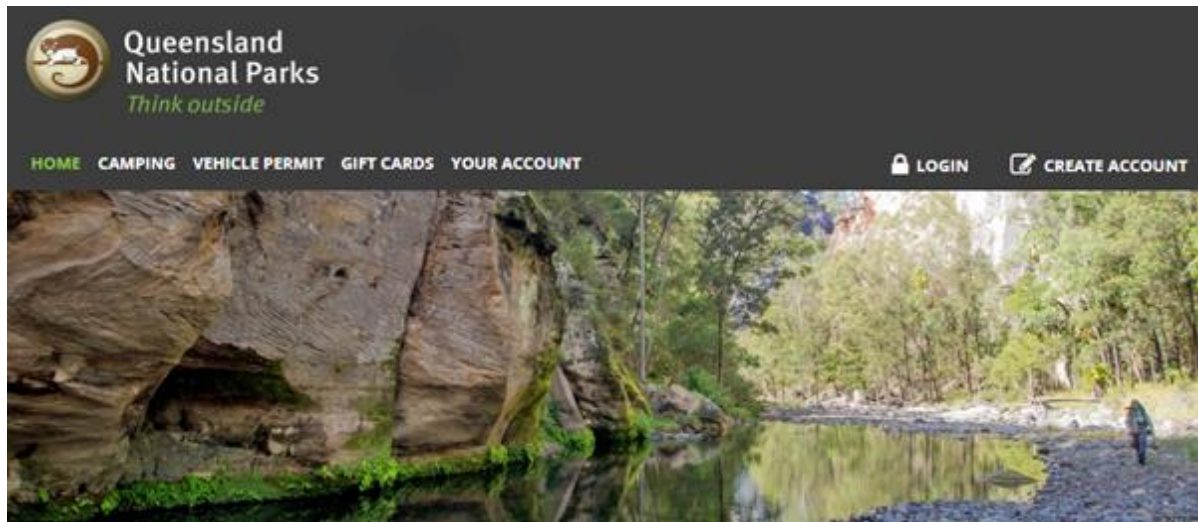


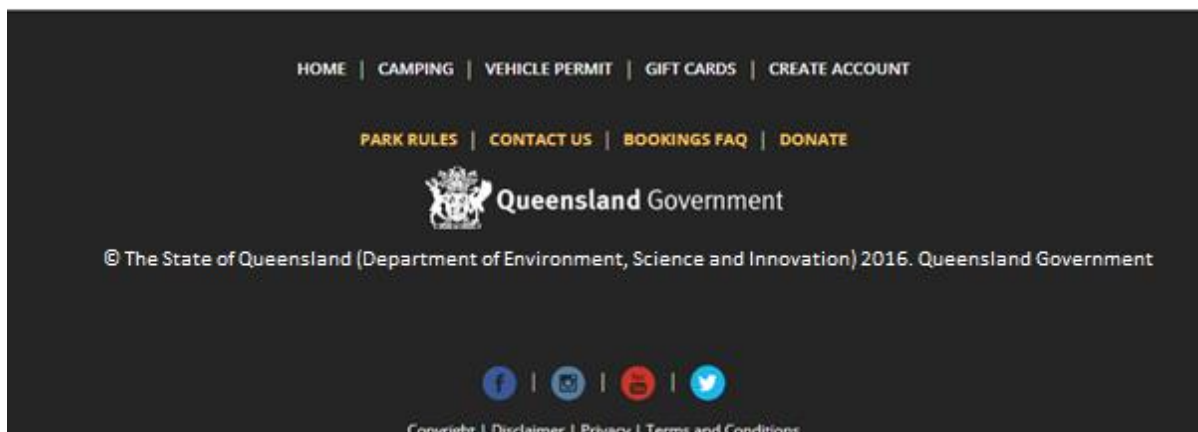
National Parks Booking Service Customer User Guide



Welcome to the Queensland National Parks Booking Service

Please check [Park Alerts](#) for the latest information about our parks and forests that may affect your permit booking.

To book a new permit, or view, print, and modify existing ones, please log into your account using your email address and password. If you have forgotten your password please click [Recover your Account](#) to retrieve a temporary password to log in to your account.



Camping in Queensland's Parks and Forests

Camping is permitted in many of Queensland's national parks, state forests and reserves. Detailed information on camping ([including smoking restrictions](#)) is available on the Department's website [Camping Page](#).

Before camping in a park, forest or reserve, you must obtain a camping permit and pay your [camping fees](#). There is often high demand for some camping areas during peak periods such as public and school holidays. To avoid disappointment book early.

To make a camping booking or purchase a vehicle access permit [online](#) you will first need to create an online customer account via the National Parks Booking Service located at www.qld.gov.au/camping

The following short videos are available on YouTube to assist you to make and manage your bookings.

- [Creating an Online Camping Account](#)
- [How to find a campground](#)
- [How to make a camping booking](#)
- [How to organise a vehicle access permit](#)
- [How to modify an online camping booking](#)

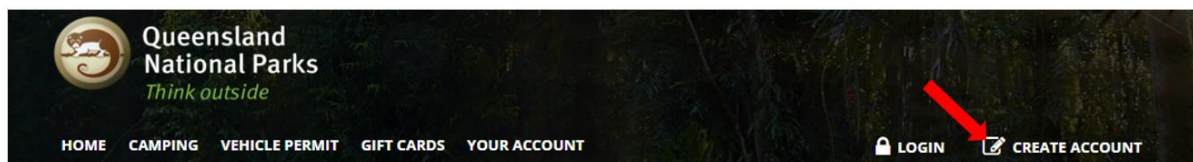
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Create a new Online Customer Account

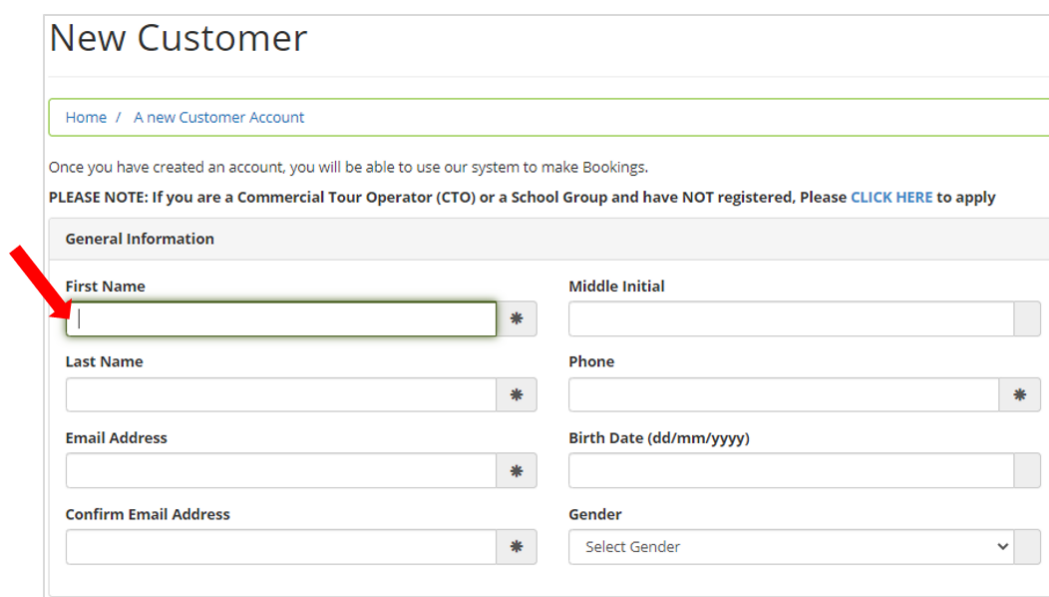
To create your account in the National Parks Booking Service,

- Go to www.qld.gov.au/camping.
- Click on **CREATE ACCOUNT** on the landing page.

