



Terms & Conditions - Cape York Camping, Punsand Bay

Kunzi Enterprises Pty Ltd trading as Cape York Camping, Punsand Bay

LOT 11 PUNSAND BAY ROAD, BAMAGA QLD 07 4069 1722 FRONTDESK@CAPEYORKCAMPING.COM.AU

These Terms & Conditions apply to all bookings made with Cape York Camping, Punsand Bay ("Cape York Camping", "we", "us" or "our"), including bookings made through our website, by phone, by email or directly with our reservations team.

By making a booking with us, you ("you" or "guest") acknowledge that you have read, understood and agreed to these Terms & Conditions and agree to comply with them throughout your stay.

1. Booking & Payment

Booking confirmation

All reservations, including individual and group bookings, require payment to confirm and secure the booking.

A valid credit card is required at the time of booking. Your credit card may be used for applicable deposits, payments, damage, loss, cleaning charges and other amounts payable under these Terms & Conditions.

Bookings made more than 14 days before arrival

- A deposit equal to the **first night's stay** is required to secure the booking.
- The remaining balance is due **14 days prior to arrival**. This includes changes to final guest numbers/camp set ups.
- If the remaining balance is not paid when due, we reserve the right to cancel the booking and make the accommodation or campsite available for resale.

Bookings made 14 days or less before arrival

- **Full payment is required at the time of booking** to secure the reservation.

Unconfirmed bookings

Bookings for which the required deposit or payment has not been received will be held for **24 hours only**, unless otherwise agreed by us.

If payment is not received within this period, the booking may be cancelled and the accommodation or campsite released for sale.

Payment methods & fees/charges

Payments are accepted by **credit card only**. Bank transfers are not accepted.

All rates are quoted in Australian dollars (AUD) and include GST.

Credit card and payment processing surcharges may apply. Any bank fees, credit card charges or other fees incurred in making payment are the responsibility of the guest and are non-refundable.

Final payments may be made through the reservation link provided in your confirmation email or by contacting our reception team with a valid credit card.

From 1 October 2026, Cape York Camping does not apply a separate credit card or debit card surcharge to payments made using Visa, Mastercard, eftpos or American Express.

Any applicable booking, service or other fees will be disclosed to the guest at the time of booking or payment.

Any bank fees, international transaction fees or other charges imposed by a guest's bank, card issuer or financial institution are the responsibility of the guest and are non-refundable.

2. Cancellation Policy

We strongly recommend that all guests take out comprehensive travel insurance before travelling to Cape York. Your travel insurance should provide appropriate cover for cancellation, interruption, vehicle breakdown, illness and other circumstances that may affect your ability to travel.

Cancellation requests must be submitted **in writing by email to:**

frontdesk@capeyorkcamping.com.au

The cancellation time is determined by the time the written cancellation request is received by our team.

Accommodation cancellations

- **More than 7 days before arrival:** 80% of the first-night deposit will be refunded.
- **7 days or less before arrival:** no refund will be provided.

The deposit is equal to the **first night's stay**.

Where additional nights have been paid in advance, those amounts will be refunded where the applicable cancellation notice period has been met.

The cancellation policy also applies to changes in guest numbers where the change results in a reduction to the booking.

Camping cancellations

- **More than 72 hours before arrival:** 80% of the first-night deposit will be refunded. Notice must be given by 12pm, 72 hours prior to your arrival date.
- **72 hours or less before arrival:** no refund will be provided.

The deposit is equal to the **first night's stay**.

Where additional nights have been paid in advance, those amounts will be refunded where the applicable cancellation notice period has been met.

The cancellation policy also applies to changes in guest numbers where the change results in a reduction to the booking.

Group Bookings

If your booking includes both accommodation and camping as part of the same group booking, the same cancellation policy will apply to all components of the booking (accommodation and camping). Cancelling either accommodation or camping will be subject to the applicable cancellation notice period and refund conditions as outlined above.

