

Tour Operator Information Pack

2024



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1. Welcome

Welcome – you will need to read and understand this information pack if you have an approved tour operator permit to operate in Parks and Reserves managed by the Northern Territory Government.

This tour operator information pack provides guidance on how to best promote your product and showcase our stunning parks and reserves. Your tour operator permit excludes operating in or on the Larapinta Trail, Jatbula Trail, Channel Point Coastal Reserve and Garig Gunak Barlu National Park.

2. Online Booking System

2.1. Creating an account

To create an account, go to the NT Parks Booking System website: <https://parkbookings.nt.gov.au/Web/> and click on “create account”.



At the ‘New Customer’ page, click on “register for an account”.

New Customer

Home / A new Customer Account

Create a customer account to create, view, modify or cancel a camping or multi-day walk booking in NT Parks and Reserves.

Please note: If you are an existing concessionaire or tourism operator with Parks and Wildlife Commission; an education institution; or youth group please click here to [register for an account](#).

By submitting information through this website, you agree that it is true and correct. Your personal information will be handled in accordance with our [Privacy Policy](#).

This will take you to the 'New Group' page. Select the 'Tour Operator/Concessionaire account'. The requirements will be displayed and you will be required to upload any supporting documentation and provide your current tour operator permit number.

New Group

Home / A new Customer Account

Create a customer account to create, view, modify or cancel a camping or multi-day walk booking in NT Parks and Reserves.
 Please note: If you are an existing concessionaire or tourism operator with Parks and Wildlife Commission; an education institution; or youth group please click here to [register for an account](#).
 By submitting information through this website, you agree that it is true and correct. Your personal information will be handled in accordance with our [Privacy Policy](#).

Education Group, Tour Operator/Concessionaire Group Registration Request:

Certain customers can apply for a special account that allows them to book campgrounds that are better suited to their needs. Please complete the information below if you are an existing concessionaire or tourism operator with Parks and Wildlife Commission; an education institution; or youth group. We will verify the information provided and if approved, enable your account.
 Parks and Wildlife Commission aims to complete all assessments within 5 business days.

Step 1: Select type of Account you are applying for: *

Education Group
 Tour Operator/Concessionaire

Upload your supporting documentation *

UPLOAD DOCUMENTS *

Please upload required documents listed above (supported formats: PDF, DOC)

Choose File No file chosen Remove

Add File [ADD MORE FILES](#)

Step 3: Complete Organisation information

General Information

Complete all mandatory fields and select 'Create Acct/Submit Request'. The application will be processed and you will be notified once it has been approved. Once approved you will be able to log in and make your bookings as required.

Password Settings

Password

20 Remaining Characters

Confirm Password

Your password must be 14 to 20 characters and contain upper and lower case letters and include numbers.

I would like to receive the NT Parks and Reserves newsletter

[Create Acct/Submit Request](#)

[Find a Park](#) | [Know before you go](#) | [Contact Us](#) | [Bookings FAQ](#)

Acknowledgement of Country

The Northern Territory Government respectfully acknowledges the Aboriginal people of this country and recognises their continuing connections to their lands, waters and communities. We pay our respects to the Aboriginal and Torres Strait Islander cultures, and to their leaders past, present and

3. Parks Pass for Tour Operators

Tour Operators will need to make sure all interstate and overseas guests have an NT Parks Pass from 1 November 2023. Permanent NT residents are exempt.

Interstate and international visitors can buy their Parks Pass through the online booking system or from you as the tour operator. It is a business decision on whether the cost of a Parks Pass is included in your product pricing. Ensuring customers know if the Parks Pass is included in the tour price or not the operator's responsibility. It is the customer's responsibility to purchase a pass if it is not included in tour pricing, or by some other arrangement organised by the tour operator.

3.1. Tour Operator Permits

3.1.1. Retrospective Payment

Through consultation with industry, an important consideration was for Tour Operators to have the ability to pay retrospectively.

Given the Territory Parks and Wildlife Conservation By-Laws 1984 state that a Parks Pass must be purchased prior to entering the park, the Tour Operator Permit has been amended to permit holders to enter parks without prior payment.

3.1.2. Authorising Environment

Your approved Tour Operator Permit provides the authorising environment for commercial businesses to operate on parks and reserves under the care, control and responsibility of the Commission.

