

# Government Huts

## Booking Terms and Conditions

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By finalising your booking, you agree you have read and irrevocably agree to be bound by these terms and conditions.

### **Sale of accommodation**

In order for a booking to be completed and confirmed, a relevant fee must be paid in full by Mastercard or Visa credit card at the time and payment will automatically be charged to the elected credit card at this time. The Tasmania Parks and Wildlife Service (PWS) is not required to accept any other form of payment, is not responsible for any currency conversion or any fees imposed by credit card providers in complying with this requirement and is not responsible if, through no fault of PWS, credit card details are intercepted by and used by third parties.

In the event that a refund is undertaken in accordance with these terms and conditions, PWS is only required to credit such refund to the credit card used to pay the fee.

Bookings are not transferable.

### **Check in**

Check in is after 2pm on the day of arrival. Keys can be collected from the Mount Field Visitor Centre from 1:30pm onwards. If arriving outside visitor centre business hours, keys will be placed in a labelled envelope on the front entrance for collection. Where possible, guests are encouraged to contact the Mount Field Visitor Centre to advise of a late arrival.

Keys cannot be issued before the collection time or prior to the date of your booking. If you are changing huts during your stay, you will need to return to the visitor centre on the day of changeover to collect keys for the other hut. Keys cannot be transferred to members outside of the original booking party. This means keys cannot be transferred to future guests and/or visitors, staying in the hut after you.

### **Check out**

Check out time is 10am on the morning of departure. Keys must be returned to the Visitor Centre and handed into staff during office hours or placed into the afterhours drop box if the Visitor Centre is closed. Guests should not leave keys inside the hut or in the keyhole.

## **Access**

The Government Huts are located 16km from the Mount Field Visitor Centre in an area subject to adverse weather conditions. Road closures may occur under the direction of the road management authority and therefore restrict access to accommodation. Tyre chains may be required for your vehicle during snow conditions. Current road conditions are available by calling the Mount Field Visitor Centre on (03) 6288 1149 and selecting option three (3).

Please note that Lake Dobson road beyond the Visitor Centre to the Government Huts is unsealed, narrow and windy in sections. It is not suitable for large vehicles such as motorhomes or vehicles towing trailers/caravans.

In the event that Lake Dobson Road has snow on it or will have snow on it by the end of your stay, it is recommended that vehicles are moved out from in front of the Government Huts to be parked on the side of Lake Dobson Road; as the snow plough will not plough access into the huts.

Motorhomes, caravans, and slide on campers are not permitted around the Government Huts. These vehicles must be left either at the Visitor Centre or Lake Dobson carparks. Camping outside of the Government Huts are not permitted. Any additional campers must camp at the Mount Field Campground.

## **Cancellation Policy**

You are eligible for a full refund if you cancel more than fourteen (14) days before your scheduled arrival. No refund will apply if less than fourteen (14) days' notice is provided. Changes to your booking cannot be made within fourteen (14) days of your scheduled arrival. If you wish to apply to alter or cancel (and receive a refund in respect thereof, if applicable) for your booking you must phone or email the Kentish Visitor Centre (trading as Sheffield Visitor Information Centre) and provide details of the reasons for the proposed alteration or cancellation. Any decision to allow an alteration or cancellation and refund is entirely at the absolute discretion of PWS or its agent.

If a cancellation is made at short notice due to ill health a full refund may apply. A written application and medical certificate must be provided. This only applies to the sick party member and not the whole party. Monies will not be released back into your account until appropriate documents have been sighted. All refund applications will be considered on a case-by-case basis.

A full refund will apply if Lake Dobson road is closed to all vehicles by the road management authority. Refunds will not be given for reasons such as having an unprepared vehicle (example: not carrying snow chains), drivers/vehicles not wanting, or permitted to travel on unsealed roads, bad weather or lack of snow.

PWS may, on rare occasions close sections of national parks temporarily if a bushfire or other threatening event occurs in the area. In such an event, a full refund

or alternative date (subject to availability) will be offered. A prorated refund will be applied if you are evacuated part-way through your stay.

Any alternations or amendments to your original booking, being transferred to different dates and/or changes in huts, will incur an administration fee of \$25. If necessary, your reservation may be moved to another hut other than the one originally booked without notification. Measures will be taken to notify guests of any changes to their booking(s) where possible.

Government Hut bookings are not transferable and cannot be on-sold to other parties. If you cannot make your booking for any reason, you must notify Parks and Wildlife Staff at Mount Field as soon as possible.

