ACCOMMODATION TERMS AND CONDITIONS

[These T&Cs were updated on – and are current as at – 2 September 2026]

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1. HERITAGE HOUSES AND APARTMENTS (EXCLUDING NYE PERIOD)

This section relates to bookings for heritage houses and apartments outside of the New Year's Eve period. 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 and accommodation 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.
- 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 $20 administration fee.
- All requests for any change of booking details must be in writing and emailed to stay@cockatooisland.gov.au.
- The island is a popular venue for major events. Further, maintenance and repair works are occasionally carried out here. These activities may impact the normal accommodation guest experience. However, we do not offer refunds for event- or works-related disruptions. Please check our what's on calendar and disruptions page before making a booking.

2. WATERFRONT CAMPGROUND (EXCLUDING NYE PERIOD)

This section relates to bookings for our waterfront campground outside of the New Year's Eve period. 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.
- Gazebos, shade cloths or any similar constructions are not permitted in the campground.
- 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.
- 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 barbeques.
- 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 need 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 responsibility 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.
- 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. Any difference in the rate on rebooking must be paid. Note: Saturday bookings cannot be rebooked for another Saturday unless an additional 20% fee of the nightly rate is paid.
- There are no extensions on rain checks or vouchers.
- All changes to booking dates, including requests for credit notes, will incur a $20 administration fee.
- All requests for any change of booking details must be in writing and emailed to stay@cockatooisland.gov.au.
- The island is a popular venue for major events. Further, maintenance and repair works are occasionally carried out here. These activities may impact the normal accommodation guest experience. However, we do not offer refunds for event- or works-related disruptions. Please check our what's on calendar and disruptions page before making a booking.

3. GIFT VOUCHERS

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

- **Voucher validity and expiry:** Vouchers are valid for 3 years from the date of purchase and must be redeemed by the expiry date. After the expiry date, the voucher is void and no longer redeemable.
- **Redemption and usage:** Vouchers may not be redeemed for cash or exchanged for any form of monetary refund. Vouchers may be redeemed any day of the week, subject to availability. Vouchers redeemed for a stay during a Public Holiday, or special events, may attract an additional fee to account for rate differences. Any difference in rates to the voucher or rate increases from time of purchase will be paid by the person redeeming the voucher. Vouchers cannot be redeemed for overnight stays during the New Year's Eve period (30 and 31 December).
- **Non-refundable and non-transferable:** Vouchers are non-refundable and cannot be exchanged for cash or other services. Vouchers are not transferable and cannot be used by anyone other than the original recipient, unless expressly stated.
- **Expired vouchers:** Expired vouchers hold no value. Once the voucher has expired, it cannot be extended or refunded under any circumstances.
- **Changes to services:** We reserve the right to modify or change the services offered at Cockatoo Island without notice, including but not limited to accommodation options, facilities, and room types, as long as equivalent value is provided.
- **Force majeure:** We are not liable for any failure to provide services or accommodation if such failure is due to circumstances beyond our control, including but not limited to natural disasters, government restrictions, or events such as pandemics.
- **Reservation and booking requirements:** Bookings for stays using a gift voucher are subject to availability. It is recommended to make reservations in advance to ensure availability, especially during peak periods.

- **Additional charges:** Additional charges, including but not limited to room service, meals, or additional services, may apply and are not covered by the voucher unless specifically stated.
- **Personal information:** By purchasing or redeeming a gift voucher, you consent to our collection and use of personal information in accordance with our privacy policy, a copy of which can be found by visiting www.harbourtrust.gov.au/privacy-policy/.

4. 'STAY LONGER AND SAVE' RATE

- The 'Stay Longer and Save' rate enables eligible guests to receive 10% off campground accommodation.
- To be eligible for this discount offer, you must:
    - visit Cockatoo Island's dedicated reservation management system via the Cockatoo Island website
    - 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:

- 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.