No refunds

No refunds will be provided for:

- No-shows;
 - Early departures;
 - Unused nights or unused portions of a booking;
 - Cancellations made outside the applicable cancellation period;
 - Changes to guest numbers made after the applicable cancellation period;
 - Failure to arrive within the permitted no-show period; or
 - Vehicle breakdowns or mechanical issues;
 - Flight cancellations or delays;
 - Cancellation of third-party tours or activities; or
 - Other circumstances where travel to Cape York remains possible but the guest chooses not to proceed with their journey.
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3. No-Shows & Late Arrivals

A **no-show** occurs when a guest does not arrive or contact us on the scheduled arrival date.

If you are unable to arrive on your scheduled arrival date, you must contact our team as soon as possible.

Guests who do not arrive on their scheduled arrival date have until **12:00pm the following day** to either contact us or arrive at the park.

This also applies to split or multi-part bookings where applicable.

If we have not received contact by 12:00pm the following day, the booking may be treated as a no-show and fully cancelled. The accommodation or campsite may then be released for resale and **all amounts paid will be forfeited**.

4. Changes to Bookings

We understand that travelling to Cape York can involve changing conditions, vehicle issues and unexpected delays.

We encourage guests to contact our team as early as possible if they need to change:

- Arrival or departure dates;
- Guest numbers;
- Accommodation or campsite requirements; or
- Other important booking details.

Any reduction in guest numbers or booking changes that result in a reduction in the value of the booking will be subject to the applicable cancellation policy.

Changes are not guaranteed and are subject to availability.

5. Refunds & Special Circumstances

Refunds will be processed in accordance with these Terms & Conditions.

Refunds may take up to **10 days to process**, and additional time may be required by your financial institution.

If you believe you have exceptional circumstances that warrant consideration outside our standard cancellation policy, you may submit a written request to management at:

frontdesk@capeyorkcamping.com.au

Management may, at its discretion, review individual requests and consider the circumstances presented. Any decision to provide a refund outside the standard policy is at the sole discretion of management and does not create an obligation to provide refunds in similar circumstances.

6. Our Right to Cancel a Booking

We reserve the right to cancel a booking where circumstances reasonably require us to do so, including for operational, safety, environmental, emergency or other circumstances beyond our reasonable control.

Where we cancel a confirmed booking, we will provide written notice to the guest where reasonably practicable.

Where a booking is cancelled by us, we will refund amounts paid for the cancelled booking, subject to any rights or obligations that apply under Australian Consumer Law or other applicable legislation.

Where appropriate, management may instead offer the guest a credit or alternative booking date by agreement with the guest.

Park Closures & Unavoidable Circumstances

Cape York Camping, Punsand Bay is located in a remote area of Far North Queensland and may be affected by circumstances beyond our reasonable control.

These circumstances may include, but are not limited to:

- Government or authority-mandated closures or restrictions;
- Road closures or access restrictions that make Punsand Bay inaccessible;
- Flooding or other significant weather events;
- Cyclones, severe weather or extreme environmental conditions;
- Bushfires or other fires;
- Natural disasters;
- Emergency situations;
- Public health emergencies;
- Evacuation orders;
- Damage to roads, infrastructure or essential services;

- Restrictions imposed by relevant authorities; or
- Any other event or circumstance outside the reasonable control of Cape York Camping, Punsand Bay.

Where such circumstances occur, we may be required to close the park, restrict access, change operations, relocate guests or cancel or amend bookings.

If the Park Must Close

If Cape York Camping is required to close or is unable to provide the booked accommodation or campsite due to circumstances beyond our reasonable control, management will assess the circumstances and may offer affected guests:

- A refund of amounts paid;
- A credit towards a future stay;
- A change of booking dates; or
- Another reasonable arrangement.

Any refund, credit or alternative arrangement will be determined by management having regard to the circumstances, the availability of the park and the nature and duration of the disruption, subject to any rights the guest may have under Australian law.

