



# NEW SOUTH WALES BUSHFIRES

## Information for Tourists and Visitors

Many areas of New South Wales remain unaffected by the bushfires at this time and are welcoming visitors.

All travellers visiting New South Wales are encouraged to seek the most up-to-date information for their planned itinerary prior to departure and keep informed about changing conditions.

People with accommodation or tour bookings over the next few weeks should contact their travel agent, accommodation host and/or tour company to confirm if the business is open and still welcoming guests.

Accredited Visitor Information Centres are also a good source of information on local conditions. [visitnsw.com](http://visitnsw.com)

### Travel alert – staying safe

Bushfires continue to impact some areas of New South Wales.

Prior to and while travelling, make sure your mobile phone has a fully charged battery and that you are informed of the Fire Danger Rating and any fires in close proximity to your destination. [rfs.nsw.gov.au](http://rfs.nsw.gov.au)

Check your destination and route before you depart and stay informed with ABC Local Radio while travelling.

You may encounter delays travelling in some areas. Stay up to date on road closures at [livetraffic.com](http://livetraffic.com)

If you are planning to visit a national park, NSW National Parks and Wildlife Service website provides fire alerts and park closure advice for all national parks in NSW. The advice is updated regularly. [nationalparks.nsw.gov.au](http://nationalparks.nsw.gov.au)

Check in with family and friends to reassure them that you are safe.

In the event of an emergency, dial 000 for Police, Fire and Rescue and Ambulance.

### Supporting tourism businesses

It is important to continue supporting tourism businesses during this difficult time. The best way to support the tourism industry is to keep visiting, if it is safe to do so.

If you cannot travel to an affected area due to bushfires, one of the many ways to help includes delaying or rescheduling instead of cancelling a planned trip.

### Cancellations and refunds

If you need to postpone or cancel your trip due to the bushfires, you may be entitled to a partial or full refund.

Each situation is different so in the first instance you should speak to the accommodation, tour company or service provider to make alternative arrangements. Check the cancellation policy supplied at the time of booking.

As per the Australian Consumer Law's Travel and Accommodation Guide, the operator and yourself may be released from the contract in an emergency if:

- the accommodation (or business) has been destroyed
- access roads have been closed
- the authorities have advised that the area is not safe to enter
- other circumstances occur in which you are required to leave an area, or are prevented from entering.

In these instances, you may be able to:



- request a full refund
- seek reimbursement for the difference between the value of the services provided compared to the price paid.

It is important to note that businesses may also be entitled to retain any reasonable expenses incurred before you cancelled your booking/trip due to the current emergency.

Consumers are not entitled to a refund due to poor or less-than-ideal weather as this would be unlikely to prevent the booking from going ahead.

If you are unable to resolve the matter with the business, you can contact NSW Fair Trading for help on 13 32 20.

More information on your entitlements is available from NSW Fair Trading website: [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

### **Travel insurance**

If you have to cancel your trip, and you have travel insurance, you should contact your travel insurance provider as soon as possible. If you booked using your credit card, you should check whether the card automatically offers travel insurance and the terms and conditions of the insurance provided.

### **Misinformation**

Consumers should beware of false information circulating about bushfire relief and to only access information directly from Government and official websites and sources.

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Information provided by Destination NSW is a guide only and is prepared in good faith. Destination NSW has sought to ensure that the information is true and correct at the time of publication.

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