



## Cape York Camping Punsand Bay

### Terms & Conditions

#### Cancellation policy

- A deposit is required to secure your booking with us. This is the total amount of the first nights stay. Bookings will not be guaranteed or confirmed without a deposit amount as specified at time of booking. Please note if your deposit is not paid within 24 hours via secure link, your reservation will be cancelled.
- Unconfirmed bookings (where no deposit has been received) will be held for 24 hours only. Booking will be cancelled if no deposit is received within this time frame.
- The booking remaining total is required 14 days prior to arrival.
- If the Booking is made less than 14 days prior to the arrival date, payment of the booking total is required.
- Guests changing their camping reservation dates 14 days or more before the arrival date can do so with no charge (within reason – excessive changes will incur fees).
- Guests changing their camping reservation within 14 days of the arrival date – you may make your first change free of charge and any other changes thereafter being charged at \$20 per date change.
- Bookings cancelled less than 1 week before scheduled arrival will forfeit entire full booking deposit.
- Bookings cancelled more than 1 week before scheduled arrival will receive 80% of their booking deposit refunded.
- No refunds are given for unused portions of your booking, including no-shows and early departures or cancellations after you or your party has arrived at the park. This includes any variations of guest occupancy on your site that are not pre-discussed with our team prior to the arrival date.
- A no-show is when you do not check-in on the day of your confirmed date of arrival. Please note that if you or your party do not arrive on the date of your arrival, you have until 12pm the following day to either contact us or arrive at the park. This also includes split bookings. No shows applies from your first nights stay. Failure to do this will result in full cancellation of your booking and your site/accommodation will be put back into the system to be sold. You will forfeit the full amount of your stay.
- Should you wish to vacate your accommodation or site early, tariffs and deposits paid are not refundable or available as a guest account credit.
- Reselling of our property is strictly prohibited. If you decide to depart early from your booking you give up the right to this site/accommodation. This cannot be sold or used by other parties. All bookings for our property must be through our reservations team only.
- Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our standard cancellation policy applies.
- Refunds may take up to 10 days to be processed or longer depending on your bank. If you have not received your refund after this time please contact our team to investigate.
- If you wish to request a refund but do not qualify under our policy, please follow the following steps. All cancellation requests must be submitted in writing by the guest to management via email ([frontdesk@capeyorkcamping.com.au](mailto:frontdesk@capeyorkcamping.com.au)). Management reserves the right to review & reconsider this policy based on the specific circumstances of the guest's request. Each request will be individually assessed and take all circumstances into account. Our team do not tolerate any abusive, threatening or illicit language under any circumstances.

*Be kind to our reception staff as they do not have the ability to process any refunds outside of our terms & conditions and cancellation policy.*

## Complaints/Feedback

- If you would like to submit a complaint or feedback about Cape York Camping Punsand Bay please contact us via the following details for management to review. Alternatively, if you are on site you can do so by visiting our team in the main reception office.  
Email – [frontdesk@capeyorkcamping.com.au](mailto:frontdesk@capeyorkcamping.com.au)

## General

- Cape York Camping takes website/phone/email bookings up to 40 weeks in advance.  
Whilst we endeavour to meet our guests' requests, site/cabin preference is not guaranteed and may be altered by Park Management at any stage before your arrival. Site or room numbers are not provided prior to check in. Park maps are accessible on the day of arrival from our team along with the info of the park.
- All rates quoted are in Australian Dollars (AU\$), prices include Goods & Services Tax (GST).
- Credit card surcharges apply.
- For the purposes of booking
  - Infant – birth to 3yrs old
  - Child – 4 to 14yrs old
  - Adult 15 +
- Guest Numbers  
The number of guests must not exceed what is stated on your booking confirmation. If additional guests are found staying at your campsite or in your accommodation without prior approval, our reservations team reserves the right to apply additional charges to your booking. Management also reserves the right to ask you to leave the property without refund. This includes (but is not limited to) people sleeping outside designated rooms, on floors, couches, or in any other area not covered by your booking.
- Check out is 10am for camping and accommodation. All keys & tags are to be returned to the reservation staff or the early check out box located at the front of reception outside of office hours.
- Late Check out fee – Any late check outs will incur a fee of \$50 if not arranged prior with staff.
- Check in time is 2pm. Early check in time is permitted by reservation staff & management if sites & rooms are ready & available earlier - This is not guaranteed.
- Late check in: Our office hours during our dry season are 8am – till 5pm (subject to change during quiet shoulder periods).  
We offer late check in's during peak season up till 8pm through our onsite bar & restaurant. Any late check ins past 5pm will require to be pre-arranged with our reservations team. Late check in past our bar hours may incur a fee.
- Lost keys will incur a fee of \$50.00
- The guest authorises the park to deduct any outstanding room/site costs, fees, damage charges, etc from their given credit card. Any damages or loss incurred from your cabin or site may also be charged to this card, including, but not limited to, loss of items from your cabin, damages, loss of keys or damages to the site.
- Cleaning fee: Guests are required to leave their accommodation in a reasonable condition. Excess cleaning will incur a minimum fee of \$100, charged to the guests account.  
Deep cleaning due to soiling linen or soft furnishing will incur a fee of \$250, charged to the guests account.
- A valid credit card is required at the time of booking to guarantee your reservation. Your credit card will be held as security for your booking and utilised for any applicable deposits, payments, cancellation fees, no-show fees, damage and any breach of these T&C.
- Failure by the Guest to make payment as required in accordance with the T&C, may result in the booking being cancelled and the manager making available the property, or any part of it, to other persons to book.
- Agreement to Terms  
All guests are required to sign and accept our Terms and Conditions prior to, or upon, arrival. Failure to do so may result in keys or access tags not being issued, check-in being denied, and your accommodation or campsite booking being forfeited without refund.
- You have no ownership rights over the reserved cabin or site to resell to a third party. Subletting is not permitted.