Road Conditions & Access to Punsand Bay

Guests acknowledge that travelling to Cape York involves remote roads and changing conditions. Road conditions may vary due to weather, flooding, roadworks, road closures, traffic and other factors.

Difficult, rough or deteriorating road conditions do not, by themselves, constitute a cancellation of a booking or entitle a guest to a refund.

If a guest decides not to travel because they are concerned about road conditions, weather, flooding, road reports, the suitability of their vehicle or the difficulty of the journey, the **standard cancellation policy applies**.

Where an official road closure or other circumstance makes access to Punsand Bay genuinely impossible, management may consider a refund, credit or change of dates in accordance with the circumstances at the time.

Guest Travel Disruptions

A guest's individual travel difficulties, including vehicle breakdown, mechanical failure, tyre failure, recovery delays, flight cancellation, flight delay, missed connections or cancellation of a third-party tour or service, do not automatically cancel a Cape York Camping booking or entitle the guest to a refund.

The guest remains responsible for contacting Cape York Camping as soon as possible if their travel plans are affected.

Our standard cancellation policy will apply unless management agrees otherwise or the circumstances are covered by this section.

Travel Insurance

Due to the remote location and the unpredictable nature of travel to Cape York, guests are strongly encouraged to obtain comprehensive travel insurance that covers cancellation, travel interruption, vehicle breakdown, road closures, severe weather and other circumstances that may affect their ability to travel.

Cape York Camping does not accept responsibility for losses incurred by guests as a result of their travel arrangements, including costs associated with transport, vehicle recovery, flights, tours or other third-party services, except where liability cannot lawfully be excluded.

7. Check-In & Check-Out

Accommodation Check-in

Standard check-in is from **2:00pm** on the day of arrival.

Early check-in may be available where your accommodation is ready prior to 2pm. Early check-in is **not guaranteed** and must be approved by our reservations team or management.

Camping Check-in

Standard camping check-in is from **11:00am**, unless otherwise advised or approved in writing by us.

Check-out

Check-out for both camping and accommodation is strictly **10:00am**.

Keys and access tags must be returned to our reservations staff or placed in the designated early check-out box outside reception when departing outside office hours.

Late check-out

Late check-out must be arranged and approved in advance.

Any unauthorised late check-out may incur a **\$50 late check-out fee**.

8. Late Check-In

Our reception office hours during the dry season are generally **8:00am to 5:00pm**, although these hours may vary during quieter shoulder periods.

During peak season, late check-in may be available through our onsite bar and restaurant until approximately **8:00pm**.

Any arrival after 5:00pm must be pre-arranged with our reservations team.

Late check-in outside our normal operating hours may incur a fee.

Guests should contact us before arrival if they expect to arrive late.

9. Identification & Guest Verification

Valid government-issued photo identification may be requested at check-in.

The name on the identification must match the name on the reservation.

If identification cannot be provided or the details do not reasonably match the reservation, we may be unable to verify the booking and may refuse check-in.

In such circumstances, the booking may be cancelled without refund.

10. Accommodation Guest Numbers & Occupancy

The number of guests staying at the property must not exceed the number stated on your booking confirmation.

All guests staying on the property, regardless of age, must be declared at the time of booking.

Unauthorised additional guests may result in additional charges and/or cancellation of the booking without refund.

Management may require guests who exceed the permitted occupancy to leave the property.

This includes guests sleeping in areas not covered by the booking, including floors, couches, vehicles, outside accommodation or other unauthorised areas.

For the purposes of our accommodation and booking requirements:

Infant: 0–3 years

Child: 4–14 years

Adult: 15 years and over

The maximum standard occupancy for each accommodation type is:

Beachfront Bungalows: maximum 2 guests;

Beachfront Villas: maximum 2 guests;

One-bedroom air-conditioned cabins: maximum 2 guests, with an additional infant or child permitted on an approved rollaway where available and arranged with management prior to arrival;

Two-bedroom air-conditioned cabins: maximum 4 guests, with an additional infant or child permitted on an approved rollaway where available and arranged with management prior to arrival.

