

# ACCOMMODATION TERMS AND CONDITIONS

[These T&Cs were updated on – and are current as at – 19 November 2024]

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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 T&Cs relating to New Year's Eve, see page 4. 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.
- 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](mailto:stay@cockatooisland.gov.au)

## 2. WATERFRONT CAMPGROUND (EXCLUDING NYE PERIOD)

This section relates to bookings for our Waterfront Campground outside of the New Year's Eve period. For T&Cs relating to New Year's Eve, see page 4. The following terms and conditions apply for campground guests:

- Sites are allocated on the morning of your arrival and all are unpowered.

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- 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 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.
- 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](mailto:stay@cockatooisland.gov.au)

### 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. 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 [harbourtrust.gov.au/en/privacy-policy](https://harbourtrust.gov.au/en/privacy-policy).

### 4. '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/>);

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- 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.

## 5. CAMPING BREAK DEAL (SAVE 25% OFF CAMPING)

The 'Camping break' deal enables eligible guests to:

- Book a 1-night stay in our campground across 7 and 8 February 2025 to receive 25% off our usual rates.

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/>);
- enter the code **CAMPINGBREAK25** when making your date selection.

Notes:

- Offer only applies to basic camping packages, deluxe camping packages, deluxe waterfront packages, deluxe waterfront 2-bedroom packages and premium waterfront packages.
- Guests must stay between 7 and 8 February 2025.
- 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.
- Additional hire equipment is not discounted.
- No refunds, cancellations or changes to bookings are permitted, and bookings are not transferable.

[END]