

# Kowanyama Camping Terms and Conditions

## Acceptance of these terms and conditions

These terms and conditions outline how Abm Elgoring Ambung Aboriginal Corporation RNTBC (ICN7163) (Abm Elgoring Ambung) manages access to its lands, payments for camping permits and claims for refund of fees paid for camping permits.

Acceptance of these terms and conditions is a condition of entry to Kowanyama lands for all camping permit holders. Payment for camping is considered acceptance of these terms and conditions. The holder of a camping permit acknowledges responsibility for ensuring that all persons entering Kowanyama land and camping under this permit understand and follow the terms and conditions.

## Sites and dates available

The Camping season starts on June 1st of each year, (depending on weather and road conditions) and finishes at the end of Barramundi season, which is traditionally around the end of September/beginning of October.

Camping is restricted to four different locations: Bull Crossing, Shelfo, Surprise Creek, and Topsy.

**IMPORTANT NOTICE: All Topsy campsites will be closed for the 2020 season for upgrades. Our apologies for any inconvenience this may cause.**

There are a maximum of four campsites at each location. Each camp is further restricted to only allowing 3 vehicles and a maximum of 15 people per campsite. Information about each site can be accessed via our website at [www.kowcamp.com](http://www.kowcamp.com).

These controls on numbers ensure that not only will your visit be "remote and undisturbed" but also that the pressure on the environment and in particular on the fish stocks, is minimised, hopefully meaning that everybody will get their fair share.

No facilities are provided at campsites due to annual flooding and in order to maintain the wilderness attraction of the area.

## Terms and condition of access

Full payment is required before a camping permit will be issued. No access to Kowanyama lands is permitted without possession of a valid camping permit.

By accepting receipt of a camping permit, all campers agree to comply with the following terms and conditions of access. Failure to do so may result in immediate cancellation of the relevant reservation and a requirement to immediately depart from Kowanyama lands and/or a loss of future reservation privileges. Damage to sites or failure to remove rubbish upon departure may result in an additional fee.

- Leave your guns and dogs at home (no hunting on Kowanyama lands is allowed).
- No Alcohol is permitted on Kowanyama Lands – Police enforce this and fines apply.
- Leave all gates as you find them.
- Light fires only at the designated spots at your campsites.
- Leave your campsite clean for the next campers. Take your rubbish with you when you leave. Rubbish may be disposed of in public bins within the Kowanyama Town. Failure to leave a clean campsite will incur a site cleaning fee and/or loss of future reservation privileges.
- Catch only what you can eat and follow the fisheries size, catch and possession limits.
- Stay only in designated campsites and areas.
- Do not enter other areas without permission.
- Stay on the main tracks only.
- Bury toilet waste at least 15cm deep, away from water.
- Each vehicle must display a current camping permit.

## **Reservations**

### **On-line Booking**

To increase the opportunity to visit and camp in areas managed by Abm Elgoring Ambung, camping areas can only be booked and paid for by using the Online Booking Service at [www.kowcamp.com](http://www.kowcamp.com)

To help people make firm arrangements for their visits, Abm Elgoring Ambung accepts payments for camping up to 5 months before the proposed camping.

### **Check-in and Check-Out**

Check-In Time 1:00 PM | Check-Out Time 11:00 AM

### **Changing or cancelling your reservation**

To ensure a successful and orderly booking system, the following terms and conditions apply to cancelling or changing bookings made to visit and camp at Abm Elgoring Ambung's camping sites.

Clients who change or cancel proposed camping at short notice may limit or prevent others from using the camping facilities. Changing of reservations also creates additional costs for Abm Elgoring Ambung. Campers are encouraged to plan their trip thoroughly in terms of dates, number of people and vehicles to be used before making a reservation.

You can modify an existing permit up to 7 days prior to your arrival by emailing the bookings team at **kowcamp@gmail.com** or by **phone: 0467 179 632** and providing the following information: reservation number, name on reservation, request for specific changes to dates, names of visitors, and/or vehicle registrations. Fees apply. See below.

**Fees for changing a reservation** including requested changes to site location, dates, number of vehicles and number of persons will incur a change fee of \$75.00 and additional fees for any increases to visitor nights and number of visitors. Modifications to bookings may not be made less than 7 days prior to the arrival date.

**Cancellation of a reservation** can be made 14 days prior to the arrival date without cancellation fees applied.

**Cancellation after 14 days** and up to 48 hours prior to your arrival date will incur a 50% cancellation fee.

**Cancellations made after 48 hours** prior to arrival will not refund any monies paid for bookings.

If a request to modify a camping reservation is received, Abm Elgoring Ambung will make endeavour to accommodate a revised request but is under no obligation to offer alternative camping options.

### **Conditions for receipt of full refund**

**Extreme conditions:** In the event that weather or other circumstances beyond our control limit the safety of visitors, a full refund will be provided.

If access to a booked camping site is prevented by extreme weather events, emergency situations or facilities being closed by Abm Elgoring Ambung, an alternative site will be offered for the unused balance of the camping permit period in the form of a Gift Card/voucher valid for use within 12 months.

If an alternative is unavailable or unacceptable, Abm Elgoring Ambung will refund payment made for the camping permit or other fee in full to the payment card used for payment of the original permit or as otherwise directed by the person who entered into the booking arrangement and paid the original fee.

**Camper extenuating circumstance:** the extenuating circumstances which will entitle a person to request a full refund without incurring a cancellation fee are death, serious illness or severe injury in the immediate family of registered campers before or during the permit or booking period and provision of satisfactory evidence, such as a death or medical certificate to Abm Elgoring Ambung.

Other extenuating circumstances not outlined above may be put forward in an application to Abm Elgoring Ambung; however, in most instances a refund will not be provided in situations other than those outlined in clause above.

### **Refund claim rejection**

Abm Elgoring Ambung will reject a claim for a refund based on circumstances outside of its control including but not limited to:

1. unfavourable or unpleasant weather conditions that do not restrict access to the camping site before or during the camping or other activity;
2. personal decisions to change plans;
3. personal decisions to arrive after the permit start date or leave before the permit end date;
4. the failure of a person or group to arrive on site due to an inability to obtain a transport booking or the failure of their chosen transport to operate; and
5. ill health or sickness which is not life-threatening.

### **Claims for refunds**

When a claim is made in writing and sent by email or post, the date of claim will be taken from when the claim was received. All amounts are in Australian dollars (AUD).

### **Disclaimer**

While this document has been prepared with care, it contains general information and does not profess to offer legal, professional or commercial advice. Abm Elgoring Ambung accepts no liability for any external decisions or actions taken on the basis of this document. Persons external to the Abm Elgoring should satisfy themselves independently and by consulting their own professional advisors before embarking on any proposed course of action.