Rollaway beds are available for children and infants only, are subject to availability and applicable charges, and must be requested and approved by our reservations team prior to arrival.

An additional adult cannot be accommodated on a rollaway.

Portacots

Guests travelling with infants are welcome to bring their own portacot.

Cape York Camping does not provide or supply portacots.

Guests are responsible for bringing all required equipment for their infant's stay and for ensuring that any portacot or other infant equipment is used safely and appropriately.

All guests staying at the property, including adults, children and infants, must be accurately declared on the booking prior to arrival.

No additional adults or unauthorised guests may stay in the accommodation or around the accommodation.

Mattresses, swags, tents, camping equipment, air mattresses, portable beds or other unauthorised sleeping arrangements are not permitted inside or outside the accommodation to accommodate additional guests.

Failure to accurately declare guest numbers or unauthorised sleeping arrangements may result in additional charges, refusal of check-in or cancellation of the booking without refund.

Management reserves the right to refuse any sleeping arrangement that it considers unsafe, unsuitable or inconsistent with the accommodation's permitted occupancy.

Camping occupancy

For the purposes of our camping and booking requirements:

- Infant: 0–3 years
- Child: 4–14 years
- Adult: 15 years and over

All guests staying on a campsite must be declared at the time of booking.

The maximum occupancy for each campsite must not be exceeded.

Additional guests, visitors, tents, swags, caravans or camper trailers must not be brought onto or set up on a campsite without prior approval from management and payment of any applicable fees.

11. Minimum & Maximum Stay

The minimum stay for one-bedroom and two-bedroom cabins is **2 nights**.

The maximum standard stay for camping and accommodation is **14 nights**.

Any stay exceeding 14 nights must be approved by management prior to booking.

12. Site & Accommodation Allocation

We endeavour to meet guest requests wherever possible; however, specific site, cabin or room preferences are **not guaranteed**.

Management reserves the right to change your allocated site or accommodation before or during your stay where reasonably necessary.

Specific site or room numbers are not provided prior to check-in.

Park maps and final site/accommodation allocation information are provided by our team upon arrival.

13. Cleaning, Damage & Additional Charges

Guests are expected to leave accommodation & campsites in a clean and reasonable condition.

Additional charges may apply for damage, loss or excessive cleaning.

Cleaning fees

- Excess cleaning: **minimum \$100**
- Deep cleaning due to soiling of linen or soft furnishings: **\$250**

These fees may be charged to the credit card provided at the time of booking.

Guests may also be charged for damage to, or loss of:

- Accommodation furnishings or equipment;
- Keys or access tags;
- Property belonging to Cape York Camping;
- Campsites or facilities; or

- Other items damaged, lost or removed during the stay.

A **\$50 fee** applies for lost keys.

The guest authorises Cape York Camping to charge the credit card provided for any outstanding accommodation or campsite costs, applicable fees, damage, loss, cleaning or other amounts properly payable under these Terms & Conditions.

14. Security & Credit Card Authorisation

A valid credit card is required to guarantee your reservation.

The credit card may be used as security for:

- Deposits and outstanding payments;
- Cancellation fees;
- Damage or loss;
- Excess cleaning;
- Lost keys or access tags;
- Additional guest charges;
- Breaches of these Terms & Conditions; and
- Other amounts properly payable by the guest.

15. Booking Transfers, Resale & Ownership

Bookings are made for the accommodation or campsite and dates confirmed by Cape York Camping. **A booking does not give the guest any ownership, tenancy, leasehold or other proprietary interest in the accommodation or campsite.**

Group Bookings

Where a booking is made on behalf of a group and the person who originally made the booking is no longer able to attend, the booking may remain valid for the other members of the original group.