- Fees and Charges: Bank fees, credit card charges and any other fees and charges incurred by transferring money from the Guest to Management are the sole responsibility of the Guest, are payable by the Guest and are non-refundable. A payment processing fee applies to card payments.
- The minimum length of stays applies to one and two bedroom cabins (min 2 night).
- The maximum stay in camping or accommodation is 14 nights. Anything over our maximum stay must be approved by management.
- Final Payments can be made by logging into your reservation via the link provided in your confirmation email or by calling our reception team with a valid credit card.
- Management will NOT be held responsible for, or liable to compensate loss, theft, or damage to personal property on, or brought into the accommodation/site or camp ground or in the immediate vicinity of the accommodation/site or campground.
- Campfires are permitted only within designated campsites and must be kept small and under control. Fires must be contained in pre-existing fire pits or in your own portable fire pit.  
Fires are strictly prohibited on the ground or on the beach. Please be considerate of other guests at all times.
- Drones and Metal detectors are strictly prohibited on our property at all times.
- Extension cords are not to be run across any roads or pathways at any time.  
Powered sites are to be used by the guests occupying them only. Only one vehicle is to be plugged into the power socket at a time. Piggy backing, power boards to multiple vehicles or plugging into other sites is considered stealing and will not be tolerated. Our team reserves the right to unplug any vehicles without permission from the guest if you are connected to power where you shouldn't be.
- Generators are permitted between 9am – 6pm only.
- Rubbish – All rubbish is to be removed from campsite/accommodation on departure at our designated waste area which will be pointed out on arrival on our maps. This is for general waste & recycling for cans & bottles only. This sort your own rubbish when removing.  
Any big items (but not limited to) such as car parts, broken camping gear, car oil, tyres, old tools/fridges are to be taken to Injinoo Dump located back through Bamaga.
- Violence, offensive language and abusive behaviour will not be tolerated and will result in immediate expulsion of involved individuals and no refund for the remainder of their stay will be given. This includes treatment of any employees of Cape York Camping or any fellow guests or visitors.
- Cape York Camping has a NO NOISE after 10pm curfew. Any persons not complying may be asked to leave.
- Vehicles, quads, buggies, and motorbikes are not permitted on the beach or to be used as a mode of transport around the campground.
- There are multiple private areas on our property which are appropriately signed. Under no circumstances is there any reason for guests to go into these areas.  
If you need assistance with anything please see our reservations or bar staff.
- We do not offer assistance with mechanical or vehicle maintenance issues nor recovery/rescues.
- As a bush campground, our park is home to various wildlife, including crocodiles, snakes, spiders, scorpions, and other insects or bugs that may pose a risk. Guests are responsible for their own safety and should take necessary precautions, such as wearing shoes, carrying a torch at night, and remaining vigilant. Please do not swim in the ocean.

Guests are strongly recommended to bring a personal first aid kit for their stay.

## **Pet Policy**

- We are a pet-friendly park—if your pet is friendly!  
All dogs must be noted on your booking at the time of reservation, with updates provided if additional dogs are traveling with you. If you have any other types of pets these must be approved by management before confirming a booking with us.
- Owners are responsible for cleaning up after their pets and disposing of waste in the general rubbish bins provided.
- Dangerous or aggressive dogs are strictly prohibited.
- Pets must not be left unattended at any time.

- Pets are not allowed in or around non-pet-friendly cabins or shared guest facilities, including but not limited to amenities blocks, the restaurant, reception, and the pool.
- Only healthy pets free of parasites, worms, and fleas are permitted.
- Pets must be restrained on a leash no longer than 2 metres for the duration of your stay. No dog runs are permitted.
- Pets are permitted in designated pet-friendly areas, including the space between the pool and the beach. Pets must remain on a lead and well-behaved in these areas. If unsure, please consult a staff member.
- Management reserves the right to terminate the stay of guests whose pets display antisocial behaviours, such as nuisance barking or aggressive behaviour, or when complaints are received from other guests.
- Pet owners are required to sign a pet agreement upon check-in.
- Service Animals & Assistance Dogs

Guests travelling with a certified Service Animal or Assistance Dog must provide the appropriate documentation and notify our team at the time of booking. The animal must wear the required harness and identification in accordance with legislation. If the Service Animal does not meet behavioural standards as outlined by law, management reserves the right to treat the animal as a regular pet under our standard pet policy.

### **Campground**

- Pets are allowed in all powered & unpowered campsites.

### **Accommodation**

- Only one style of cabin is pet-friendly.
- A bond may be collected to cover potential damages caused by pets.
- Pets are not allowed on soft furnishings or bedding.

By confirming your booking, you acknowledge that you have read, understood & agreed to abide by all the terms & conditions for the duration of your stay with us.

*Cape York Camping, Punsand Bay is a family-owned and operated, off-grid business. We understand the logistics, time, energy, and planning it takes to reach a destination as unique as ours — and we also know that breakdowns, limited phone reception, and changing timelines can sometimes affect travel plans.*

*During our busy peak season, we do our very best to accommodate booking changes wherever possible. The more notice we receive, the better we can assist — though we also recognise that some circumstances are beyond anyone's control.*

*We encourage you to contact our team at any time by phone or email to update us about your booking, including arrival and departure dates, guest numbers, or any other important details.*

*We truly appreciate your business and look forward to welcoming you to Cape York Camping.*