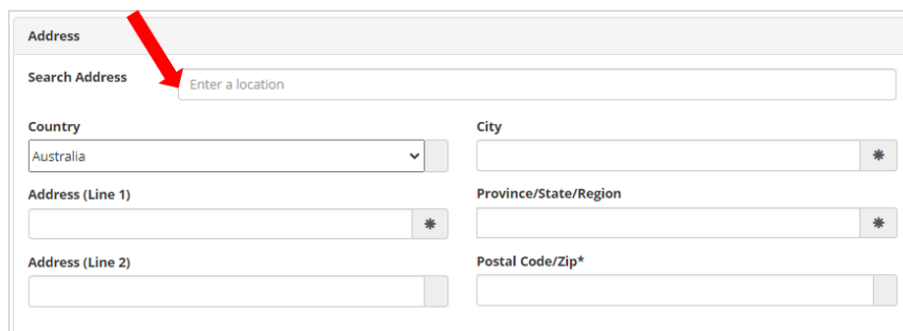


Please Note: Mandatory fields are marked with an Asterisk (). In the event of closures or natural disasters Queensland Parks and Wildlife Service (QPWS) use these details to contact customers with bookings. While Birth Date and Gender are not mandatory, QPWS use this information for demographic data collection.*

- Enter your name, email address and phone information in the **General Information** fields.



- Enter your address by completing the **Search Address** field or by completing each of the address fields separately, starting at the **Country** field.



Please Note: If you receive an error message when entering your address, try entering 'St' or 'Rd' rather than Street or Road in the Address (Line 1) field.

- Create a case sensitive password. You can use any combination of letters, numbers, and characters up to 10 characters in length.

Password Settings

Password 10 Remaining Characters

Confirm Password 10 Remaining Characters

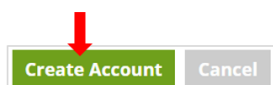
Between 4 and 10 letters and numbers

☐ I would like to participate in QPWS satisfaction surveys

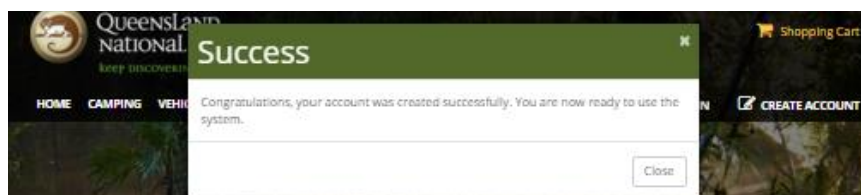
☐ I would like to receive the QPWS camping newsletter

☐ I agree to QPWS account [terms and conditions](#)

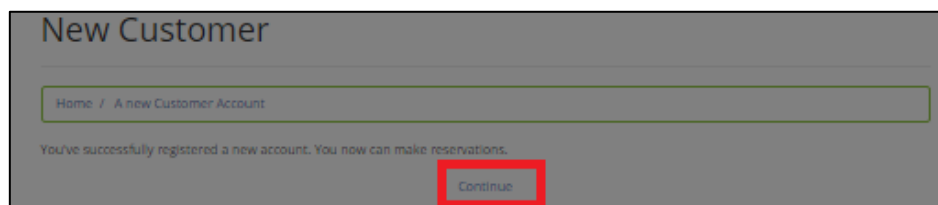
- Review the **QPWS account terms and conditions** by clicking on the blue text.
- Click the **I agree to QPWS account terms and conditions** checkbox to proceed.
- If you would like to participate in a **QPWS satisfaction survey**, which is sent after your booking has commenced, please click the corresponding checkbox.
- If you would like to receive the **Naturally Queensland** newsletter, please click the corresponding checkbox.
- When you have completed entering the required information, click the **Create Account** button.



- A confirmation pop-up message will appear as per below.



- Click on **Continue** to return to the landing page and log in to your new account.



You are now ready to **LOGIN** to your new account and proceed with your bookings.

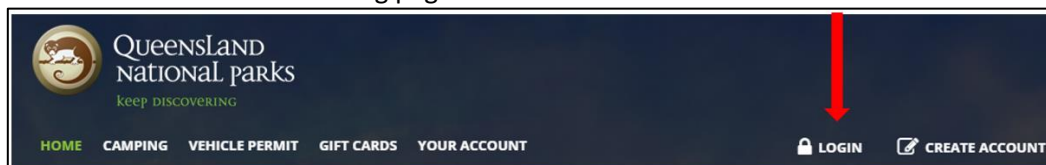
Please refer to the '**LOGIN to your Account**' section of this guide for instructions as to how to log in.

LOGIN to your Account

Please note: You do not need to LOGIN to your account if you are just browsing camping availability.

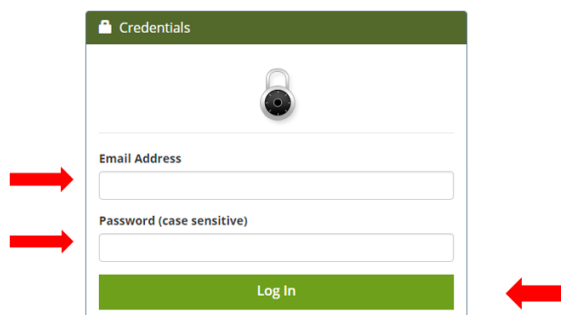
To log into your account in the National Parks Booking Service,

- Go to www.qld.gov.au/camping,
- Click on **LOGIN** on the landing page.

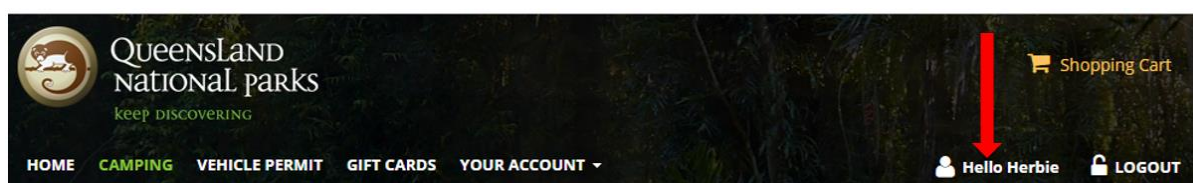


In the Credentials box,

1. Enter your **Email Address** (not case sensitive),
2. Enter your **Password** (case sensitive),
3. Click **Log In**,



Once successfully logged in you will see your name at the top of the screen.

