

DEPARTMENT OF BIODIVERSITY, CONSERVATION AND ATTRACTIONS - ONLINE PAYMENT OF PARK ENTRY FEES

TERMS AND CONDITIONS

Scope

1. These terms and conditions apply to all payments of park entry fees made online via the Commercial Operator Licensing System. By making a payment, the Operator agrees to be bound by these terms and conditions as varied from time to time.
2. The Operator must comply with and not contravene the conditions and restrictions set out in the Commercial Operator Handbook as varied from time to time by the Director General or his delegate.

Parties to online park entry fee payments

3. The parties to an online park entry fee payment are the Conservation and Land Management Executive Body established under section 36 of the Conservation and Land Management Act 1984 (CALM Act) (representing the Department of Biodiversity, Conservation and Attractions) and the Operator.

Variation

4. These terms and conditions, or any feature on or accessible through the Commercial Operator Licensing System, may be changed or discontinued at any time. Any such changes to the terms and conditions will be made available on the Commercial Operator Licensing System.

Payment of fees

5. A new park entry fee payment must be completed for entry to all fee-paying parks, irrespective of the number of national parks visited.
6. The Operator shall ensure that the correct number of passengers are listed on the booking confirmation and invoice.
7. If the entrance fees and the numbers of passengers specified on the confirmation and/or booking invoice are less than the number of passengers that enter the park, the Operator shall pay for additional passengers prior to entering the park. Note: Payment for additional passengers can be made:
 - by the tour guide or driver through the Commercial Operator Licensing System on a mobile device prior to entry to the park; or
 - remotely by an employee linked to the company through the Commercial Operator Licensing System; or
 - by the tour guide or driver at the gate by completing a docket from the commercial operator docket book.

Entering the park/s

8. A copy of the booking confirmation or booking invoice must be presented to a Departmental staff member at the park entry point at the time of entry or upon request within CALM Act land. (A digital copy is acceptable)

Changes or cancellation by the Operator

9. The Operator shall email the DBCA Tourism and Concessions Branch at licensing@dbca.wa.gov.au prior to the commencement of the tour to request a refund.

Changes or cancellation by DBCA

10. The Operator acknowledges and accepts that an online park entry fee payment does not guarantee the Operator access to any area of CALM Act land and the Director General may, at any time and from time to time, close or restrict access to any area of CALM Act land without prior notice to the Operator.

Refunds

11. Refunds will only be considered in exceptional circumstances and assessed on a case by case basis. If you have overpaid entry fees for a park visit you will need to email the DBCA Tourism and Concessions Branch at licensing@dbca.wa.gov.au and provide evidence to support your request for a refund.