Existing operators will be issued with a new permit.

3.1.2.1. Tour Operator Verification Display

Each approved Tour Operator will be provided with a Tour Operator Verification Display that is to be displayed on your vehicle/s dash, or in a place where it can be easily identified by rangers.

3.2. Purchasing Parks Passes

3.2.1. Pricing

Pricing for tour operators is outlined in the table below.

Pass Type	Adult	Child	Family
Day pass	\$ 8.00	\$ 4.00	\$ 20.00
2 week pass	\$24.00	\$12.00	\$ 60.00

3.2.2. Where do you need a Parks Pass

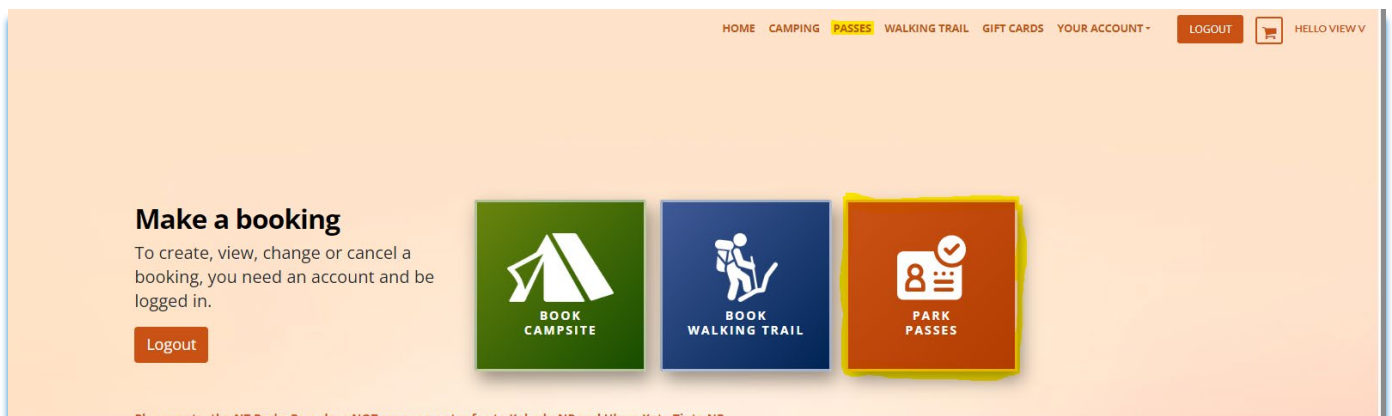
You can't use the NT parks pass to enter Kakadu and Uluru-Kata Tjuta National Parks. These parks are managed by Parks Australia under the Australian Government, so you must get a separate pass from the Parks Australia website. Go to [where you need a parks pass](#) for the full list of applicable parks.

3.2.3. Logging on

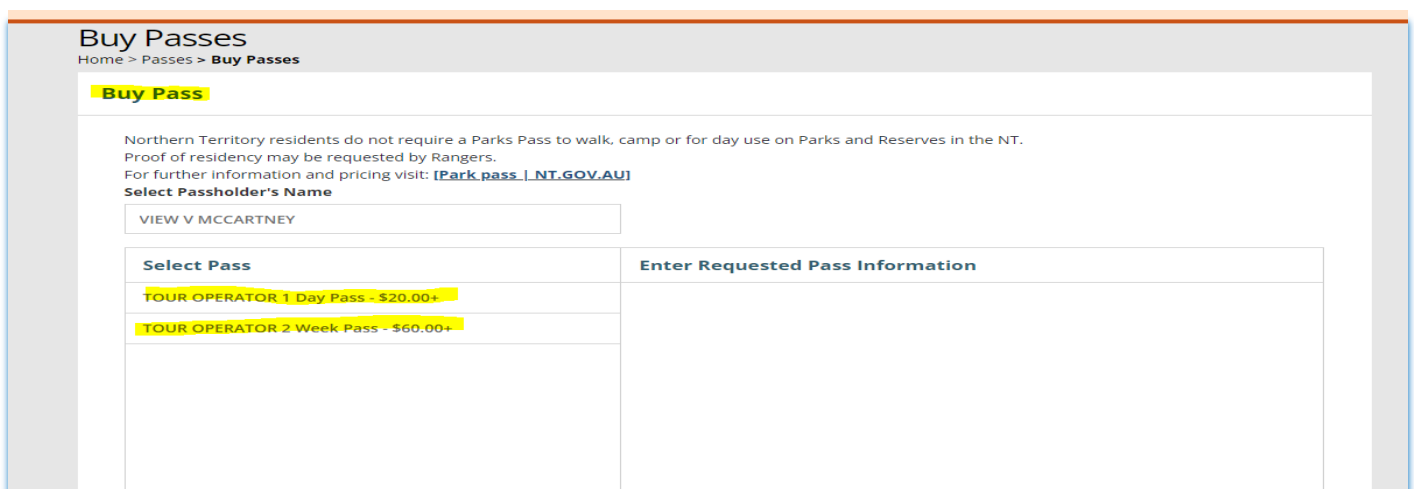
Go to the [Northern Territory Parks Booking System Homepage](#) and LOGIN.



