

# Terms and conditions

## Mole Creek Caves Cave tours



These terms and conditions form an agreement between Tasmania Parks and Wildlife Service (PWS) and all visitors booking a guided tour experience for standard and/or niche tour products offered at the Mole Creek Caves, Mole Creek Karst National Park. By purchasing a tour, visitors agree to be bound by the terms and conditions described below. This management system and facility fee is prescribed under the *National Parks and Reserves Management Act 2019*.

The Mole Creek Caves, including Marakoopa and King Solomons caves, are situated in the Mole Creek Karst National Park and are part of the Tasmanian Wilderness World Heritage Area.

Public access is by guided tour only, unless a permitted exemption is approved and provided through application to the Great Western Tiers Field Centre.

### BOOKING AND PAYING FOR YOUR TOUR

Tours are booked up to 14 days in advance, over the phone on (03) 6363 5182. Payment in full is preferred at the time of booking. Payments over the phone are processed as a remote EFTPOS payment using relevant credit card details to complete a moto payment.

If unable to pay over the phone at the time of booking, receipt of payment on arrival of pre-booked tours need to be completed no later than 15 minutes prior to the tour start time. If payment is not received in time, there is no guarantee of reservation of tour.

Personal details such as surname, post code and phone number are required to make a booking. Tickets for a tour can be purchased in person on arrival at the ticket office located at 330 Mayberry Road, pending availability.

Standard tours at Marakoopa cave are 45 - 60 minutes in length alternating between the Under Ground Rivers and Glow Worms tour; 10am, 12pm, 2pm, (4pm October to May) and Cathedral and Glow Worms tour; 11am, 1pm and 3pm.

Standard tours for King Solomons cave are at 10:30am, 11:30am, 12:30pm, 1:30pm, 2:30pm and 3:30pm. Tours run daily at both sites, closed 25th December.

For group tours, email [mccaves@parks.tas.gov.au](mailto:mccaves@parks.tas.gov.au) and refer to policy provided on enquiry.

### OBTAINING A REFUND

Refunds can be offered in the following circumstances:

a) Unplanned closure of cave due to weather events, such as but not limited to flooding.

b) an event beyond the control of the ticket holder, such as but not limited to car break down or medical emergency.

c) an unplanned road closure causing diversion and/or delays, such as but not limited to a tree over the road.

Proof or evidence may be required.

### WHEN VISITING MOLE CREEK CAVES

Visitors to the Mole Creek Karst National Park including Marakoopa cave, King Solomons cave and associated walking tracks must adhere to the legislative and regulatory frameworks that cover the Mole Creek Caves as a National Park and World Heritage Area including the 'Leave No Trace' principles:

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.

In addition to the above:

- no touching of speleothems and invertebrates;
- no removal of speleothems, invertebrates, geology from the national park (permit holders only);
- no photography without permit in the glow worm sensitive areas;
- no food or drink (water an exception) to be taken and/or consumed in cave;
- stay on concrete formed tracks/paths;
- follow the instruction of the cave guide on duty, while on site, on tour and during an emergency situation.

### Equipment

Specific equipment such as tripods, prams, wheelie walkers, backpack baby carriers are not recommended due to the safety implications for babies, other visitors, the geologically confined spaces and sensitivities of the delicate karst environment.

### Staff

PWS staff have the right to refuse entry if and when they feel unsafe, and/or feel the heritage and /or natural values of the cave and karst environment, including speleothems, invertebrates, geology and hydrology are threatened or undermined.

## OTHER TOUR OFFERINGS

Tours outside of the standard may be offered on occasion, during which these terms and conditions apply with some exception, such as:

- **Booking:** niche and non-standard tour options may have booking parameters outside of the standard 14 day timeframe. Non-standard tour options can be booked via email, with payment at the time of booking unless otherwise stipulated.
- **Glow worm specific tours:** photography may be permitted of glow worms, pending the appropriate photographic equipment is used and is completed under direct supervision of the PWS guide.
- **Photography specific tours:** camera equipment such as tripods may be permitted; a relaxation of areas photography can take place only under the direct guidance and supervision of the PWS guide.
- **Drawing/painting specific tours:** equipment such as easels, tripods and non-oil based/aerosol, low odour, media may be permitted as part of the tour remit.
- **Cave cleaning with the public:** previous publicly accessible areas no longer frequented on normal tours may be accessed as part of this niche experience, such as but not limited to the 'Lime Tree'.
- **Other conditions:** some tour offerings may require specific caving Personal Protective Equipment, such as helmet, head torch, gloves, knee pads and warm and/or weatherproof clothing. Some areas of the cave can only be accessed via a steep flight of steps, may or may not have handrails and will require a person to be able to duck and/or crawl. Specific conditions will be highlighted at the time of booking.

For further information, please visit the PWS website: [www.parks.tas.gov.au](http://www.parks.tas.gov.au) or contact the Mole Creek Caves office on (03) 6363 5182, or via email at [mccaves@parks.tas.gov.au](mailto:mccaves@parks.tas.gov.au).

Terms and conditions are subject to change at any time, based on changing procedures, policies and legislation. The public will be notified of changes, in person at the time of booking and/or through the PWS website.