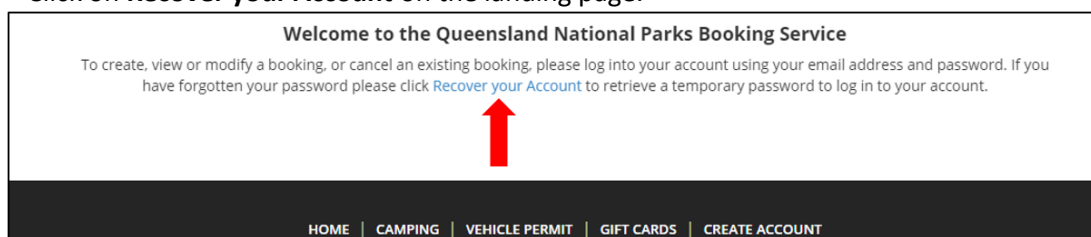


If you are unable to recall your password, please refer to the **Recover Your Account** guide below.

Forgotten your password? How to Recover your Account

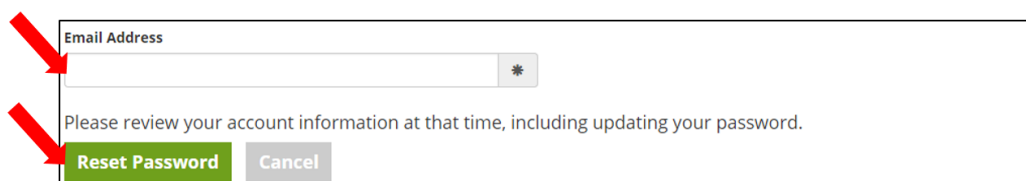
If you have an online account with a current email address,

- Go to www.qld.gov.au/camping,
- Click on **Recover your Account** on the landing page.



- Enter your email address.

- Click on the **Reset Password** button.

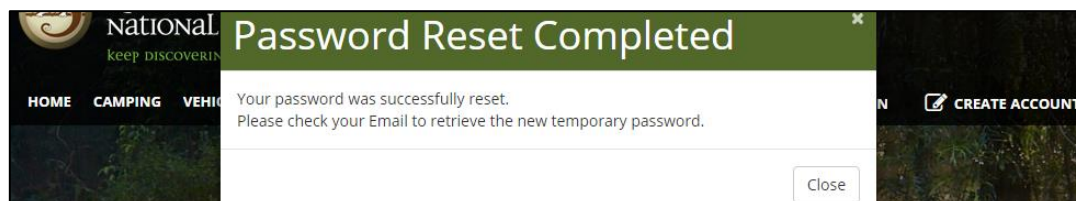


Email Address

Please review your account information at that time, including updating your password.

Reset Password Cancel

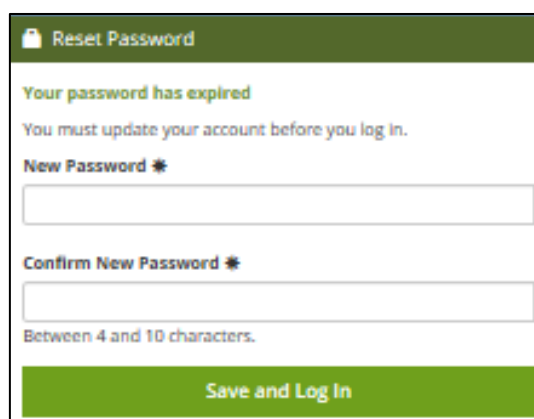
If your password reset was successful, you will see the following pop-up.



*Please Note: If there is no email address associated with your account or the email address listed is not current, the message will read **Email Address Not Found**. In this case, please contact us at gpws@des.qld.gov.au*

A temporary password will be sent to your nominated email address. If you do not receive this email, please check your spam, or junk folders in case the email has been diverted there by your internet server security.

The first time you log in using the temporary password you will be prompted to enter and confirm a new password.



Reset Password

Your password has expired
You must update your account before you log in.

New Password *

Confirm New Password *

Between 4 and 10 characters.

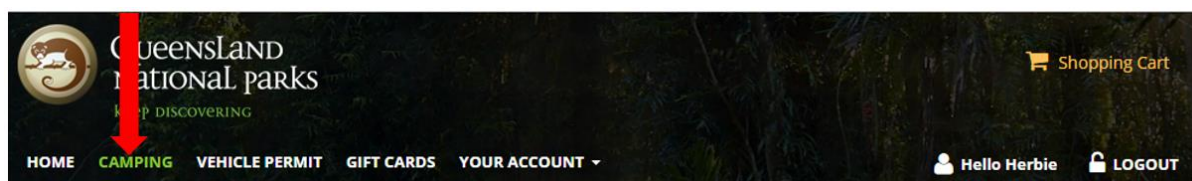
Save and Log In

Camping Bookings

Check availability

To check a camping area availability and/or make a camping booking,

- Go to www.qld.gov.au/camping.
- Click on **CAMPING** on the landing page.



There are several options to search camping availability for a desired location.

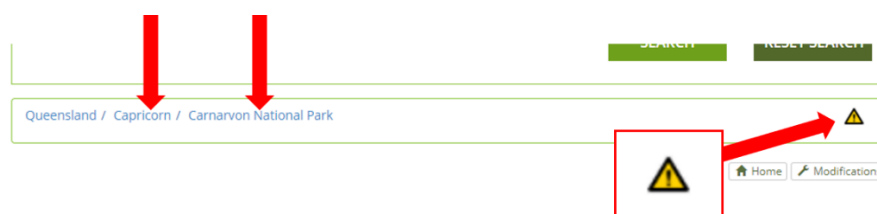
1. Either,
 - a) Select one of Queensland's thirteen Tourism Regions in the **Select a Region** field, or
 - b) Enter a park or camping area name in the **Enter Park Name** field.
2. Enter the **Stay Length (nights)** i.e. the number of nights you wish to stay.
3. Enter the **Date** you wish to commence your stay.

Please Note: Access Types or Accommodation Type fields do not need to be included as these search options are currently unavailable.

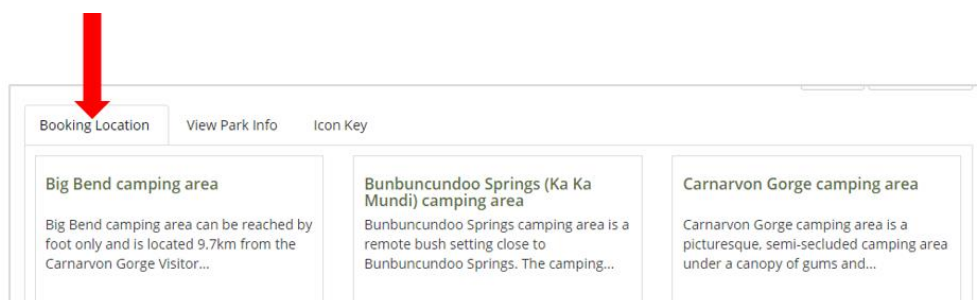
- Click on the **SEARCH** button to see the camping area information.