The group may nominate another person from the **same original booking party** to act as the primary contact or booking holder. Any change must be notified to and approved by our reservations team prior to arrival.

This does not allow the booking to be transferred to a new or unrelated party or sold to another person.

No Resale or Subletting

Bookings, accommodation and campsites must not be sold, resold, advertised, transferred for payment, sublet or otherwise offered to another person or party without prior written approval from Cape York Camping.

If a guest cancels their booking and is not entitled to a refund under our Cancellation Policy, the booking is considered **cancelled and forfeited**. The guest does not retain any right to the accommodation or campsite and cannot prevent Cape York Camping from making the accommodation or campsite available for resale.

A guest who chooses to cancel, does not qualify for a refund, or departs early **cannot retain, hold, reserve, sell, transfer or otherwise control the accommodation or campsite for the remainder of the original booking period.**

Once a booking has been cancelled or forfeited, Cape York Camping is entitled to release the accommodation or campsite back into its booking system and make it available to another guest.

Guests must not advertise, list or offer Cape York Camping accommodation or campsites for sale or transfer through social media, online marketplaces, private groups or any other platform.

No guest has the right to sell or transfer a cancelled, forfeited or unused booking to another person, regardless of whether any payment has been made for the booking.

All bookings for Cape York Camping accommodation and campsites must be made directly through our authorised booking channels or with the prior written approval of management.

16. Behaviour & Respect

We want Cape York Camping to be a safe and enjoyable place for everyone.

Violence, threatening behaviour, intimidation, offensive or abusive language, harassment or inappropriate behaviour will not be tolerated.

This applies to behaviour towards:

- Cape York Camping employees;
- Other guests;
- Visitors; and
- Contractors or other persons on the property.

Serious or repeated unacceptable behaviour may result in **immediate cancellation of the booking and removal from the property without refund.**

Our team will not tolerate abusive, threatening or illicit language.

We ask all guests to treat our reception and other staff with courtesy and respect. Our reception staff do not have authority to override these Terms & Conditions or process refunds outside the applicable policy.

CCTV is in operation throughout parts of the property for the safety and security of guests, staff and premises.

17. Noise

Cape York Camping operates a **no-noise curfew from 10:00pm.**

Guests must keep noise to a minimum after 10:00pm and be considerate of other guests.

Guests who repeatedly or seriously breach the noise requirements may be asked to leave the property without refund.

18. Campfires & Fire Safety

Campfires are permitted only with a fire pit and must be kept small and under control.

Fires must be contained within:

- An existing designated fire pit; or
- Your own suitable portable fire pit.

Fires are strictly prohibited directly on the ground or on the beach.

Guests are responsible for ensuring fires are safely extinguished when no longer required.

Fire restrictions may apply depending on weather, environmental conditions or directions from authorities. Management may prohibit fires at any time where required for safety.

19. Generators, Power & Electrical Equipment

Generators are permitted only between:

9:00am and 6:00pm.

Extension cords must not be run across roads, accessways or pathways.

Powered campsites are for the guests occupying that site only.

Only **one vehicle may be connected to the power socket at a time.**

Piggybacking, connecting multiple vehicles or equipment to one site, using another site's power or connecting to power without permission is prohibited and may be treated as theft or unauthorised use.

Our team reserves the right to disconnect unauthorised connections without notice.

20. Vehicles & Beach Access

Vehicles, quad bikes, buggies and motorbikes are not permitted on the beach or to be used as a mode of transport around the campground.

Guests must comply with all signage and staff directions regarding vehicle access.

21. Private & Restricted Areas

There are private and restricted areas throughout the property.

These areas are appropriately signed and guests must not enter them under any circumstances unless specifically authorised by management.

If you require assistance, please speak with our reservations or bar staff.

22. Rubbish & Waste

Guests are responsible for removing rubbish from their campsite or accommodation when departing.

General waste and recycling must be placed in the designated waste area identified on arrival.