Click on the Parks Pass ochre box or passes in the header field.



This will take you to the Buy Passes screen



From this page Tour Operators will select either the Tour Operator 1 Day Pass or the 2 Week Pass option. Pass prices are displayed at the family rate (the highest rate). This is being worked on in a future release so the adult rate will display.

When selecting the required Pass types, Tour Operators are able to select retrospective dates and the number of adults, children and families they have had on their tours during the previous month.

Buy Pass

Northern Territory residents do not require a Parks Pass to walk, camp or for day use on Parks and Reserves in the NT. Proof of residency may be requested by Rangers.
For further information and pricing visit: [\(Park pass | NT.GOV.AU\)](#)

Select Passholder's Name
VIEW V MCCARTNEY

Select Pass	Enter Requested Pass Information						
TOUR OPERATOR 1 Day Pass - \$20.00+	<p>TOUR OPERATOR 1 Day Pass - \$20.00+</p> <p>Effective Date * 02/08/2023</p> <table border="0"> <tr> <td>Adult (18+) (\$8)</td> <td>Child (5-17) (\$4)</td> <td>TO Family Rate (\$20)</td> </tr> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> </table> <p>Infant (0-4) (\$0)</p> <p style="text-align: right;">+ Add</p>	Adult (18+) (\$8)	Child (5-17) (\$4)	TO Family Rate (\$20)	0	0	0
Adult (18+) (\$8)		Child (5-17) (\$4)	TO Family Rate (\$20)				
0	0	0					
TOUR OPERATOR 2 Week Pass - \$60.00+							

Above prices are the standard rate. Any applicable customer discounts will show in the shopping cart.
 I have read and agree to abide by the terms and conditions

Add to Shopping Cart

The screen below shows adding for 12 adults and 7 children on 2 August 2023.