Notwithstanding any rights conferred by your booking, PWS reserves the right to:

- (i) Restrict your entry, restrict the manner of activities you undertake and/or evacuate you from your accommodation at any point in connection with operational, safety conservation based or other relevant circumstances as determined by PWS in its absolute discretion. In such circumstances you must comply with all directions given by PWS. You may be entitled to a partial or full refund of the fee paid in respect of your booking affected in the circumstances described above with such an amount to be determined by PWS acting reasonably; and
- (ii) Prevent you from entering, or request you leave your accommodation if PWS determines that you are impaired under the influence of drugs and/or alcohol and/or acting in such a manner so as to likely cause a disruption and detract from the experience of other persons within accommodations. In such circumstances you will not be entitled to any refund.

These rights are cumulative with, and do not limit, replace, supersede or exclude, any rights of PWS under legislation or any other applicable law.

## **Damage Fees**

Any damages caused to the huts and/or facilities during your stay will incur a fee. The fee will vary depending on the damage caused. If you lock yourself out of a hut and damage the hut whilst trying to gain entry, you may be charged a damage fee.

If your key is not returned on time, a fee of \$300 will apply. Keys must be returned to the Mount Field Visitor Centre on the day of checkout. Keys can be returned to the Visitor Centre after hours by placing the keys in the key drop box. If keys are not delivered back to the Visitor Centre within this time, guests have five (5) days to organise a key return with staff at Mount Field by calling (03) 6288 1149 and selecting option five (5).

Guests are not permitted to use candles or kerosene as they present a fire hazard. You may incur a fee if there is evidence these items have been used during your stay.

## **National Park Pass**

As the Government Huts are located within the national park boundary, a valid Tasmanian National Parks Pass is required for the length of your stay. Passes are available to purchase during business hours at the Mount Field Visitor Centre. Otherwise, passes may be purchased at Service Tasmania locations or online at [parks.tas.gov.au](http://parks.tas.gov.au)

## **Visitor centre opening hours**

The Mount Field National Park Visitor Centre operating hours vary depending on the season. During the peak season the Visitor Centre is open between the hours of 9am and 5pm. During the off-peak season the Visitor Centre is open between the hours of 9am and 4pm. For accurate business hours please contact the Mount Field Visitor Centre on (03) 6288 1149 and selecting option five (5).

## **Fire Evacuation Plan**

As the Government Hut are located at the remote site of Lake Dobson, it is likely that there would not be any Parks and Wildlife Staff able to respond in the event of an emergency. For this reason, we require a fire warden to be appointed for each individual hut. In the event of an emergency, the fire warden must follow the Quick Action Guide posted on the back of the door in each hut. The responsibilities of the fire warden are listed below.

## **Chief Warden Roles and Responsibilities**

The chief warden will be the person who makes the booking and ticks the 'I Agree' box so therefore all guests must be aware of the chief wardens' roles and responsibilities. On becoming aware of an emergency, the chief warden will:

- Alert others of the emergency.
- Assist anyone in immediate danger, but only if it is safe to do so.
- Commence an evacuation and ensure hut guests are assisted to leave via the nearest safe exit.
- Ensure Emergency Services is notified on '000' and provide them with details of the emergency.
- Delegate duties to available guests as required.
- Ensure a search of all areas is conducted to check that all persons have evacuated. Search rooms closest to the danger first, working your way back to safer areas. A search should only be conducted if safe to do so.
- Ensure all doors and windows are closed as you go but only if it is safe to do so.
- Extinguish any small fires, only if you are trained and it is safe to do so.

- When emergency services arrive, brief them on the status of the emergency and advise if all guests have been accounted for.
- Ensure that no person re-enters the building until the all clear has been given by a delegated fire officer.
- At no point should the chief warden put themselves, or another guest, in an unsafe situation.

## **Cleaning**

Cleaning measures have been put in place to improve the experience provided to guests.

These measures include:

- Toilet facilities will be cleaned on alternate days
- Cleaning kits are provided in each hut for guests to use before they depart
- Guests are required to ensure that the hut(s) are clean before they depart
- Guests will need to bring any hygiene and cleaning items they require for their stay
- Hand sanitising stations are located in each hut and the shared toilet facility

As huts are not serviced by PWS staff daily, guests are required to ensure huts are clean before they depart. A cleaning fee may apply at the discretion of PWS staff if deemed necessary.

## **Privacy Policy**

Your personal information will be used for the primary purpose for which it is collected and may be disclosed to contractors and agents of the Department of Natural Resources and Environment Tasmania (NRE Tas), law enforcement agencies, courts and organisations authorised to collect it.

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 DPIPWE. You may be charged a fee for this service.

## **Risk, indemnities and liability issues**

Upon entering any Park in accordance with a Pass, you:

- (i) Accept that there are potential hazards (including potentially walking at heights and near cliff faces as well as the potential of falls, trips, injury, bites and exposure);

- (ii) Have a full appreciation of the nature and extent of all risks involved in entering a Park (including in respect of any subsequent walking and driving activities);
- (iii) Do so absolutely voluntarily and at your own risk and you will ensure you will be properly prepared and equipped when doing so;
- (iv) Acknowledge you may be walking and/or driving predominantly in a wilderness area;
- (v) Agree to indemnify PWS against all claims for personal injury or death of any person, loss of or damage to property of any person, or financial loss suffered by any person arising from, or attributable to you entering into such Park and anything you do therein; and
- (vi) You release PWS from all claims in respect of any personal injury or death you may experience, for any loss of or damage to your property, and any financial loss you may suffer in connection with you entering into any Park and anything you do therein.

