens for self-catering.
- Alcohol: Alcohol is permitted when letting the houses and apartments but must be brought in moderate amounts and is only to be consumed within the confines of your accommodation. It is the responsibility of the accommodation reservation holder to ensure all guests abide by all alcohol consumption rules and to ensure that all guests act responsibly when consuming alcohol to avoid any unsafe or anti-social behaviour. Failure to do so could result in removal from the island. When consuming alcohol it is recommended to have plenty of food and water available. For more information, see the [Frequently Asked Questions \(FAQs\)](#) page on our website.
- Please be aware that noise restrictions take effect after 10.30pm. External noise needs to be kept to a minimum. If you are entertaining in the outside areas, please be aware of this or move guests inside to minimise external noise. Amplified music is not permitted outdoors.
- There is no ATM on the island, most outlets accept EFTPOS.
- No animals, except for assistance animals (as defined by the *Disability Discrimination Act 1992*), are permitted.
- When staying on Cockatoo Island, please be mindful of other guests and visitors.

### 2. WATERFRONT CAMPGROUND

The following terms and conditions apply for campground guests:

- Sites are allocated on the morning of your arrival and all are unpowered.
- Our BYO Tent (aka Site Only) Camping Packages sleep a maximum of 4 people and our Deluxe Camping Package sleeps a maximum of 2.
- BYO Tent Sites are 4 metres x 4 metres. If your tent exceeds these dimensions you will need to book one or more additional sites.
- Cost of transportation to and from the island is not included.
- Maximum stay 30 days, no return permitted within 7 days.
- Reservations can be made up to 6 months in advance and must be paid in full at the time of booking.

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- All bookings require at least one person who is over 18 years old staying with them who is to be responsible for all persons under the reservation.
- Wet weather: Security will implement the island's wet weather plans in the event of a significant weather event (e.g. heavy rain, wind or lightning) or if the campground floods. This may include leading guests to a sheltered area until a storm has passed or relocating guests whose personal tents are inadequate for the weather conditions. Management can offer campers rainchecks in the event of extreme weather or flooding. In the event of general wet weather, the campground will remain open and campers will not be issued rainchecks. For all other requests for rainchecks and extensions, our normal terms and conditions still apply (see point above). Cockatoo Island's wet weather warning system alerts management to the risk of extreme weather, irrespective of the public weather forecast. In reaching any decision on rainchecks, management will consult the weather warning system, consider pre-weather events in the 48 hours prior to a camper's arrival, and assess the weather on the day of their arrival. Should management decide to offer campers a raincheck, they will be contacted on the morning of their arrival (approx. 10am).
- Portable barbecues and compressed or liquid fuel is not permitted. There are excellent facilities at the campground kitchen and island barbecues.
- Please minimise waste and take your rubbish with you off the island.
- Alcohol: Alcohol may not be brought onto the island if you are staying in the campground. The cafe, Cockatoo Overboard, is a licensed area and has alcohol for purchase under NSW Office of Liquor, Gaming and Racing (OLGR) of Responsible Service of Alcohol. All alcohol must be consumed in the campground licensed area. Accommodation reservation number and full name needs to be provided when purchasing alcohol. Limited amounts of alcohol are guided by Cockatoo Overboard's On Premises Liquor Licence mandate. It is the responsibility of the camping reservation holder to ensure all guests abide by all alcohol consumption rules and it is the responsibility of all guests to act responsibly when consuming alcohol to avoid any unsafe or anti-social behaviour. Failure to do so could result in removal from the island. When consuming alcohol it is recommended to have plenty of food and water available. For more information, see the [Frequently Asked Questions \(FAQs\)](#) page on our website.
- Please be aware that after 10.30pm noise restrictions take effect and outside noise needs to be kept to a minimum. Amplified music from iPhones and portable speakers is not permitted in the campground area.
- There is no ATM on the island, most outlets accept EFTPOS.
- No animals, except for assistance animals (as defined by the *Disability Discrimination Act 1992*), are permitted.
- Please remember, the campground is open to the general public and readily accessible. The island has 24-hour security but you are urged not to leave valuables unattended. You may wish to bring a small padlock for your tent or keep valuables with you at all times.

### 3. CANCELLATION TERMS

#### *Houses and Apartments:*

- Bookings may be cancelled or modified up to 8 weeks prior to arrival.
- If cancelled, a 20% cancellation fee will be charged.
- No refunds for cancellations within 8 weeks of date of arrival and no changes are permitted within this period.
- All changes to booking dates and requests for credit notes will incur a \$10 administration fee.
- All requests for any change of booking details must be in writing and emailed to [stay@cockatooisland.gov.au](mailto:stay@cockatooisland.gov.au)

#### *Camping packages:*

- All campground bookings are non-refundable and bookings cannot be changed within 5 days of the arrival date.
- If you are more than 5 days out from your arrival, you may choose to change your booking to any available date in the following 6 months OR receive a credit in your guest account to use within 6 months. Note: Saturday bookings cannot be rebooked for another Saturday.
- There are no extensions on rain checks or vouchers.
- All changes to booking dates, including requests for credit notes, will incur a \$10 administration fee.