Enter Requested Pass Information

TOUR OPERATOR 1 Day Pass - \$20.00+

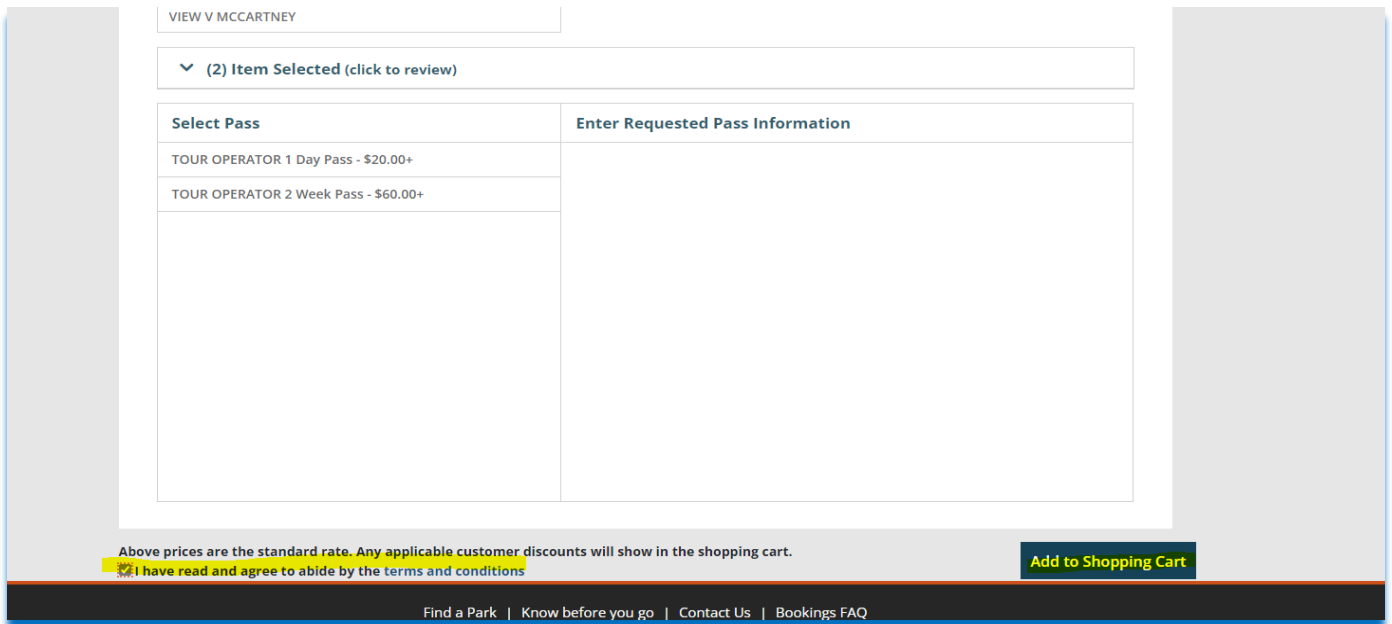
Effective Date *
02/08/2023

Adult (18+) (\$8)	Child (5-17) (\$4)	TO Family Rate (\$20)
12	7	0

Infant (0-4)
(\$0)

