

New Year's Eve 2019 – Frequently Asked Questions

How many nights is the event this year?

New Year's Eve is a one night camping event this year.

When is check-in and out?

Check-in is open from 9am-4pm on the 31st December and 7am-12pm on the 1st January. All guests must check out by 12pm on the 1st January.

What is the difference between Camping Packages & BYO tent sites?

- BYO packages are for the site only. Guests must bring all of their camping equipment.
- Camping packages include the site, tent and a variety of extras.

What is included in each package?

- Camping Packing inclusions are as follows:

	Camping Package (Woolwich View)	Deluxe Package (Woolwich View)	Deluxe Package (City View)	Deluxe Waterfront Package (Woolwich View)	Deluxe Waterfront Two Bedroom Package (Woolwich View)
Dome tent	2.4m x 2.4m tent	2.4m x 2.4m tent	2.4m x 2.4m tent	3m x 3m tent	Two 3m x 3m tents with covered communal area
Bedding	Two sleeping mats	Two raised single beds	Two raised single beds	Two raised single beds	Four raised single beds
Seating	Two camping chairs	Two camping chairs	Two camping chairs	Two sun lounges	Four sun lounges
Linen, quilts, pillows, towels	No	Yes	Yes	Yes	Yes
Esky and lantern	No	No	No	Yes	Yes
Side table	No	Yes	No	Yes	Yes
Toiletries	No	Yes	Yes	Yes	Yes
Max number of guests	3 Adults or 2 adults and 2 small children	2 people	2 people	2 people*	4 people*
Price	\$700	\$800	\$950	\$1,100	\$2,200

* Note: The Deluxe Waterfront Package (Woolwich View) can accommodate up to 1 additional person and the Deluxe Waterfront Two Bedroom Package (Woolwich View) can accommodate up to 2 additional people. We will provide additional guests with sleeping mats, pillows and towels; however, they must supply their own sleeping bags.

BYO TENT (SITE ONLY) OPTIONS

	Site for 4 people (Waterfront, City View)	Site for 6 people (Waterfront, City View)	Site for 4 people (City View)	Site for 6 people (City View)	Site for 4 people (Slipway Precinct)	Site for 6 people (Slipway Precinct)	Site for 6 people (Memorial Park)
Price	\$835	\$1,250	\$465	\$700	\$400	\$700	\$700

Note: Each BYO tent (site only) option includes an unpowered 4m x 4m site. Ticketholders are required to supply their own tent.

How many people can camp on my site?

Each site has a maximum capacity, as per the allocation of general admission tickets. You cannot exceed this maximum, or guests will be denied entry.

Why do I have a campsite ticket and general admission tickets?

This year you will have a campsite ticket that is used to check in to your site. When you purchase your campsite ticket it will generate general admission tickets based on the **maximum** capacity of the site. Please allocate them to each person's name and distribute tickets to the people camping on the site.

Does everyone need a general admission ticket?

Yes, everyone camping under the campsite ticket you purchased is required to have a general admission ticket to enter the island. If they do not have a general admission ticket they will be denied entry.

Why do I have to enter a name in every general admission ticket box?

Every box needs to be filled to proceed to payment. If you are not using all general admission tickets please enter a letter or the same person's name in the unused ticket boxes. You can change this later through your Outix account.

Primary name on the camping pass

The person's name attached to the camping pass is the **only** person who can check-in to the site.

Can I change names on my tickets?

Yes, you can change this name by logging into your Outix account.

How do I get to Cockatoo Island?

You can purchase a parking and shuttle voucher at the time of booking. This entitles up to 6 people in one car to park at our Horse Paddock parking area in Woolwich. It also includes a return shuttle from Woolwich to and from the island. This shuttle will run from 7am-3pm on 31st December and 7am-12pm on the 1st January.

Catching a public ferry is the easiest way to get to and from Cockatoo Island. The F3 and F8 services operate to Cockatoo Island daily, departing from Circular Quay, Darling Harbour and Barangaroo as well as from wharves along Parramatta River. For further information, including timetables, visit the Transport NSW website.

What will I be able to do on the Island?

There will be a program of tours, music, activities and a children's zone on the 31st January. This program will be released closer to the event date. All activities will be free of charge for guests.

Can I buy food and drink?

Yes, there will be food and drink for purchase at a variety of outlets around the island. There will also be outlets selling alcohol up until 1am on the 31st December. Guests are prohibited from bringing their own alcohol onto the island.

Is there a security point/bag check?

Yes, our rangers and security officers will undertake bag checks as visitors arrive at Cockatoo Island, and will confiscate prohibited items, including alcohol, portable BBQs and skateboards. Visitors will be asked to surrender any alcohol prior to a bag check. Any item surrendered will be placed in our security office and can be collected by the owner upon their departure. Visitors who fail to surrender prohibited items, which are then discovered during a bag check, can be fined up to \$340. Visitors who decline a bag check will be asked to leave the island on the next ferry.

What can't I bring/do on the Island?

Do not fish, skateboard and roller-blade; do not bring pets (except guide dogs) onto the island; do not smoke within buildings or within five metres of a café; do not litter or dump rubbish; do not erect gazebos, shade structures or marquees (without a permit); do not operate remote-controlled vehicles (including drones); do not play amplified music (without a permit) or create excessive noise; do not undertake commercial activities (without a permit); do not hold private functions (without a permit); do not use open flame equipment; do not bring cooking gas; and do not climb cliffs or on historical structures.

Are there showers and toilets?

Yes, there will be toilet and shower blocks in the City View, Woolwich View & Slipway Precinct campgrounds.

Is power available to campers?

Pre-erected tents and BYO tent sites are unpowered; however, power is available to accommodation guests in the communal kitchen, shower facilities and locker facilities.

What amenities are available?

All campers have access to hot showers, toilets and a communal kitchen featuring fridges, microwaves and a boiling water system. Campers are prohibited from bringing personal cooktops, gas or charcoal BBQs.

Are there laundry facilities?

The campground laundry facilities, near the slipway, are available for use during office hours of 9am to 4pm. To use these facilities, head to the accommodation counter at the Visitor Centre. Each washing load is \$4 and detergent satchels are also available for purchase.

Harbour Trust



Are there lockers on the island?

Gold coin operated lockers are located in the Muster Station (near the Visitor Centre) for use by day visitors and campground guests seeking to store their luggage, prior to check-in and following check-out. Each locker contains power outlets for charging devices.

- Small lockers (20cm x 20cm x 40cm) are available \$2 for eight hours or \$4 for 24 hours.
- Medium lockers (30cm x 40cm x 60cm) are available for \$4 for eight hours or \$8 for 24 hours.
- Large lockers (55cm x 60cm x 90cm) are available for \$8 for eight hours or \$12 for 24 hours.

Can I bring my pet to Cockatoo Island?

All animals aside from guide dogs are not allowed on the island.

If you have a query that hasn't been answered here please contact the Cockatoo Island accommodation team on: (02) 8969 2111 or stay@cockatooisland.gov.au.

Harbour Trust