- All requests for any change of booking details must be in writing and emailed to [stay@cockatooisland.gov.au](mailto:stay@cockatooisland.gov.au)

#### 4. GIFT VOUCHERS

The following terms and conditions apply to our accommodation gift vouchers:

- Vouchers are valid for 3 years from date of purchase and must be redeemed by the expiry date.
- Vouchers may not be redeemed for cash.
- Vouchers may be redeemed any day of the week subject to availability.
- Vouchers redeemed for a stay during a Public Holiday may attract an additional fee accounting for the difference in rate.
- Expired vouchers hold no value.
- Vouchers are non-refundable.
- Cockatoo Island reserves the right to change services without notice.
- Vouchers cannot be redeemed for overnight stays during the New Year's Eve period (30 and 31 December).

#### 5. 'STAY LONGER AND SAVE' RATE

- The 'Stay Longer and Save' rate enables eligible guests to receive:
  - 10% off campground accommodation; and
  - 2-for-1 Audio Tour offer.
- To be eligible for this discount offer, you must:
  - visit Cockatoo Island's dedicated reservation management system (<https://bookings8.rmscloud.com/Search/Index/4544/1/>);
  - choose to stay a minimum of 2 nights in Cockatoo Island's campground; and
  - select the 'Stay Longer and Save' rate when making your booking.
- Notes:
  - The 2-for-1 Audio Tour offer must be redeemed during at our Visitor Centre during operating hours. For Visitor Centre operating hours, see: [cockatooisland.gov.au/en/visit-us/](https://cockatooisland.gov.au/en/visit-us/).
  - This offer is only applicable for bookings made through Cockatoo Island's dedicated reservation management system and is not available through any affiliate booking websites.

#### 6. NEW YEAR'S EVE ACCOMMODATION BALLOT (DECEMBER 2023)

- We require a 50% deposit at the time your booking is confirmed with us, with the remainder to be paid by Thursday 30 November 2023.
- No refunds, cancellations or changes to bookings are permitted, and bookings are not transferable.
- There must be at least one person who is 18 years of age or older per booking to take responsibility for all persons in their group.
- Check-in and check-out occurs at the visitor centre, located near the main public ferry wharf.
- Apartments and houses are for residential use of the booked occupants only. No functions, events, ceremonies or parties.
- No smoking permitted inside or on balconies or around accommodation grounds. Please smoke at least 5 meters away from any other accommodation.
- Our heritage houses and apartments are equipped with modern kitchens for self-catering.
- Alcohol is permitted when letting the houses and apartments but must be brought in moderate amounts and only consumed within the confines of your accommodation. It is the responsibility of the accommodation reservation holder to ensure all guests abide by all alcohol consumption rules and to ensure that all guests act responsibly when consuming alcohol to avoid any unsafe or anti-social behaviour. Failure to do so could result in removal from the island. When consuming alcohol it is recommended to have plenty of food and water available.
- Please be aware that after 10.30pm noise restrictions take effect and outside noise needs to be kept to a minimum, if you are entertaining in the outside areas please be aware of this or move guests inside to minimise external noise. Amplified music is not permitted outdoors.
- No animals, except for assistance animals (as defined by the Disability Discrimination Act 1992), are permitted to access Cockatoo Island. [Harbour Trust Assistance Animals Guidelines](#).
- When staying on Cockatoo Island, please be mindful of other guests and visitors.
- Please familiarise yourself with the [Cockatoo Island accommodation T&Cs](#).

### **COVID-19 POLICY (AS AT 16/05/2023)**

Due to the current climate, we have modified our Terms and Conditions (T&Cs) to give accommodation guests some peace of mind about booking with us as well as the ability to modify their reservations in certain circumstances.

This policy relates to bookings with an arrival date no more than 30 days in advance. The Cockatoo Island accommodation team may withdraw this policy with 30 days' notice at which time our normal terms and conditions will apply.

#### **a. General Changes and amendments**

Bookings can be amended no later than 5 days prior to arrival. General changes can be made to any reservation up to 5 days prior to arrival. An amendment fee of \$10 is payable for all changes. Date changes can be made, or a credit note issued which will be valid for 6 months. There are no restrictions on redemption only that any new booking will be subject to the rates at that time and availability.

*Note: Credit vouchers issued will not be extended under any circumstances (including limited accommodation availability for selected nights) unless we are restricted by government lockdowns. In the event of a lockdown, we will extend the voucher for an amount of time equal to the duration of the lockdown.*

#### **b. Testing Positive or Self Isolation – cancellations**

Changes to bookings due to a Positive COVID-19 test or individual Isolation requirements are permitted at any time.

All reservations can be cancelled due to a positive COVID-19 tests or the requirement to isolate, AND no amendment fees or penalty will apply. You must be able to provide evidence that the reservation holder is COVID-19 positive or is required to undertake Isolation. They can choose to move your booking to another date or elect to receive a credit voucher, which will be valid for 6 months. There are no restrictions on when a credit voucher can be used within the 6-month timeframe; however, any new reservation will be subject to the rates and availability at the time of booking.

*Note: Credit vouchers issued will not be extended under any circumstances (including limited accommodation availability for selected nights) unless we are restricted by government lockdowns. In the event of a lockdown, we will extend the voucher for an amount of time equal to the duration of the lockdown.*

#### **c. Refunds – Permitted for COVID-19 conditions only.**

Should a guest request to receive a refund they are able to do so less a 20% cancellation fee. Refunds are only available for reservations that are affected by cancellations due to positive COVID-19 test or a requirement to isolate, and evidence must be provided.

**[END]**