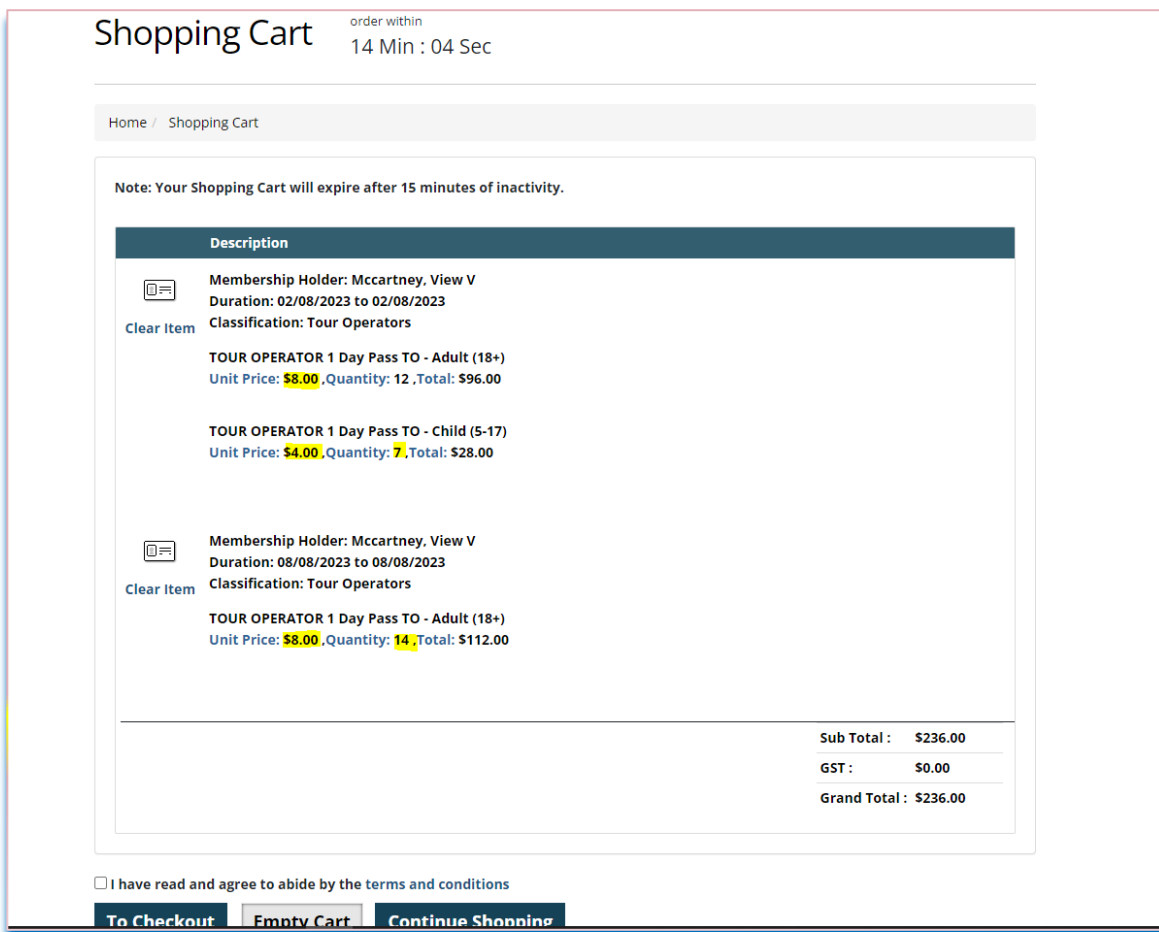
+ Add

Select add to continue adding your patron numbers for the month prior. When you have finished adding your patron numbers, select that you have read the terms and conditions and “add to shopping cart”.



Your shopping cart screen will appear with the passes you have purchased.

Review your shopping card, select that you have read the terms and conditions and go “to checkout”.



This will bring you to the secure payment processing screen. At this point it is a business decision to either pay by invoice, pay by credit card or pay by gift card (although the gift card option for industry is highly unlikely).

A screenshot of a payment selection interface. It consists of three stacked, light gray rectangular buttons, each with a small downward-pointing arrow on the right side. The buttons are labeled: "Paid By Invoice", "Pay By Gift Card", and "Pay By Credit Card".

3.3. Pay by credit card

The screenshot shows a "Pay By Credit Card" payment form. At the top, there is a header "Pay By Credit Card" with a dropdown arrow. Below this, the form is divided into two main sections:

- Enter your credit card information to make your payment.** This section contains the following fields:
 - Name on Card* (text input)
 - Card Type* (dropdown menu, currently showing "- Select -")
 - Credit Card Number* (text input)
 - Expiration Date* (two dropdown menus for "- Month -" and "- Year -")
 - Verification Code* (text input)
 - A small image of a credit card with the text "What's this?" below it.
- Next, please tell us the billing address that is on file for this credit card.** This section contains:
 - Country* (dropdown menu, currently showing "Australia")
 - Billing Address* (text input)
 - (An additional empty text input field is visible below the first one.)

Enter your credit card and billing details and select complete.

Postal Code/Zip*

0822

Complete Back

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Powered by **Recreation Dynamics**

The “order ready to confirm screen will appear. Check all details and make the purchase.

Grand Total : \$236.00

Verify you have entered the correct information then click the button below to make the payment. Please be patient and wait until you receive a response.

Order Ready to Confirm

The order is ready for you to confirm

Total **\$236.00**

Credit Card Amount **\$236.00**

Credit Card Type **MasterCard** [Edit Payment](#)

Credit Card Masked: **XXXXXXXXXXXX1111**

Name on Card **NEVA MCCARTNEY**

Address Used **145 NORTHSTAR ROAD ACACIA HILLS, ACACIA HILLS, NT 0822**

Make Purchase

This will complete the transaction.