The camping page will now extend showing,

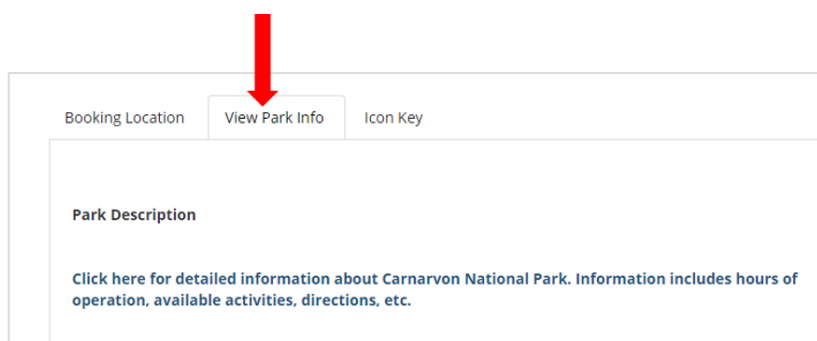
- The **Tourism region** and **park name**,



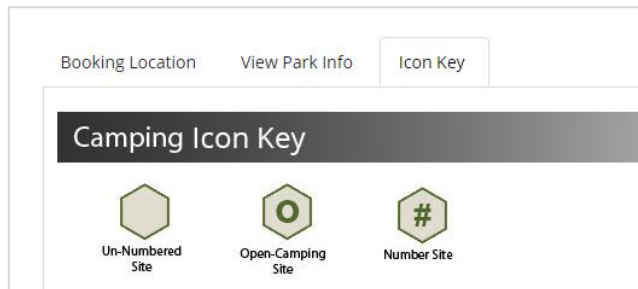
- A **Park Alert** notification associated with this park or camping area.
By clicking on this triangle, an information pop-up will open advising of any important information you need to know about this area. For example, temporary closures, fire prohibitions, prescribed burns etc.
Please Note: For all current Park Alerts, please go online to the department's website at <https://parks.des.qld.gov.au/park-alerts> for details.
- The **Booking Location** tab. This displays all the camping areas in the park or forest you have selected.



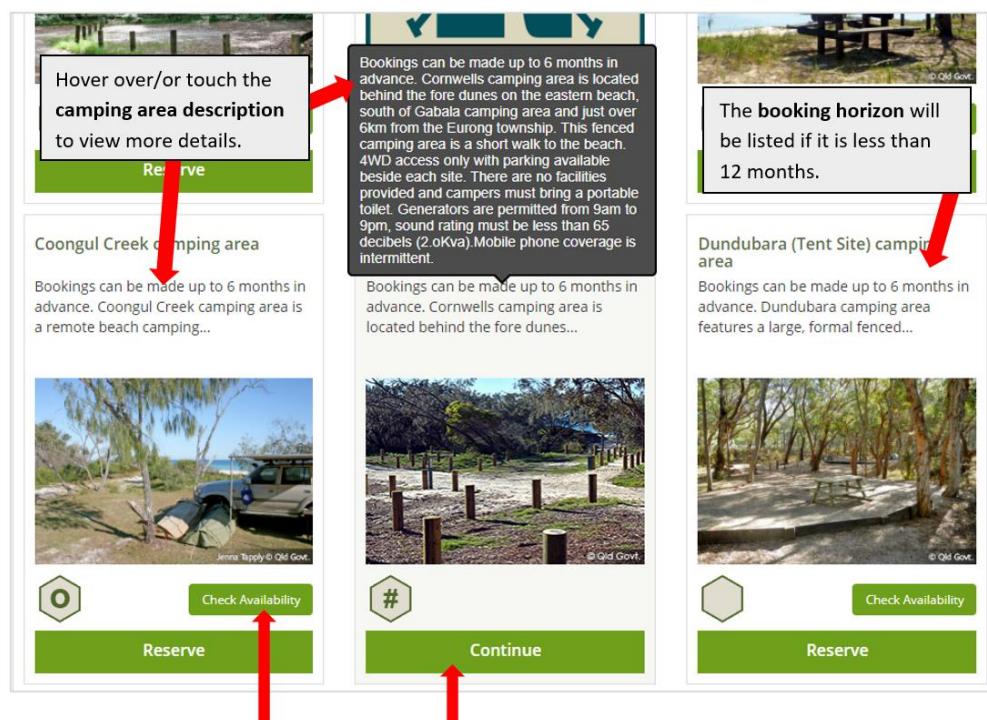
- The **View Park Info** tab. This tab provides a link to the park pages on the Department's website. Here you will find more information about the camping area and park including maps.



- The **Icon Key** tab. There are three types of QPWS camping areas - Un-numbered, Open camping or Numbered (these are defined in the Check Availability section).



Other information is also available on this page including camping area description and the booking horizon:



- Click on **Check Availability** or **Continue** to progress to the **availability calendar**. The calendar will display a two-week window on most devices however this may be reduced if you are view on a mobile device. Depending on the layout of the camping area, availability will display as one of the following.



A green dot signifies availability



An X signifies no availability



A yellow background on a green dot, indicates your selection



1. Open camping

These camping areas will be open and without defined sites.

The availability calendar will display **Maximum camping area capacity** = the total number of people that can book.

Available # of People = the number of people that can still book.

20/09/2021

1

Search

Book Site

	Mon. 20 Sep	Tue. 21 Sep	Wed. 22 Sep	Thu. 23 Sep	Fri. 24 Sep	Sat. 25 Sep	Sun. 26 Sep	Mon. 27 Sep	Tue. 28 Sep	Wed. 29 Sep	Thu. 30 Sep	Fri. 01 Oct	Sat. 02 Oct	Sun. 03 Oct
Beach camping zone 5 - Maheno and Wahba	●	●	●	●	●	●	●	●	✕	●	●	✕	●	●
Available # of People	1	38	7	4	4	4	2	12	X	3	5	X	6	8
Number of sites available	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Maximum camping area capacity	200	200	200	200	200	200	200	200	200	200	200	200	200	200

- If you are ready to proceed with your booking, click on the dates you require then click on **Book Site** to progress to the **Booking Details** page.

Please Note: If you are not already signed into your account you will be prompted to do so at this point.



2. Numbered sites

These camping areas will have defined sites that are numbered. The availability calendar will display each site and show its suitability for tent, trailer, or multi-use camping structures.

Available sites will show as a green dot

Additional information about each site can be found by clicking on the information icon

- If you are ready to proceed with your booking, click on the site and date you require, then click on **Book Site** to progress to the **Booking Details** page.



3. Un-Numbered Sites

Defined camp sites that are not numbered. You may select any available site on arrival. The availability calendar will display,

Maximum camping area capacity, the total number of sites that can be booked and

Number of sites available, the number of sites still available.

20/09/2021

1

Search

Book Site

	Mon. 20 Sep	Tue. 21 Sep	Wed. 22 Sep	Thu. 23 Sep	Fri. 24 Sep	Sat. 25 Sep	Sun. 26 Sep	Mon. 27 Sep	Tue. 28 Sep	Wed. 29 Sep	Thu. 30 Sep	Fri. 01 Oct	Sat. 02 Oct	Sun. 03 Oct
Dundubara (Tent Site) camping area	●	●	●	●	●	✕	✕	●	●	●	●	●	✕	●
Available # of People	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Number of sites available	9	3	4	1	7	X	X	2	4	3	6	1	X	5
Maximum camping area capacity	42	42	42	42	42	42	42	42	42	42	42	42	42	42

- If you are ready to proceed with your booking, click on the dates you require then click on **Book Site** to progress to the **Booking Details** page.