Guests are asked to separate cans and bottles from general waste.

Large items must not be left on the property or placed in our general waste facilities.

This includes items such as:

- Car parts;
- Tyres;
- Car oil;
- Broken camping equipment;
- Old tools;
- Fridges; and
- Other large or hazardous items.

Guests are responsible for disposing of these items at the appropriate local waste facility, including the Injinoo Dump where applicable.

23. Wildlife & Environmental Conditions

Cape York Camping is a remote, off-grid bush campground and is home to a variety of wildlife and environmental hazards.

Wildlife may include crocodiles, snakes, spiders, scorpions and other insects or animals that may pose a risk.

Guests are responsible for taking reasonable precautions for their own safety.

We strongly recommend that guests:

- Wear appropriate footwear;
- Carry a torch at night;
- Remain vigilant around the property;
- Follow all safety signage and staff directions; and
- Carry their own personal first aid kit.

Guests must not swim in the ocean.

Guests acknowledge that they are travelling to and staying in a remote natural environment and accept the inherent risks associated with that environment, subject to our obligations under applicable Australian law.

24. Pets

Cape York Camping is a pet-friendly property, subject to the following conditions.

Pets are welcome in the campground and in designated pet-friendly Beachfront Bungalows.

General pet requirements

- All dogs must be declared at the time of booking.
- Any additional dogs travelling with you must be notified to our team.
- Other types of pets must be approved by management before a booking is confirmed.
- Pets must be healthy and free from parasites, worms and fleas.
- Dangerous or aggressive dogs are strictly prohibited.

- Pets must not be left unattended at any time.
- Pets must be restrained on a lead no longer than **2 metres**.
- Dog runs are not permitted.
- Owners are responsible for cleaning up after their pets and disposing of waste appropriately.
- Pets must not be permitted to damage property or disturb other guests.

Pet-friendly accommodation

Only **Beachfront Bungalows without ensuites** are pet-friendly.

A maximum of **one pet per Beachfront Bungalow** is permitted unless prior written approval has been obtained from management.

Pets must remain **outside the cabin at all times**.

Pets are not permitted on soft furnishings or bedding.

A bond may be collected to cover potential damage caused by pets.

Pets are not permitted in or around:

- Beachfront Villas;
- One-bedroom air-conditioned cabins;
- Two-bedroom air-conditioned cabins;
- Reception;
- Restaurant;
- Pool deck; or
- Pool.

Pet-friendly areas

Pets are permitted in designated pet-friendly areas, including the area between the pool deck and the beach.

Pets must remain on a lead and be well-behaved in these areas.

If you are unsure whether an area is pet-friendly, please speak with a staff member.

Management reserves the right to terminate a guest's stay if their pet displays antisocial behaviour, including nuisance barking, aggression or other behaviour that causes disruption or complaints from other guests.

Pet owners may be required to sign a pet agreement upon check-in.

25. Assistance Animals & Emotional Support Animals

Cape York Camping recognises assistance animals in accordance with applicable Australian law.

An **assistance animal** is an animal that meets the requirements of applicable Australian legislation, including an animal that is appropriately trained to assist a person with a disability to alleviate the effects of that disability.

A dog being described as an **emotional support animal, therapy dog, companion animal or comfort animal** **does not automatically make the animal an assistance animal under Australian law.**

Where permitted by law, management may request reasonable evidence or information to establish that an animal qualifies as a legally recognised assistance animal.

Where an animal does not qualify as an assistance animal under applicable law, it will be treated as a pet and the standard **Pet Policy** will apply.

Guests travelling with an assistance animal are still responsible for ensuring the animal is appropriately controlled, does not pose a risk to other guests or staff, and complies with any requirements that may lawfully apply to assistance animals while on the property.

Nothing in this section is intended to exclude, restrict or limit any rights or obligations that apply under Australian anti-discrimination or other applicable legislation.