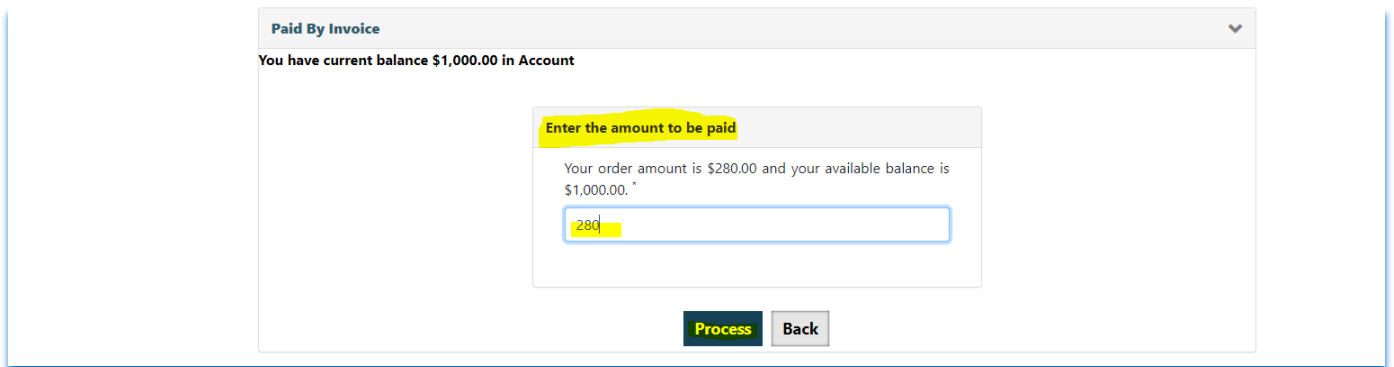
3.4. Paid by Invoice

3.4.1. Government Accounting System

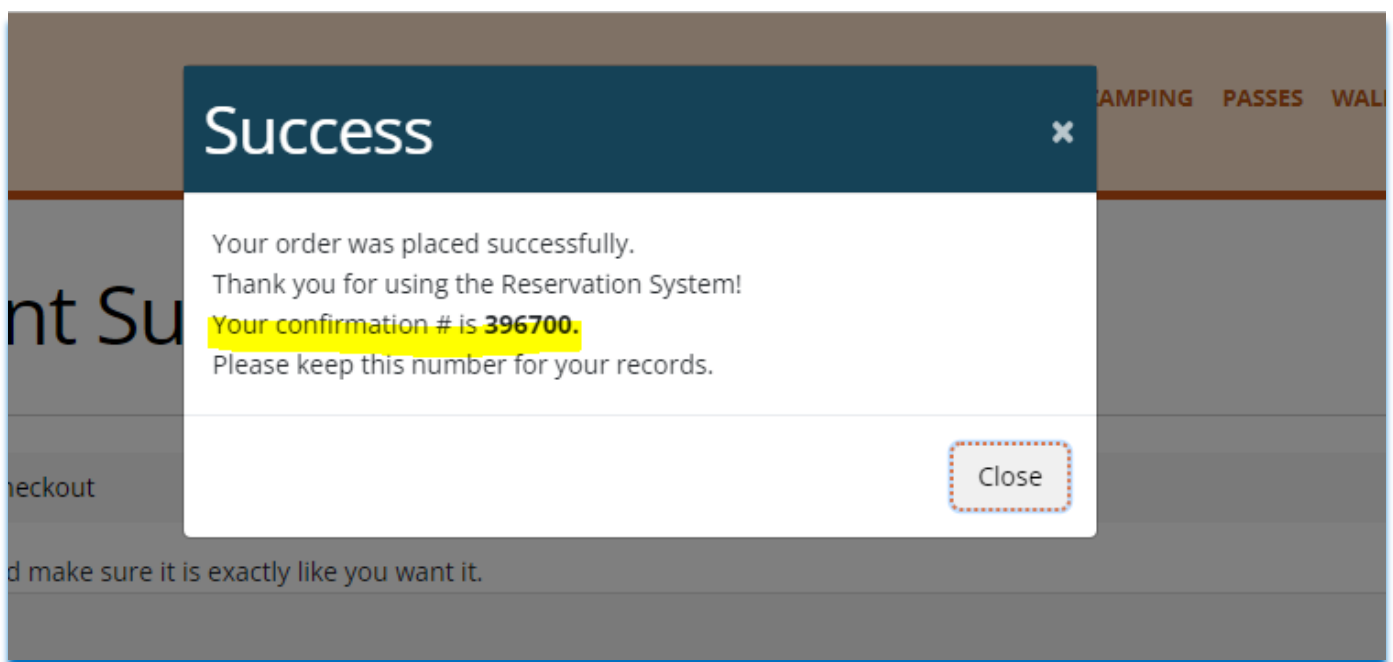
If your business chooses the on account function (paid by invoice), you will also require an account number to be created in the Government Accounting System, if you do not already have one. To apply, please fill out the customer creation form and send it to the contact at the bottom of the form. The form is included in your information pack.

