

COVID-19 update



Bp2289, Photo: Nicole Murrane, Queensland Government

Mon Repos Turtle Centre day time visitation Frequently Asked Questions

What extra precautions are you taking to ensure visitor safety?

To ensure we follow current Queensland Government guidelines, the following changes have been made in the Centre:

- Limits have been applied to the number of visitors inside the Centre and in the outside Amphitheatre. Our team will be monitoring visitor movements to ensure social distancing is maintained and a safe environment is guaranteed.
- Temporary removal of some high touch display elements.
- Installed COVID-19 safety signage and floor markings, and hand sanitising stations to help you practice social distancing and maintain good hygiene.
- Strongly encouraging contactless payments.

We will continue to monitor the latest Queensland Health advice and update information as it becomes available.

How has the visitor experience changed?

- The Turtle Centre's hours of operation are now 9am to 12pm daily.
- Visitors are required to book their visit to the Turtle Centre through our online system. Go to [Eventbrite](#) to book.
- Some high touch display elements have been removed from our interpretive material, though there are still many displays for you to see and experience on your visit.

Do I have to book to visit Mon Repos Conservation Park?

No. You do not need to book to visit Mon Repos Conservation Park, which includes the beach, walking tracks, shared trails and car park. Bookings are only required for the Turtle Centre. The park is open daily. For details of any changes to the park's access, please go to our [park alert](#) page before you visit.

Be aware there are sections of the park that are closed during turtle nesting and hatching season to protect the turtles.

- **15 October 2020 to 30 April 2021**—Turtle trail (within the park) is closed from 6pm until sunrise (dawn), and beach access and the Mon Repos Coastal track are closed from 6pm until 6am.

What if I can't book online? How are you managing 'at the door' tickets?

There are a limited number of tickets available for each session that is managed through our online booking system. You can purchase tickets online up to 1 hour prior to a session start time. Once online bookings are closed, we recommend calling the Centre on (07) 4159 1652.

Can I change the date on my ticket or get a refund?

All tickets are non-refundable.

Ticket transfers to another date are available and can be self-managed through your Eventbrite account, following the instructions below:

1. Login to your Eventbrite account
2. Go to 'Tickets'
3. Select your order
4. Click 'Transfer'
5. Review the Transfer Summary. Then choose 'Continue Transfer'
6. Enter your registration information
7. Click 'Register' or 'Pay Now'

[Click here](#) for a detailed guide. Please note that online transfers are not possible for free tickets or on the date of your original booking. Please contact us on (07) 4159 1652 if you need any assistance.

Do I need to register tickets online for children under 4 years of age?

Yes. Free tickets for Children under the age of 4 years must also be booked online, alongside other ticket types. All children under the age of 15 must be accompanied by an adult.

Can I book in a group or a school group?

Yes. We continue to offer programs for schools and group bookings. All bookings will need to comply with COVID-19 safety guidelines for group numbers to ensure social distancing and visitor safety. To enquire for your school or group please email us at monrepos@des.qld.gov.au

How far in advance can I book?

Bookings are available 1 to 2 months in advance. We are continuing to monitor the situation to ensure the best experience for our visitors, so the advanced booking timing may change. Please visit our webpage for the latest booking updates.

How do I book for a night time Turtle Encounter tour?

Bookings for Turtle Encounter tours will run to late March 2021. Hatchling Hall and Turtle Tales are included in this tour. For more information, please visit our [webpage](#).

Where can I find further information?

Please visit the [Mon Repos Conservation Park webpage](#) for the latest updates and Park Alerts.

If you have any questions, please contact us on (07) 4159 1652 or email monrepos@des.qld.gov.au