Make a camping booking

Once you have selected your campsite and clicked on **Book Site** you will progress to the **Booking Details** page.

On the left side of this page you will find important **Booking Information**:

Booking Information

Unit Details

Place Cooloola Recreation Area zone 2

Multi-use #M093

Use Type Nightly

Check-In 2:00 PM - 11:59 PM

Check-Out 11:00 AM

Allowed Stay 1-29 Nights

Max Occupancy 8

Max Vehicles 1

Pull-In-Type Unknown

If the number of people in your group exceeds the Maximum People Per Booking, you will be required to make another booking.

Booking Dates

The maximum number of vehicles permitted per permit.

Arrival

07/10/2021

Departure:

Special Remarks such as,

- Advice about campfires prohibitions,
- Important Wongari (dingo) information,
- Access information specific to that camping area.

July 1st - June 30th

Per Person/Night: \$6.85

Per Family/Night: \$27.40

[Click to View Camping Fees](#)

Special Remarks

Campfires prohibited. Fully self-contained cooking and heating appliances that use gas or manufactured fuel only (heat beads, briquettes) are permitted. Appliances that are not fully self-contained, such as braziers, are not permitted.

Amenities

Pets Permitted: No

If dogs are permitted on a leash or not permitted at a camping area.

Allowed Accommodation Types

Tent

Camper Trailer

Caravan

The types of camping structures permitted in this camping area.

Please Note: If your structure has wheels, you must book a multi-use or trailer site. Please do not book a tent site as you might not fit!

Number of People

Set for All Dates

	Children	Infant (0-4)
0	0	0
0	0	0
0	0	0

Extra Information

Please Note: Detailed park and camping area information can be found on the [Department's Parks and Forests pages online](#).

1. On the right side of the **Booking Information** page, you will be able to update the **Booking Dates** and **Number of People**.

Booking Information

Unit Details

Place Cooloola Recreation Area » Teewah Beach camping zone 2

Multi-use #M093

Use Type Nightly

Check-In 2:00 PM - 11:59 PM Max Occupancy 8

Check-Out 11:00 AM Max Vehicles 1

Allowed Stay 1-29 Nights Pull-In-Type Unknown

If the number of people in your group exceeds the Maximum People Per Booking, you will be required to make another booking.

Special Remarks

Campfires prohibited. Fully self-contained cooking and heating appliances that use gas or manufactured fuel only (heat beads, briquettes) are permitted. Appliances that are not fully self-contained, such as braziers, are not permitted.

Amenities

Allowed Accommodation Types

Tent

Camper Trailer

Caravan

Booking Dates

Nights

Arrival

Departure:

Fees

Classification

Regular

July 1st - June 30th

Per Person/Night:

Per Family/Night:

[Click to View Camping](#)

Number of People

[Set for All Dates](#)

Date	Adults	Children	Infant (0-4)
07/10/2021	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
08/10/2021	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
09/10/2021	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

You can change the number of nights using the drop down.

The Arrival and Date you will depart.

Enter the number of people required. If you have more than one night just populate the first day, then click the **Set for All Dates** button (if the number of people for all dates is the same)

Please Note: Only the number of people permitted will show. If you have more people in your group than this selection box will allow, you will need to split the booking across more than one permit.

2. Further below, you will be able to update the **Extra Information** fields.

Please Note: Only selections available for this camping site will show in the drop-down list. For example, if the site is only suitable for a Tent and can only be accessed by 4WD, these will be the only options displayed.

The screenshot shows a booking form with the following elements:

- Extra Information Section:**
 - Vehicles ***: A dropdown menu with '0' selected. A red arrow points to this field from a text box.
 - Accommodation Type ***: A dropdown menu with 'Please Select'.
 - Access Types ***: A dropdown menu with 'Select Access Type'.
 - Occupant Name ***: A text input field.
- Warning Message:** A red-bordered box with a warning icon and the text: "Your Booking is not guaranteed until you have provided your payment information and checked out."
- Conditions for Sale:** A button with a right-pointing arrow.
- Buttons:** At the bottom, there are two buttons: "Book Site" (green) and "Go Back" (grey).

Text Boxes:

- A box on the left says: "Enter the number of vehicles associated with your booking. Please Note: If you have more vehicles than the drop down will permit, you will need to spilt your booking across more than one permit." A red arrow points from this box to the 'Vehicles' dropdown.
- A box below it says: "If a vehicle access permit is required for this camping area, you will see this warning message." It shows a smaller version of the 'Vehicles' dropdown with '1' selected and the warning message.

3. Click on,

- **Go to Shopping Cart** to proceed to the shopping cart – refer to STEP 4; or
- **Book another site** to return to the availability calendar to booking another site at this, or another camping area; or
- **Go Back** if you have made an error and need to re-enter the information.
- **Conditions of Sale** to view the conditions of sale information.

This diagram illustrates the navigation options from the booking form:

- Three red arrows point down from the top of the form area to the buttons: "Go to Shopping Cart", "Book another site", and "Go Back".
- A red arrow points down from the "Warning" message box to the "Conditions for Sale" button.

4. If the information in the **Shopping Cart** is correct, please check the **Terms and Conditions** checkbox then click on **Go To Checkout** to proceed to the payment page.
 - To return to the availability search, click on **Continue Shopping**. If you do not wish to proceed with the booking, click on **Empty Cart**.


Shopping Cart

order within

14 Min : 43 Sec

[Home](#) / [Shopping Cart](#)

Below is a summary of your booking details. Please review the details for any errors or omissions before checking out.

<p>Note: Your Shopping Cart will expire after 15 minutes of inactivity. Once your shopping cart expires, the units you had selected will be blocked for an additional 10 minutes.</p>	
Description	
	Unit: Carnarvon National Park - Carnarvon Gorge camping area - Tent Site - Numbered 8 Stay: Sun 07/04/24 - Mon 08/04/24 (1 night) Comments: Web Bookings
	Single Person Fee (1 people x 1 night) - Sun 07/04/24 Unit Price: \$7.25 , Qty: 1 , Total: \$7.25
	<div> Sub Total : \$6.59 </div> <div> GST : \$0.66 </div> <div> Grand Total : \$7.25 </div>

☐ I have read and agree to abide by the [QPWS Terms and Conditions](#).

Go To Checkout

Empty Cart

[Continue Shopping](#)

5. On the **Secure Payment Processing** page, you can pay for your booking using the **Credit Card** or **Gift Card** options or a combination of both.
 - If you are making payment using a **Credit Card**, please enter your **Credit Card** details and billing address.
 - If you are making payment using a **Gift Card**, please enter your **Gift Card Number** and the amount you wish to use from the gift card then click on **Process**.
 - If you are making a combination payment, please complete the **Gift Card** information first.