3.4.2. On Account function

Follow the same process for credit card until you get to the secure payment processing screen. Select "Paid By Invoice". Enter the Parks Pass amount to be paid and select process.



A success screen will appear stating your order was placed successfully.



3.4.3. Invoice reports

With the patron numbers entered on account, monthly reports will be run from the online booking system and invoices will be created in the government accounting system and sent to you for payment.

3.4.4. Reporting and other responsibilities

Each tour company will be responsible to identify an authorised representative within the business who is accountable for entering patron figures for the the month into the online booking system, for payment on or before the 25th of each month, i.e. July patron figures will be entered into the online booking system on 25 July. Patron figures from the 25th of each month and the end of that month are to be included in the next month data input.

As a tour operator you have a number of responsibilities, including quarterly reporting of patrons on your tours for the season. You can complete your patron statistics online at the link below:

[Apply for a parks tour permit | NT.GOV.AU](#)

It is important that you complete a [patron statistics statement](#) throughout the year. This is a condition of your permit and needs to be completed:

- quarterly – no later than 5 business days after each quarter i.e. January – March statistics to be provided in April, April – June statistics to be provided in July, July – September statistics to be provided in October and October – December statistics to be provided in January, and
- after your permit has expired.

A sample of the patron statistics statements will be used to verify compliance to the data entered into the online booking system.

4. Booking Commercial Campsites

There are a number of commercial campsites which are for the sole use of tour operators. The general public will not be able to see these sites in the booking system, only registered tour operators.

As a tour operator you are responsible for making all of your own bookings through the [Parks Online Booking System](#). The customer service team is available should you require assistance on 1300 281 121.

The Commercial Campsites available to tour operators are:

Park or Reserve	Campground
Litchfield National Park	Wangi Falls (TG) Campground
Limmen National Park	Butterfly Falls (TG) Campground Butterfly Falls (TG) Campground
Judbarra / Gregory National Park	Big Horse Creek (TG) Campground
Keep River National Park	Jarnem (TG) Campground
Tjoritja / West MacDonnell National Park**	Finke River Two Mile (TG) Campground Hugh River (TG) Campground Redbank Gorge (Woodland) (TG) Campground Serpentine Chalet bush (TG) Campground Simpsons Gap (School) Campground

** Please note that the campsites listed for Tjorita / West MacDonnell National Park are **not** on the Larapinta Trail.

Camping sites must be pre-booked and paid for online. You must be able to produce your camping tag. Camping cannot be paid for on account and via invoice.

4.1. Camping pricing

A full list of all our campgrounds and their respective categories and fees can be accessed at <https://nt.gov.au/parks/camping/campgrounds>

5. Watarrka National Park safety induction

Prior to undertaking any tours within the Watarrka National Park, all tour guides who intend to operate in the park must complete the Watarrka National Park online safety induction, as part of your company's tour operator permit.

This includes employees of tour charter companies, like drivers and interpreters that may accompany tours.

The induction involves reading a handbook and sitting an online test to show you understand your safety obligations.

Teachers and parent helpers escorting school groups are strongly encouraged to read the handbook but do not have to sit the test.

The link to the safety induction is below:

[Watarrka National Park safety induction | NT.GOV.AU](#)

The online course is new and some of the main changes to the process are:

- Guides no longer need to upload a photo of themselves or a copy of photo identification (ID).
- Guides will no longer be issued a card as proof of completion.
- A downloadable certificate becomes available once the course requirements are completed. A print out or screen shot of the certificate will be proof of completion along with photo ID (ie drivers license) when guiding at Watarrka National Park.
- Guides who already have an Induction ID card issued can continue to use these as proof of completion when guiding.

6. Incident reporting

It is important that all incidents on parks are reported. You must report all incidents that affect your clients and employees.

You must also report events that could harm the environment or put people at risk.

Reports should be made within 24 hours of the incident. To make a report, contact the Permits Section of Parks and Wildlife.

Some incidents may require notification through NT Worksafe. It is your responsibility to ensure you understand what is a reportable event.

[Contact Parks and Wildlife | NT.GOV.AU](#)

7. Sub-contracting

If you are intending to have another operator or an individual not under your employment run a tour (subcontracting another driver, cook, guide etc) then you will require the written approval from Parks and Wildlife to utilise the subcontract. Please refer to condition 15.2 of your permit.