5. ACCOMMODATION ADD-ONS

To help enhance your stay, we have a curated selection of experiences for accommodation guests to choose from. These experiences include:

- Paint & Sip for Adults
- Paint & Sip for Junior Artists
- Deckhouse Lunch Package
- Shopping Outlet Excursion Package
- Audio Tour Add-on

To book an accommodation add-on experience, you must:

- visit Cockatoo Island's dedicated reservation management system via the Cockatoo Island website
- Select the above experience/s as an 'add-on' when making your accommodation booking

Notes:

- All experiences are non-refundable.
- No cancellations within 5 days of arrival.
- Rebooking is allowed if changes are made more than 5 days before arrival.

6. MODE FESTIVAL ACCOMODATION TERMS AND CONDITIONS

The following terms and conditions apply to our houses and apartments and camping accommodation during Mode Festival (Check-in 2 October 2026 – Check-out 5 October 2026):

Houses and Apartments (Check-in from 3pm 2 October 2026 check-out 10am 5 October 2026):

- The booking includes a 3-night stay. Check-in and bag check is between 3pm and 6pm on Friday 2 October and Saturday 3 October. Check-in and bag check is between 11:30am and 1:30pm on Sunday 4 October. Check-out is by 10am on Monday 5 October 2026. Check-in and check-out occur at the visitor and accommodation centre, located near the main public ferry wharf. Bag checks will be conducted by authorised staff and contractors at the Cockatoo Island entry archway prior to check-in.
- There must be one person 18 years of age or older staying in the house or apartment.
- No refunds or changes are permitted by Cockatoo Island Accommodation except as required by law (including the Australian Consumer Law). Refer to Mode Festival T&Cs.
- The maximum number of occupants for each house and apartment cannot be exceeded: Heritage House (9 adults), 2bedroom Apartments (4 adults) and 1bedroom Apartments (2 adults). Apartments and houses are for the residential use of the booked occupants only. No functions, events, ceremonies or parties.
- Smoking not permitted within 5 metres of any accommodation – this includes interior spaces as well as external areas, including balconies and gardens.
- All houses and apartments are equipped with kitchens for self-catering.
- 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.
- Houses and apartment guests must not bring onto the island any prohibited, illegal or restricted items (including contraband) or any item prohibited under applicable legislation or Harbour Trust requirements.
- On arrival you must present a copy of your reservation with a list of occupants and have your ID on hand. Guests must check in with the accommodation reservation holder.
- Noise restrictions commence at 12:30am. Outside noise must be kept to a minimum.
- No animals, except for assistance animals (as defined by the *Disability Discrimination Act 1992*), are permitted to access Cockatoo Island.

Camping (Check-in from 2pm 2 October 2026 check-out 10am 5 October 2026):

- The booking includes a 3-night stay. Check-in and bag check is between 2pm and 6pm on Friday 2 October and Saturday 3 October. Check-in and bag check is between 11:30am and 1:30pm on Sunday 4 October. Check-out is by 10am on Monday 5 October 2026. Check-in and check-out occur at the visitor and accommodation centre, located near the main public ferry wharf. Bag checks will be conducted by Harbour Trust authorised staff and contractors at the Cockatoo Island entry archway prior to check-in.
- All persons staying in the campground must be 18 years of age or older.
- No refunds or changes are permitted by Cockatoo Island Accommodation except as required by law (including the Australian Consumer Law). Refer to Mode Festival T&Cs.
- The maximum number of occupants for each camping package must not be exceeded: Camping package (3 adults), Deluxe camping (2 adults), Deluxe waterfront camping 1br (2 adults – 1 additional guests may be added, a sleeping mat is provided only, the extra guest will require their own linen blanket and pillow), Deluxe waterfront camping 2br (4 adults – 2 additional guests may be added, a sleeping mat is provided only, the extra guest will require their own linen blanket and pillow) and Premium waterfront camping (2 adults).

- On arrival, you must present a copy of your reservation with a list of occupants and have your ID on hand. Guests must check in with the reservation holder.
- No guests or persons are permitted in the campground who are not staying in the campground tents.
- Campers are NOT permitted to bring alcohol onto the island.
- Campers must not bring onto the island any prohibited, illegal or restricted items (including contraband) or any item prohibited under applicable legislation or Harbour Trust requirements.
- No animals, except for assistance animals (as defined by the *Disability Discrimination Act 1992*), are permitted to access Cockatoo Island.
- Please be aware that noise restrictions commence at 12:30am. Outside noise must be kept to a minimum.
- Amplified music is not permitted outdoors.