Secure Payment Processing

order within


13 Min : 26 Sec

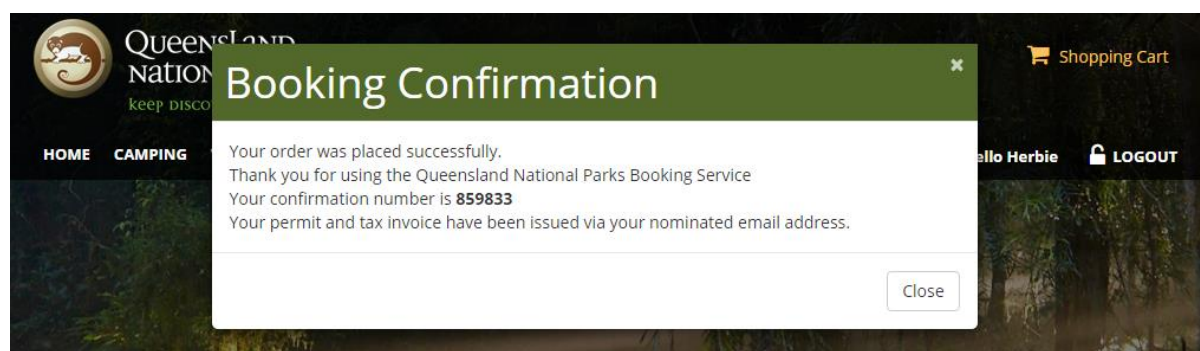
The total of your order is **\$7.25**

Pay By Gift Card

Pay By Credit Card

6. If you paid by gift card, the next screen you will see will be the booking confirmation / permit number.
7. If you paid by credit card or a combination of credit card and gift card, check the details on the next screen then click on **Make Purchase** to complete the transaction and receive your booking confirmation / permit number.

Description							
 <p>Unit: Carnarvon National Park - Carnarvon Gorge camping area - Tent Site - Numbered 8 Stay: Sun 07/04/24 - Mon 08/04/24 (1 night) Comments: Web Bookings Single Person Fee (1 people x 1 night) - Sun 07/04/24 Unit Price: \$7.25 , Qty: 1 , Total: \$7.25</p>							
<table> <tr> <td>Sub Total :</td> <td>\$6.59</td> </tr> <tr> <td>GST :</td> <td>\$0.66</td> </tr> <tr> <td>Grand Total :</td> <td>\$7.25</td> </tr> </table>		Sub Total :	\$6.59	GST :	\$0.66	Grand Total :	\$7.25
Sub Total :	\$6.59						
GST :	\$0.66						
Grand Total :	\$7.25						
<p>Please verify the below information is correct then click the Make Purchase button to submit payment. A confirmation number will be displayed once your booking has been finalised.</p> <h2>Order Ready to Confirm</h2> <p>The order is ready for you to confirm</p> <p>Total \$7.25</p> <p>Credit Card Amount \$7.25</p> <p>Credit Card Type Visa Edit Payment</p> <p>Credit Card Masked: XXXXXXXXXX7607</p> <p>Name on Card HERBIE RINGTAIL</p> <p>Address Used 1 TREE STREET , BRISBANE, QUEENSLAND 4002</p> <p>Make Purchase</p>							



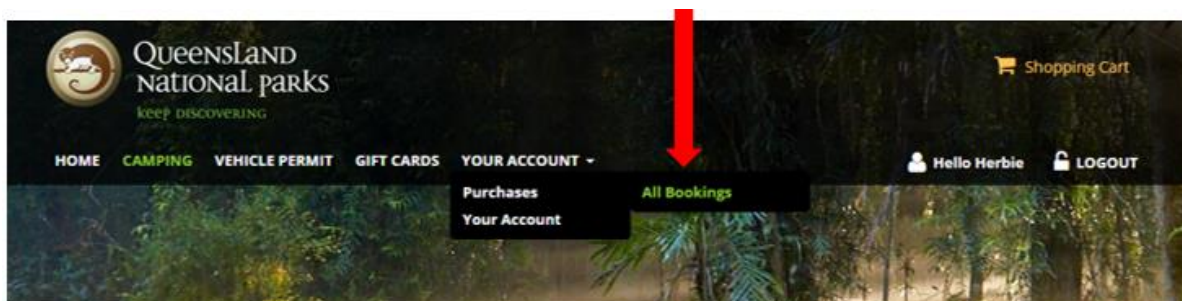
8. A Booking Confirmation email will be sent to the email address you have on your customer profile. This email will have your transaction receipt and copy of your permit(s) attached.

Modify a camping booking

Modifications can be made to your camping bookings subject to the following conditions,

- a. If you are **adding** people or days, a modification can be made at any time (subject to availability), even once the booking has commenced.
- b. If you are **reducing** the number of people or days, a modification can only be made up to **two full calendar days prior to the commencement date of the permit**. For example, if your booking is due to start on a Saturday, then the last day you would be able to modify this booking down would be midnight Wednesday.

To modify a camping booking, please select **YOUR ACCOUNT > Purchases** and click on **All Bookings** from the menu bar. Scroll down to locate the booking you wish to modify.



1. Located on the left side of the permit information you will see a list of options.
2. Click on **Modify** to proceed to the **Booking Details** page.



3. On the Booking Details page, modify any component of your booking subject to availability.

Booking Details

Booking Information

You can modify your booking by moving to another unit or by changing the dates or duration of your stay. Please choose a new unit below or change your stay on the right.

Original Booking

Bribie Island Recreation Area » Ocean Beach camping area

Unit Tent Site #TN02

Stay Tue, Oct 17, 2023 - Sun, Oct 22, 2023 (5 nights)

Use Type Nightly

Unit Details [Select New Unit](#)

Place Bribie Island Recreation Area » Ocean Beach camping area

Tent Site #TN02

Use Type Nightly

Check-In 2:00 PM - 11:59 PM Max Occupancy 6

Check-Out 11:00 AM Max Vehicles 1

Allowed Stay 1-7 Nights Pull-In-Type Not Applicable

If the number of people in your group exceeds the Maximum People Per Booking, you will be required to make another booking.

Special Remarks

Domestic animals (eg. dogs) are not permitted in the Bribie Island Recreation Area.

Booking Dates

Nights

5

Arrival

17/10/2023

Departure:

22/10/2023

Fees

Classification

Regular

July 1st - June 30th

Per Person/Night: \$7.25

Per Family/Night: \$29.00

[Click to View Camping Fees](#)

July 1st - June 30th

Per Person/Night: \$7.25

Per Family/Night: \$29.00

[Click to View Camping Fees](#)

Please Note: Depending on where the booking is for and the type of modification you are making, you may need to re-add the number of people on the booking and/or the vehicle details.