8. Assignment or Transfer of Permit

If you cease operating your business, or dispose of the whole or part of your assets, please notify Parks and Wildlife immediately. Your permit is issued specifically to you, and it is not permissible of being assigned or otherwise transferred to any other person, including another company or person.

9. Tourist Vehicle Licence – Motor Vehicle Registry

You will need to hold a commercial vehicle licence if you intend to operate a tourist vehicle for hire or reward in the Northern Territory. Please ensure you understand the requirements for a Tourist Vehicle Licence. For further information please contact the Motor Vehicle Registry directly.

10. Feedback

Parks and Wildlife are open to receive feedback, and any suggestions or solutions that you may wish to share with us. We are all passionate about keeping our beautiful parks and reserves in the best possible condition for everyone to enjoy now and in the future.

10.1. Complaints

Should you feel that other park users are not respecting the park or reserve, or they are blatantly not adhering to the park rules in a way that is disturbing other park users, please report them to a ranger on Park, or the Permits office (details below).

If you can, please provide a statement or email along with photographic evidence of the breach/vehicle (with registration details) so we can investigate further.

If you have any feedback or complaint relating to the online booking system please put your concerns in writing and email one of the following:

parks.onlinebooking@nt.gov.au
parksonline.complaints@nt.gov.au

If your feedback or complaint is regarding your permit please contact pwpermits@nt.gov.au.

10.2. Contact Details

Department of Environment, Parks and Water Security

Parks and Wildlife

Permits Unit:

p: 8999 4795 or 8999 4419

e: pwpermits@nt.gov.au

Account creation form

To receive payments, claim expenses or pay invoices from or to the Northern Territory (NT) Government, you must set up an account. The NT Government will only use the information you provide to make payments.

Fields marked with an asterisk (*) are required.

You must complete either section A OR section B then complete all remaining sections.

Section A – ABN holder to complete			
ABN*		Registered for GST?*	Yes / No
Entity name*			
Business/Payee name* (if different to entity name)			
Postal address*			
Suburb/City*		State*	
Telephone number*		Postcode*	
Email (remittance method)			
OR			
Section B – Non-ABN holders to complete			
Salutation* (Please select one)	Mr / Mrs / Miss / Ms / Master / Dr / Mx		
Given name/s*			
Surname name*			
Entity name* (if applicable)			
Postal address*			
Suburb/City*		State*	
Telephone number*		Postcode*	
Email (remittance method)*			
Section C – Preferred remittance method			
How would you like us to send your remittance? (select one)	Email (as provided in Section A or B) / Post		

Section D – Accounts administrator / primary contact			
Given name*		Surname name*	
Position title*			
Phone number*			
Email			
Section E – Bank account details			
BSB number* (branch identifier)		Account number*	
Name of financial institution*			
Branch location*			
Section F - Declaration			
<p>By signing below, I agree to the following:</p> <ul style="list-style-type: none"> I declare that I am an authorised representative of the entity or non-ABN holder outlined at section A or B. I have read and can verify that all of the details outlined above are true and correct. I authorise the NT Government to send its remittance advice via the method specified at section C. I authorise the NT Government to pay amounts owing to the bank account indicated at section E. <p>The NT Government will accept the signature of the authorised representative as conclusive evidence of that person's authority to execute this agreement on behalf of the entity or non-ABN holder. The NT Government is under no obligation to verify the authority of the undersigned authorised representative.</p> <p>The entity or non-ABN holder is responsible for the above particulars and for advising the NT Government of any changes in the abovementioned particulars within a reasonable time. Payment will be deemed to be made when the NT Government account is credited. The NT Government will not be responsible for any delays in payment or errors due to factors outside the reasonable control of the NT Government. This includes but not limited to delays or errors in the banking system.</p> <p>The entity or non-ABN holder agrees to repay the NT Government any payments credited in error. The NT Government reserves the right to offset any amount paid in error against future payments.</p>			
Name of authorised representative*			
Signature of authorised representative*		Date*	

Contact

If you have any questions or to submit your application, contact the Permits Unit by phone: 08 8999 4814 or email: pwpermits@nt.gov.au