26. Drones & Metal Detectors

Drones and metal detectors are strictly prohibited anywhere on Cape York Camping property.

27. Mechanical Assistance & Vehicle Recovery

Cape York Camping is a remote campground and does not provide mechanical repairs, vehicle maintenance, towing, vehicle recovery or rescue services.

Guests are responsible for arranging their own mechanical assistance, recovery or emergency services where required.

Maintenance Area & Mechanical Assistance

Our maintenance, workshop and storage areas are **private operational areas and are not open to guests or the general public**.

Guests must not enter, access or use these areas unless specifically authorised by management or a staff member.

Cape York Camping does not operate a mechanical workshop or vehicle repair service and does not provide mechanical repairs, vehicle maintenance, tools, spare parts or general mechanical assistance to guests.

We are not able to sell or supply screws, bolts, parts, tools or other items for the purpose of repairing vehicles, caravans, camper trailers, camping equipment or other personal property.

We are also unable to assist with vehicle repairs, mechanical faults, breakdowns, recovery or rescue.

Guests are responsible for arranging their own mechanical assistance, parts, repairs, recovery or emergency services where required.

If you require assistance during your stay, please speak with our reception team, who can provide information about available services in the local area where we are able to do so.

Guests must not enter restricted maintenance or operational areas in an attempt to access equipment, tools, parts or other property belonging to Cape York Camping.

Unauthorised entry into restricted areas may result in the guest being asked to leave the property without refund.

28. Personal Property

Cape York Camping is not responsible for loss, theft, damage or disappearance of guests' personal property brought onto or left at the property, accommodation, campsite or surrounding areas, except to the extent liability cannot lawfully be excluded.

Guests are responsible for securing their own belongings, vehicles and equipment.

29. CCTV & Security

CCTV is in operation throughout parts of the property for the safety and security of guests, staff and premises.

By entering the property, guests acknowledge that CCTV may operate in relevant areas.

30. Complaints & Feedback

We welcome feedback and encourage guests to raise any concerns with our team as soon as possible so that we have an opportunity to assist.

If you wish to make a complaint or provide feedback, please contact management:

Email: frontdesk@capeyorkcamping.com.au

Guests staying at the property may also speak with our team at the main reception office.

All complaints must be made respectfully. Abusive, aggressive, threatening or inappropriate behaviour will not be tolerated.

31. Agreement to These Terms

All guests are required to accept and comply with these Terms & Conditions before or upon arrival.

Failure to accept or comply with these Terms & Conditions may result in:

- Access keys or tags not being issued;
- Refusal of check-in;
- Cancellation of the booking; and/or
- Removal from the property without refund.

By confirming your booking, you acknowledge that you have read, understood and agreed to these Terms & Conditions and agree to abide by them for the duration of your stay.

32. Changes to these terms and conditions

Access to and use of this website is, and the products and services available through this website are, subject to these terms and conditions ("Terms"). By using this website and/or booking with us, you are agreeing to all of the terms and conditions, as updated from time to time. You should check this page regularly to take notice of any changes we may have made to our terms and conditions.

33. About Cape York Camping

Cape York Camping, Punsand Bay is a family-owned and operated, off-grid business.

We understand the logistics, time, energy and planning involved in travelling to a destination as unique as Cape York. We also understand that vehicle breakdowns, limited phone reception, weather conditions and changing travel timelines can sometimes affect your plans.

During our busy peak season, we will do our best to accommodate booking changes where availability and our policies allow. The more notice you provide, the better we are able to assist.

We encourage you to contact our team as soon as possible if your plans change, including changes to arrival or departure dates, guest numbers or other important booking details.

We genuinely appreciate your business and look forward to welcoming you to **Cape York Camping, Punsand Bay**.

Kunzi Enterprises Pty Ltd trading as Cape York Camping, Punsand Bay

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Phone – 07 4069 1722

Email: frontdesk@capeyorkcamping.com.au

