

Terms and Conditions

Overland Track Individual Booking System



These terms and conditions form an agreement between Tasmania Parks and Wildlife Service (PWS) and all walkers booking their walk on the Overland Track. By accepting a booking on the Overland Track, you (the walker) agree to be bound by the terms and conditions described below.

You will be walking in a wilderness area of a national park. You understand and accept that there are potential dangers and you are undertaking such an activity at your own risk. You acknowledge and agree that you will undertake the walk voluntarily and absolutely at your own risk, with a full appreciation of the nature and extent of all risks involved in the walk and will be properly prepared and equipped. PWS will not be held responsible for any injury that may occur to yourself or any member of your walking party while using the track.

1. BOOKING AND PAYING FOR YOUR WALK

Booking your departure date on the track and paying for your walk is **essential** during the booking season, from **1 October to 31 May** inclusive. (There is no fee to walk the track from 1 June to 30 September.)

Bookings reduce the amount of crowding on the track and the booking fee contributes to the sustainable management of the track. While booking confirms your place and date of departure, it does not guarantee a place in the huts along the track. As such, you must carry a tent in the event a hut is full. A tent is also an important emergency shelter if bad weather or injury prevents you from reaching a hut.

The Overland Track fee does not include transport to/from the track, or the privately owned Lake St Clair Ferry. It is your responsibility to organise these transport links.

In return for booking and payment, you will receive a booking confirmation via email. On arrival at Cradle Mountain Visitor Centre you will exchange your tax invoice/receipt for your Overland Track Pass.

Bookings must be paid for in full at the time of booking. For bookings made online or over the phone, the fee will automatically be charged to your credit card (VISA or MasterCard only).

Bookings are not transferable from one person to another. Any non-booked additional party member(s) will require a new booking, and only if spaces are available. Bookings are only valid for the departure date noted on the booking receipt.

During the booking season, you must walk in a north to south direction (from Cradle Mountain to Lake St Clair). You must

carry your Overland Track Pass with you as you walk, and have it readily accessible for inspection by an Overland Track Ranger.

2. PRICING STRUCTURE AND CONCESSIONS

The current pricing structure (Australian dollars) is as listed at www.overlandtrack.com.au/booking.

Child concession (5-17 yrs)

A 20% discount is offered for walkers aged from 5 to 17 years. We don't recommend the track for children under the age of 8, as it's very important they are physically and mentally able to cope, and are well-equipped.

Applications may be made on behalf of Children provided that:

- (i) they must be accompanied by a person over the age of 18 years when undertaking the Overland Track;
- (ii) that person cannot be responsible for any more than a total of 3 Children
- (iii) that person will be fully responsible for the care, control and supervision of those children whilst undertaking the Overland Track

Walkers must be of the age stated on the booking form at the time of departure. PWS staff at Cradle Mountain Visitor Centre may ask to see proof of age.

Other concessions

A discount is offered for holders of an Australian Pension Card, Health Care Card or Seniors Card. Concession card(s) must be shown to PWS staff at Cradle Mountain when collecting your Overland Track Pass. Failure to show concessions cards will result in the balance of the full fee being charged.

3. ALTERING YOUR DEPARTURE DATE

If you need to alter your departure date, you may do this by contacting the Overland Track Administrator during business hours via email at overlandtrack@parks.tas.gov.au; or by phone on 1300 827 727.

A departure date may only be transferred to another date within the same walking season, subject to availability.

4. CANCELLATIONS

Refunds are available for various cancellation scenarios outlined below. If you require confirmation in writing of your circumstances for the purpose of an insurance claim, please email overlandtrack@parks.tas.gov.au.

Cancellation by PWS

Bushfire: PWS may, on rare occasions, close the track temporarily if a bushfire is threatening the track. In such an event, a full refund or alternative departure date (subject to availability) will be offered. This also applies if you are evacuated part-way along the track.

Bushwalkers Weather Alert for Overland Track area: This alert is declared by the Bureau of Meteorology. Some walkers are sufficiently prepared and experienced to undertake the journey in these conditions however some may choose not to depart. In this event, you may:

- attempt to find an alternative departure date within the same walking season, subject to availability (see 3. Altering your departure date), or
- apply for a full refund.

