



Frequently Asked Questions (FAQ)

Booderee National Park 2017 Christmas School Holiday Ballot

1. When will the ballot open and close?

The ballot will open on Tuesday 1 August and will close at 9 am Monday, 21 August, 2017.

All applications must be completed using the approved form and emailed to booderee.mail@environment.gov.au

2. Can I book multiple sites?

No. Only one application is allowed per group or family. Maximum persons per site apply, please see our camping page for more information.

<https://parksaustralia.gov.au/booderee/plan/camping.html>

3. How long can I book for?

You may book for a maximum of 2 weeks. Sites are subject to availability.

Sites are available in one week blocks (with the exception of the Australia Day long weekend, which is included in the ballot period).

- Week 1: Friday, 15 December to Friday, 22 December, 2017 – **7 nights**
- Week 2: Friday, 22 December to Friday, 29 December, 2017 – **7 nights**
- Week 3: Friday, 29 December, 2017 to Friday, 5 January, 2018 – **7 nights**
- Week 4: Friday, 5 January to Friday, 12 January, 2018 – **7 nights**
- Week 5: Friday, 12 January to Friday, 19 January, 2018 – **7 nights**
- Week 6: Friday, 19 January to Friday, 26 January, 2018 – **7 nights**
- Week 7: Friday, 26 January to Sunday, 28 January, 2018 – **2 nights**

4. I have special requirements, can this be accommodated?

Yes, subject to availability and the outcome of our random selection process. Depending on the nature of your special requirement, staff will endeavour to accommodate your booking request to match your needs as far as possible. This will be prioritised for persons with a disability; aged persons and/or families with infants. Information must be listed in the application form to be considered.

5. Can I select my specific camp site?

No, you will not be able to select the exact site. Due to high demand, it is impossible for us to accommodate everyone's needs. You will be able to nominate your preferred campsite location – such as Green Patch or Bristol Point – but not the specific campsite number. Please note: Cave Beach campsites can be booked online from 1 September, separate from this ballot process.

6. When will I find out if I am successful?

All applicants will be notified of the outcome of the ballot process by 1 September, 2017.

Please note: Cave Beach campsites can be booked online from 1 September, separate from this ballot process.

7. When will I be charged if my application is successful?

If your application is successful, your nominated card will be charged in full between 21 August and 27 August, 2017. Please ensure that you have sufficient funds available for this transaction. If your card is declined for any reason, your booking will be re-drawn in the ballot.

8. Who do I contact if I need to make a change to my booking?

You can make changes or cancel your booking after 1 September. However, all changes will be subject to the fees and charges outlined in the Terms and Conditions.

Please do not contact the Visitor Centre until after 1 September, to allow us to finalise the ballot process and process bookings.