The indemnities and releases given in this clause are continuing obligations and survive the expiration of your stay (but do not extend to liability caused by the PWS's wrongful (including negligent) act or omission to the extent of such act or omission).

## **Important Information**

### **Snow chains**

Snow chains are not available at Mount Field National Park. You will need to organise these prior to your arrival.

If you attempt to drive on Lake Dobson Road when it is closed to your car type your insurance will become void. Parks and Wildlife Service Staff are unable to aid if a vehicle becomes stuck. Individuals will be required to contact a towing services personally.

### **Leave no trace**

You must exercise due caution, care and respect of all other persons within the Park and must not behave in a manner that is offensive, or which might unreasonably disturb or cause discomfort, distress, offence or injury to any other persons.

All visitors must comply with all signs and notices within the Park and any other notices and directions given by PWS and comply with the requirements of all applicable laws (including the *National Parks and Reserves Management Act 2002 (Tas)* and *National Parks and Reserved Land Regulations 2009 (Tas)*).

You must adhere to any biosecurity protocols that may have been put in place by PWS.

Whilst in the Park you must adhere to all “leave no trace” principles (see below) put in place by PWS.

The seven principles of Leave No Trace build awareness, appreciation, and respect for our natural and cultural heritage. They are as follows:

1. Plan ahead and prepare
2. Walk and camp on durable surfaces
3. Dispose of waste properly
4. Leave what you find
5. Minimise campfire impacts – use a fuel stove
6. Respect wildlife
7. Be considerate of your hosts and other visitors

Further information regarding the Leave No Trace principles can be found on the parks and wildlife website under the Know before you go section.

## **Facilities**

The following facilities are located at the Government Huts:

- A sink with running water (this water is untreated; it is recommended that you treat the water before consumption either through purification tablets/filters or by boiling for at least three (3) minutes)
- 6 single bunk beds and mattresses (these beds cannot be moved or joined together)
- A table
- A wood heater
- A woodshed with a blockbuster. Please note that you may need to split and collect firewood from the woodshed and carry it to your hut
- Shared composting toilet facilities

There are no shower facilities at the Government Huts. Showers are located at the base of the park in the campground and can be accessed once a \$4 fee is paid.

## **What to bring**

Come prepared as if you are going camping. You must bring appropriate equipment, clothing and supplies for the conditions likely to be experienced within the Park and the activities you wish to undertake within the Park. See the list below for a minimum items list.

- Bedding – sleeping bag, pillow, sheets etc.
- Cooking equipment – gas stove, pots and pans, plates and cutlery.
- Lighting – lanterns, headlamps or torches. Candles and kerosene are not permitted as these present a fire hazard.
- Fire starters – newspaper, firelighters and matches.
- Food – it’s a good idea to bring extra meals, especially when there is bad weather forecasted.

- Food storage – a plastic tub, esky or similar is a good idea to keep food safe from wildlife. If you do not bring a storage container, it is best to store food and rubbish within your vehicle.
- Drinking water – or be prepared to treat the water source in the huts.
- Appropriate clothing – the Government Huts are in an alpine region, as such they are prone to extreme weather conditions. Warm, waterproof and windproof clothing is essential.

Guests are not permitted to use candles or kerosene as they present a fire hazard. You may incur a fee if there is evidence these items have been used.

Generators are not permitted to be used within national parks, this includes the area in and around the Government Huts.

## **Keys**

Keys cannot be transferred to members outside of the original booking party. This means keys cannot be transferred to future guests and/or visitors, staying in the hut after you.

Guests should not leave keys inside the hut or in the keyhole.

## **Weather**

The Government Huts are in an alpine region. Weather conditions in Tasmania can change quickly and frequently, especially in alpine areas. Snow, rain, wind and sun are possible at any time of year, and bushfires most commonly occur between October and March. Deaths have occurred when people have been caught unprepared in cold, wet and windy weather. Children, older people and those with an illness or disability are at the greatest risk in such conditions. Guests should be well prepared for all potential conditions. Information on gear and pack requirements can be found on the Tasmania Parks and Wildlife website ([parks.tas.gov.au](http://parks.tas.gov.au)).

## **Reservation of the right to change terms and conditions**

PWS reserves the right to amend, modify, add, delete and make corrections to these terms and conditions without notice at any time at its absolute discretion. You will be required to comply with any such amended terms and conditions from when they appear on the relevant websites or as may otherwise reasonably be notified to you.