Preparation and safety: Where a person is clearly not equipped or prepared to undertake the Overland Track walk safely, the PWS may exercise discretion to not issue the Overland Track Pass. In such case you are entitled to a full refund.

Note: You are responsible for any other costs that may arise due to the conditions described above (e.g. accommodation, meals, travel).

Cancellation by Walker

Before departure: If you need to cancel your booking before departure, the following refund offers apply:

- 14 days or more from the booked departure date – a 25% cancellation fee on the cost of your Overland Track booking applies.
- Less than 14 days before the booked departure date – no refund.
- Due to ill-health or injury, we may offer you an alternative departure date (based on availability) within the current walking season, or a full refund on production of a medical certificate. This full refund only applies to the injured/ill walker and one other accompanying adult party member with any children in the care of these two aforementioned – not the entire party.

On the track:

- If you need to abandon your walk part-way through due to ill-health, injury or personal circumstances, generally no refund is available (see section 6. Medical Incidents and Helicopter Evacuations).

5. OBTAINING A REFUND

Applications for refund will be considered according to the cancellation circumstances outlined in section 4. Refund application forms are available on the website or email overlandtrack@parks.tas.gov.au. Application for refund must be submitted no more than 14 days after the booked departure date. If received outside of 14 days, no refund is given. Refunds will not be given in cash.

6. MEDICAL INCIDENTS AND HELICOPTER EVACUATION

The Overland Track is located in a remote part of Tasmania with no road access that can enable easy evacuation of injured or sick walkers. Once on the track, you and your walking party members will be responsible for each others health and safety. PWS strongly recommends that at least one person per party has a first aid certificate and at least one person is carrying a first aid kit. If there is a sickness or injury, consideration should be given to stopping and resting at a hut node until the sick/injured party member is well enough to recommence the walk. Do not leave people behind to fend for themselves. If you suspect that the sick or injured party member has a potentially life-threatening condition, all attempts should be made to contact Emergency Services by phoning 000 using a satellite phone, mobile phone (very limited coverage from some mountain tops), or activating an EPIRB or PLB (Personal Locator Beacon). PLBs are available for hire from PWS. In Tasmania, search and rescue operations are managed by

Tasmania Police. PWS may assist with such operations, if requested by the police. While the police operate a rescue helicopter, it is generally only used in situations that are life-threatening or where the walker is incapacitated.

7. TRAVEL INSURANCE

PWS strongly advise you purchase travel insurance and have adequate medical and ambulance insurance to guard against potential costs associated with cancellations, delays or evacuations. PWS will not be liable for injury, damage or any costs incurred by you and is unable to rearrange transport and accommodation due to such circumstances. When selecting a travel insurance product, ensure it provides cover against personal accidents or injury, medical expenses, emergency repatriation and cancellation for any reason including bereavement, delayed flights and lost luggage and personal effects. For Australian residents, under the *Australian Government Medicare Act*, it is prohibited for any domestic travel insurance product to provide any financial reimbursement with regard to ambulance or air ambulance services. Australian Overland Track walkers may therefore choose to take ambulance cover through their health insurance provider.

8. PERSONAL INFORMATION PROTECTION ACT 2004

Personal information provided by you during the booking process will be collected for the purpose of managing your booking. Failure to provide this information may result in your booking not being able to be processed. Your personal information may also be used by PWS for research purposes to improve the management of the Overland Track or similar tracks managed by PWS. After your walk, you may be contacted by PWS to undertake a voluntary visitor survey of your experience.

9. NATIONAL PARKS AND RESERVED LAND REGULATIONS

The Overland Track is within the Cradle Mountain-Lake St Clair National Park, part of the Tasmanian Wilderness World Heritage Area. The park is managed under the *National Parks and Reserved Land Regulations 2019*. Under these regulations the following applies:

- Visitors must obey any lawful instruction given by an authorised PWS officer.
- Visitors must comply with any prohibition or restriction contained in a sign or notice.
- Dogs (other than authorised guide dogs), cats and other domestic animals must not be taken onto or kept in the area.
- Rubbish may not be disposed of in the park.
- Campfires are not permitted. The Tasmanian Wilderness World Heritage Area is a fuel stove only area.
- All plants, animals, and natural and cultural resources are protected and must not be disturbed or damaged.

10. CHANGE OF TERMS AND CONDITIONS

PWS reserves the right to change these terms and conditions without notice.