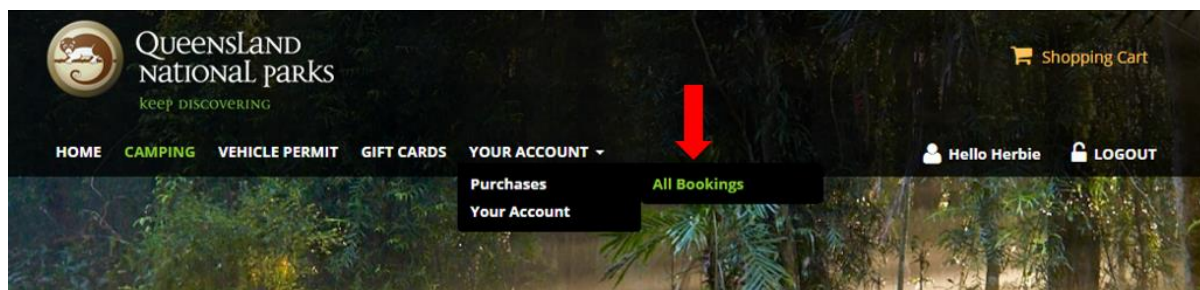
The screenshot shows a booking form with two main sections. The 'Number of People' section has a table with columns for Date, Adults, Children, and Infant (0-4). The dates listed are 17/10/2023, 18/10/2023, 19/10/2023, 20/10/2023, and 21/10/2023. For each date, the number of adults is set to 1, children to 0, and infants to 0. There is a 'Set For All Dates' button. The 'Extra Information' section includes fields for Vehicles (set to 1), Vehicle Registration #1 (anm74), Accommodation Type (Tent), Access Types (4WD), and Occupant Name.

- Once you are happy with the modification/s, click on **Book Site** to proceed to the **Shopping Cart**, and then **Check Out** to finalise the transaction.


Cancel a camping booking

The Department's [Refund Policy](#), details the **cancellation limit is two (2) calendar days prior to permit start date**. For example, if a booking is due to commence on a Saturday, the last opportunity to cancel it and receive an automatic refund is midnight the previous Wednesday.


To cancel a camping booking, please select **YOUR ACCOUNT > Purchases** and click on **All Bookings** from the menu bar. Scroll down to locate the booking you wish to cancel. In the menu options on the left side of the permit you will see either **Cancel** or **Refund**.



- If you are **eligible for an automatic refund**, click on **Cancel** and proceed to the shopping cart and check out. A refund will then be applied to the credit card used to make the original purchase.


Description	
 Cancel Modify Reprint Reprint Tag Book this Facility	Unit: Bribe Island Recreation Area - Lime Pocket camping area - Tent Site - numbered 5 Stay: Fri 11/08/23 - Sun 13/08/23 (2 nights) Comments: Web Bookings

- If you are **eligible for a refund** and your booking was made via an [Over-The-Counter Agent](#) or [QPWS office](#), click on **Cancel** and complete the refund application form. You will then be contacted by email to progress your refund.

Description	
 Cancel Modify Reprint Reprint Tag Book this Facility	Unit: Boodjamulla (Lawn Hill) National Park - Lawn Hill Gorge (Trailer) camping area - Multi-use Stay: Sun 04/06/23 - Thu 08/06/23 (4 nights) Comments: Agent Bookings

- If you are cancelling your booking inside the cancellation limit or once the booking has commenced, you will not be eligible for an automatic refund.
 - If there are extenuating circumstances as outlined in the [Refund Policy](#) a refund application can be submitted if you are able to supply supporting documentation.
 - Other extenuating circumstances may be put forward on a refund application however in most instances, a refund will not be provided.

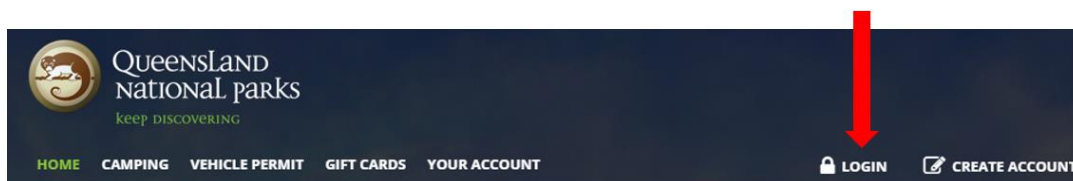
To apply for a refund in this situation, click on [Refund](#) and complete the refund application form. You will then be contacted by email to advise of the outcome of your application.

Description	
 Modify Reprint Reprint Tag Refund Book this Facility	Unit: Davies Creek National Park - Lower Davies Creek camping area (Davies Creek NP) - Tent Site Stay: Fri 31/03/23 - Mon 03/04/23 (3 nights) Comments: Web Bookings

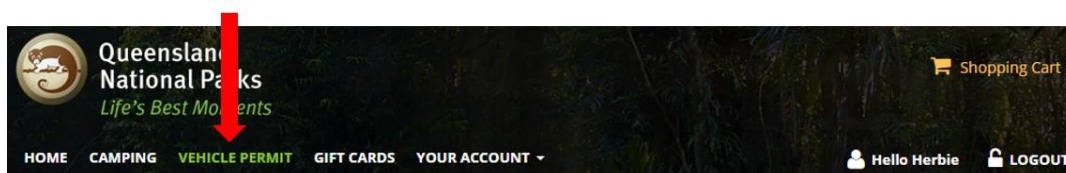
Vehicle Access Permits

Purchase a Vehicle Access Permit

Please go to www.qld.gov.au/camping and click on **LOGIN** on the landing page.



To purchase a Vehicle Access Permit, please select **VEHICLE PERMIT** from the menu bar.



1. Click on the Recreation Area you wish to visit.

1. Click on a Park from the list below

Bribie Island Vehicle Access Permit
Combined Cooloola & K'gari (Fraser) Vehicle Permit
Cooloola Vehicle Access Permit
K'gari (Fraser Island) Vehicle Access Permit

2. You will now see the durations and costs for the permits available for the park you have selected. Make your selection from this drop-down menu.

Please Note: The duration and cost of Vehicle Access Permits varies from park to park.

Select a Permit Duration

Select a Duration

3. Enter the date you require the permit to commence.

Please Note: This field will always default to 'today's date'.

3. Select a Start Date

29/03/2023

4. Enter your vehicle registration number.


4. Enter your Vehicle Registration Number

Please ensure registration number is correct

5. Enter your vehicle registration number a second time for validation.

5. Confirm your Vehicle Registration Number

6. Check the checkbox to accept the requirements listed below then click on **Add to Cart** to proceed to the Shopping Cart.



☐ I accept the below requirements for holding a vehicle access permit.

Add to Cart

Vehicle Access Permit Requirements

A vehicle access permit is required to drive on most roads in a recreation area managed by Queensland Parks and Wildlife Service.

- Access to Recreation Areas is by 4WD vehicle only.
- Trail bikes, motor bikes and 2WD vehicles are prohibited in the Bribie Recreation Area.
- Offroad motor bikes (with full road use registration) are permitted on K'gari (Fraser Island) and in the Cooloolool Recreation Area.

24hr number plate surveillance cameras are in use. Your vehicle must be registered and correctly entered on your permit **before** entering the park.

Your permit should be attached to the left side of your vehicle's windscreen. If your vehicle does not have a windscreen, your permit must be displayed in another prominent position. Write your confirmation number on the blank vehicle label available upon arrival at the park.

Driving on beaches and sand tracks on K'gari (Fraser Island), Bribie Island and Cooloolool can be challenging even for the most experienced driver. **Serious injuries and deaths** have occurred in the past due to driver inexperience and the risk involved in sand driving.

