

April 2022



Dhimurru Aboriginal Corporation

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Enhancements to Dhimurru online Permit system

Thank you for your feedback regarding the Dhimurru online Permit System. A number of changes have been made in response to your feedback and are listed below:

- Cancellations – use the cancellation button and it will remove the booking from the grid immediately, to enable others to book the campsite.
- A Refund Policy has been introduced to encourage campers to cancel bookings when they do not intend to use the site, to open up sites that are not being used.
- Extra Campers can now be booked into campsite when they are not staying the entire time.
- A Family Visitor Access Permit has been introduced for families visiting up to one month.

Cancellations

The system will now remove a booking from the grid immediately if it is cancelled using the online cancellation button. An email will automatically be generated and sent to you confirming the cancellation. Please email permits@dhimurru.com.au to request your refund.

We ask that if you do not intend to use the site that you cancel the booking to enable others to utilise it. Permits are not transferable and cannot be transferred to others.

Refund Policy

Campsite bookings under a 12 month Visitor Access Permit

1. Campsite bookings will be refunded 100% of the total price (with the exception of booking and credit card fees) if bookings are cancelled no less than 5 days prior to the date of stay.
2. 100% refund if the recreation area has been closed by Dhimurru.

Campsite bookings made under a Visitor Access Permit of one month or less, cancellations by you:

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3. Campsite bookings, cancelled 14 days before the date of the Visitor Access permit will be refunded 100% (with the exception of booking and credit fees).
4. Campsite bookings will not be refunded if cancelled less than 14 days from the date of stay.
5. 100% refund, if the recreation area has been closed by Dhimurru or an event that prohibits the permit holders from accessing the Region, such as road closures or boarder restrictions, related to COVID restrictions.

All cancellations by you, must be via the Cancel button in the online permit booking system. Refunds will be considered according to the policy and money refunded within one month of the date of cancellation. Refund requests must be sent directly to permits@dhimurru.com.au

Extra Campers:

There is an Extra Camper button at the top of the buy permits page that will enable you to book visitors on your campsite booking for additional nights when they are not staying the entire time.