Houses and Apartments and Camping | Check-in 2 October to Check out 5 October 2026 | Compliance with Harbour Trust Requirements

- Guests must comply with all applicable laws, the *Sydney Harbour Federation Trust Act 2001*, the *Sydney Harbour Federation Trust Regulations 2021* and any directions, policies or conditions issued by the Sydney Harbour Federation Trust from time to time. Guests must not bring onto the premises any prohibited, illegal or restricted items, including contraband, or engage in any activity prohibited under the applicable legislation or Harbour Trust requirements. Any breach of this condition may result in immediate removal from the premises without refund.
- Any guest creating a public nuisance, excessive noise, property damage or abusive behaviour that endangers others will be removed from the campground or accommodation and island.

7. NEW YEAR'S EVE ACCOMMODATION

The following terms and conditions apply to our houses and apartments and camping accommodation over the New Year's Eve period:

Houses and Apartments (29 Dec 2026 to 2 Jan 2027):

- We require a 50% deposit at the time your booking is confirmed with us, with the remainder to be paid by Friday 20 November 2026.
- 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.
- A minimum 4-night stay applies – check-in for all houses and apartments is from 3pm on Tuesday 29 December 2026 and check-out is by 11am on Saturday 2 January 2027. Check-in and check-out occur at the visitor centre, located near the main public ferry wharf.
- The maximum number of occupants for each house and apartment cannot be exceeded. Apartments and houses are for the residential use of the booked occupants only. No functions, events, ceremonies or parties.
- Smoking not permitted within 5 metres of any accommodation – this includes interior spaces as well as external areas, including balconies and gardens.
- Our houses and apartments are equipped with 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 reservation holder to ensure

all guests follow alcohol consumption rules, act responsibly when consuming alcohol and avoid unsafe and 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.

- Bag checks will be conducted by Harbour Trust authorised staff and contractors prior to check-in.
- On arrival, you will need to present a copy of your reservation and have your ID on hand. Members of your group will then be issued with wristbands.
- Wristbands must be worn at all times on Thursday 31 December 2026 as the island will be closed to the general public on this date. The wristbands will allow members of your group to leave and return to the island.
- Please be aware that noise restrictions commence at 12:30am meaning outside noise must be kept to a minimum. If you are entertaining guests in an outside area associated with your house or apartment, please move them inside by 12:30am. 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.

Camping (30 Dec 2026 to 1 Jan 2027):

- A minimum 2-night stay applies – check-in is between 12 noon and 5pm on Wednesday 30 December 2026 and between 9am and 12 noon or by appointment (no later than 4pm) on Thursday 31 December 2026. Check-out is by 12 noon on Friday 1 January 2027.
- 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.
- Full payment is required at the time of booking.
- No refunds are permitted and any changes to ticket names need to be made no less than 2 weeks prior to arrival. After this time no changes can be made.
- The maximum number of occupants for each camping package cannot be exceeded. Any additional persons, as set out in the permissible extras, need to be secured at time of making your booking. This includes all infants and children.
- Due to capacity limits and reduced ferry services, only a limited number of camping packages are available for New Year's Eve.
- Bag checks will be conducted by Harbour Trust authorised staff and contractors prior to check-in.
- On arrival, you will need to present a copy of your reservation and have your ID on hand. Members of your group will then be issued with wristbands.
- Wristbands must be worn at all times on Thursday 31 December 2026 as the island will be closed to the general public on this date. The wristbands will allow members of your group to leave and return to the island.
- Campers are NOT permitted to bring alcohol onto the island. Alcohol may be purchased from either of the island's licensed cafes.
- No animals, except for assistance animals (as defined by the *Disability Discrimination Act 1992*), are permitted to access Cockatoo Island.
- Please be aware that noise restrictions commence at 12:30am. Outside noise must be kept to a minimum. There will be indoor areas where you can continue to socialise quietly such as the Turbine Shop.
- Amplified music is not permitted outdoors.

[END]