Only **high-clearance four-wheel drive vehicles** with low range capacity are recommended. However, driving such vehicles will not guarantee your safety.

Consider adjusting tyre pressures to suit conditions but keep within manufacturer's recommendations. Always reinflate your tyres before driving on harder sand or surfaces.

Towing trailers on sand significantly increases the chances of getting bogged and the risk of accidents due to reduced traffic flow.

Recovery of bogged vehicles can be costly and is your responsibility.

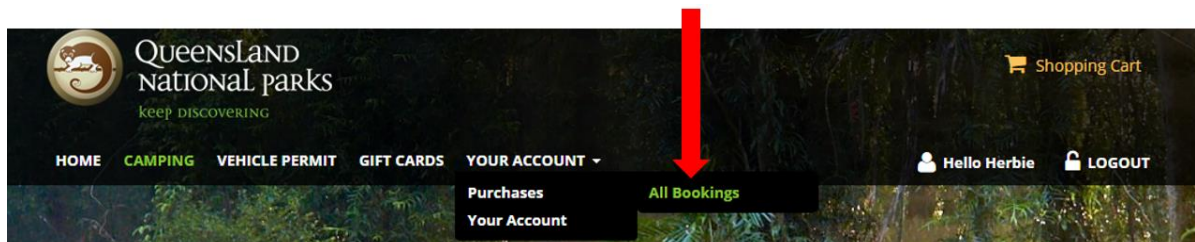
Additional Information can be found by clicking on the links below:

- [Vehicle access permit fees](#)
- [Change of name, address or registration on permit](#)
- [Minjerribah \(North Stradbroke Island\) vehicle access permit](#)
- [Mulgumpin \(Moreton Island\) vehicle access permit](#)

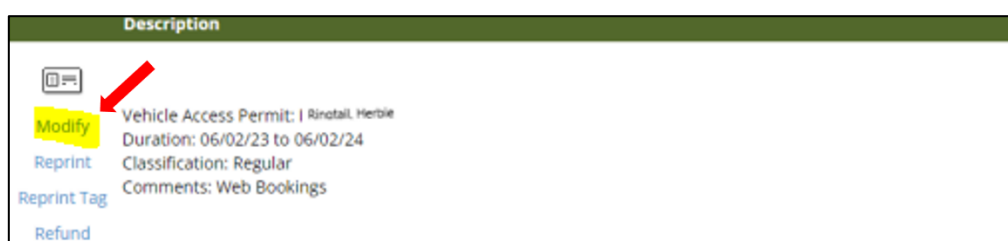
7. If the information in the **Shopping Cart** is correct, please click the **Terms and Conditions** checkbox then click on **Go To Checkout** to proceed to the payment page. To purchase another Vehicle Access Permit or camping permit, click on **Continue Shopping**. If you do not wish to proceed with the booking at this time, click on **Empty Cart**.
8. A Booking Confirmation email will be sent to the email address you have on your customer profile. This email will have your transaction receipt and copy of your permit(s) attached.

Modify a Vehicle Access Permit

To modify a vehicle access permit, please select **YOUR ACCOUNT > Purchases** and click on **All Bookings** from the menu bar. Scroll down to locate the permit you wish to modify.



1. Located on the left side of the permit information, you will see the following list of options.



2. Click on **Modify** to proceed to the **Modify Vehicle Access Permit** page. On this page you can,
 - a. **Modify the Effective Date** (start date) of your permit.

Please Note: This can only be done up to two days prior to the current start date of the permit.

The screenshot shows the 'Modify Vehicle Access Permit' page. It includes a table with permit details: Purchased On (05/02/2023), Classification Used (Regular), Effective Since (06/02/2023), Expiration Date (06/02/2024), and Permit Status (Active). There are input fields for 'Effective Date' (06/02/2023), 'License Plate Number' (1234), and 'Confirm License Plate Number' (1234). A green 'Modify' button is at the bottom. Red arrows point to the 'Effective Date' and 'License Plate Number' fields.

- b. **Modify the License Plate Number** (vehicle registration number).

Please Note: This can only be done up to and including the commencement of your permit.

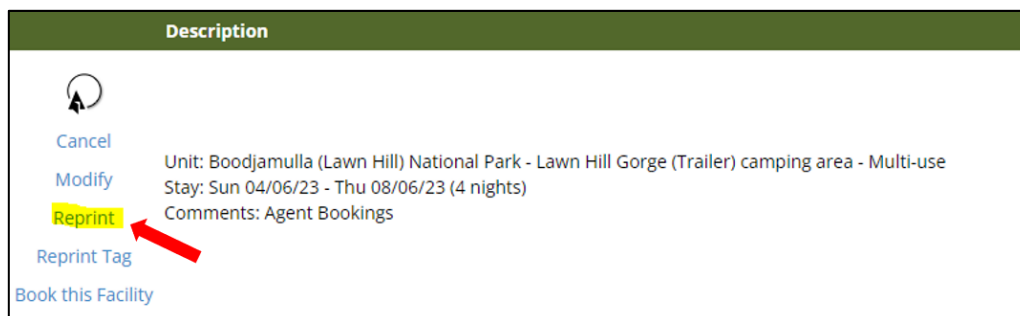
Cancel a Vehicle Access Permit

Please refer to the **Cancel a camping booking** section above.

Reprint Tax Invoice

To reprint the confirmation receipt or tax invoice, login to your account following the above instructions. Select the required booking via the **All Bookings** tab. On the left side of the permit, click on **Reprint** to open a copy of the confirmation receipt/tax invoice.

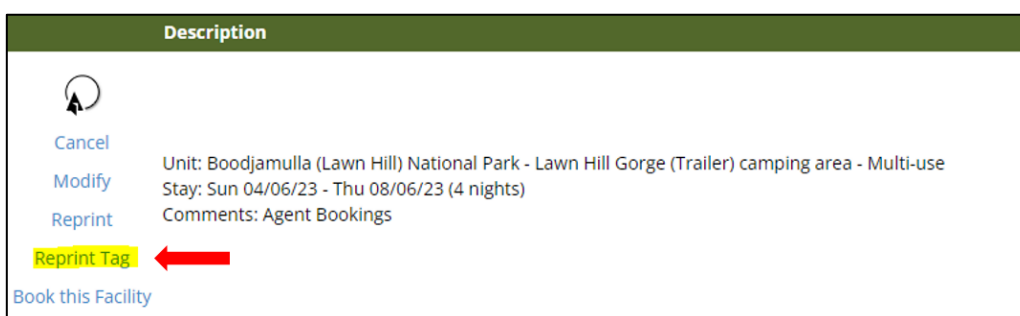
Please Note: If you do not see the print preview screen it may have been blocked by your internet settings or pop-up blocker.



Reprint Permit Tag

To reprint a permit tag, login to your account following the above instructions. Select the required booking via the **All Bookings** tab. On the left side of the permit, click on **Reprint** to open a copy of the permit tag.

Please Note: If you do not see the print preview screen it may have been blocked by your internet settings or pop-up blocker.



Contact Us

If you require further assistance with the National Parks Booking Service, please email the Online Booking Services team via email gpws@des.qld.gov.au.