

# Frequently Asked Questions

## The Vehicles: Tell me about the truck?

### Zeus – Isuzu NPS300 15-Seater + Trailer



Our tour truck 'Zeus' is a very noble steed indeed! He seats 15 passengers and tows a neat camp trailer which has a fridge for your drinks and stores our camping gear, luggage and is our kitchen! Our truck is fitted with a mini-bookshelf full of field guides and historical books! He is a slightly older model Isuzu, but is renowned with mechanics for being one of THE most reliable of its' kind. I have lived and worked in remote locations and Cape York all my life and I place high importance on perfect maintenance before a trip – Zeus might be one of the best running vehicles in the Cape!

**Aircon?** Of course! Zeus' aircon is phenomenal. In fact, at times clients ask us to turn it down. You've absolutely gotta have a good A/C in Cape York, and our 'aircon guy' does checkups very often to keep it in top performance.

**Storage on board?** There is VERY limited storage on board the truck, so we suggest only taking the very smallest of bags on board the truck. See our 'Luggage' section for more info.

**Charging?** There are 8 USB charging ports in the front section of the passenger module, and more in the trailer and rear truck compartments.

### Herc (aka Freddy Hercules) – MAN 14 Series 19-Seater



Herc is the latest addition to the Cockatours fleet! He is a vehicle from another tour company and was maintained exceptionally. This MAN truck is renowned to be more comfortable than other large trucks of its kind due to its longer suspension. Herc has a huge viewing port through the front cab and a television in the rear cab.

**Aircon?** Herc is fitted with an exceptionally powerful and reliable Thermo King AC system and is bound to be plenty chilly on the inside!

**Storage on board?** There is VERY limited storage on board the truck, so we suggest only taking the very smallest of bags on board the truck. See our 'Luggage' section for more info.

The rear compartment of the truck stores all our camping, food and luggage.

**Charging?** There are 10 USB charging ports in the front section of the passenger module.

## **Fitness Level; Do I need to be fit to come on the trip?**

### **Cape York Walks**

To make the most of your Cape York trip, a moderate level of fitness is encouraged. 99% of our clients of the years have made it to the tip, including a couple very inspirational people with mobility issues. Throughout the trip we will be hopping in and out of the bus to check out places and walking short distances; but nothing too extreme. Walking sticks may be handy so feel free to bring one along. No walk is compulsory, but you're on tour so you may as well do it right?! We do however, encourage everyone to make it to the Tip! The most difficult walks/treks are:

**To the Tip (1.5km loop)** where you have 2 options:

Option 1: easier beach front walk with a rocky ending at the Tip. This is the easy and short walk for those who struggle with incline. Note: This walk depends on tide, it is usually low when we get there but best to hurry back before tide rises.

Option 2: harder walk over rocky headland with incline. Is possible to do if you take your time. Recommended if you want to take photographs; you get the whole view from up top. Takes longer than beach front, 15 – 20 minute walk. We recommend at least going this way on the way to the tip, just for the view and the moment of descending to the tip.

**Split Rock (1km loop)**: is a self-guided Medium Level Hike, 1km round trip . It starts with a moderately steep incline up some rocky stairs with a hand rail, before reaching a plateau. Feel free to bring along a walking stick for extra help. You do not have to do this walk if you do not feel comfortable.

### **Gulf Savannah Walks**

The Gulf Savannah walks are substantially more active walks than those on Cape York tours. We highly recommend clients prepare while you're still at home, to make it the most enjoyable tour as possible. If you're uncertain about these walks, if you can get daily walks in at home before the tour, you should be fine to make most of the stunning walks on the tour!

#### **Wangi Falls**

Moderate, 1.6km return. Start at Wangi plunge pool. The walk takes you to a viewing platform at the base of the falls, through a monsoon forest and up stairs to the escarpment. Swimming is not allowed above the falls.

#### **Kakadu: Burrungkuy (Nourlangie) Rock, Nanguluwurr art site walk**

Easy-moderate, 3.4km return on mostly paved path. Nanguluwurr art site walk is a peaceful walk through woodlands, leading to a cool, quiet Indigenous rock art site.

#### **Kakadu: Injalak Hill**

Moderate, 2km return. Walking time is approximately 2.5–3 hours. Most of the tour is in shade. Tour includes panoramic views across the flood plains and to Arnhem Land escarpment. Injalak Hill is home to numerous rock art shelters that have been home to Kunwinjku people since time immemorial. Climbing the hill can be slightly strenuous, as well as maneuvering between some of the rocks but it is taken at a pace that would suit even the most casual of hiker.

#### **Kakadu: Ubirr Rock**

Easy-moderate, 1km return. A 1 km circular track takes you past the rock art sites before a steep 250 m climb to a rocky lookout with 360-degree views of Arnhem Land and the Nadab floodplain. The walk passes several breathtaking Aboriginal art sites and leads up to a stunning lookout over the Nadab floodplain.

#### **Kakadu: Maguk Falls**

Moderate, 2.5km return, 1.5 hrs each way. Hike through monsoon forest and along a sandy and rocky creek to a small waterfall and large, clear plunge pool.

#### **Kakadu: Gunlom Falls**

Moderate-difficult, 1km return. Climb up to the Gunlom Falls plunge pool – an unforgettable natural infinity pool with views for miles across Kakadu. After a short, steep climb up the escarpment, you'll be rewarded with a great view of the southern hill and ridges. Another 100 metres along the track brings you to a series of rock pools and a small waterfall.

#### **Leliyn (Edith) Falls**

A moderate-difficult walk. 2.6km loop, with a steep climb in first 500m.

#### **Butterfly Falls**

An easy 200m return walk.

### **Southern Lost City**

A moderate-difficult bush walk. 2.5km loop, 1.5 hrs. The track can be rough in sections with some climbing around rocks required.

### **Boodjamulla NP Walks**

Moderate to Difficult walks. A variety of walks from Grade 2-4 (easy-difficult). Some walks 2.6 - 3.7km loops with steep sections. **A good fitness level is recommended to enjoy this amazing park.**

### **Riversleigh Fossil Site #4**

Moderate, 800m return. A steep but fascinating trail through an ancient landscape to the top of a limestone outcrop.

### **Undara: Bluff Walk**

Easy, 1.5 km return. The Bluff Walk starts at reception and climbs the small granite knoll SW of the Lodge, take the left fork at the Atkinson's Lookout Track intersection. Climb through a gentle gully and approach the summit from the west. From the summit you have magnificent views over the wooded lava plains to many of the region's volcanoes.

### **Undara: Lava Tubes Experience**

Moderate, 2hr return. Some boardwalks and stairs, but also expect uneven surfaces and climbing over rocks.

## **Booking flights; When should I book my arrival & return flights?**

In case of flight/transport delays, it is highly recommended to book flights/transport to arrive in Cairns (or Darwin) at least **the day before we depart**. This will give you enough time to get to the pick-up locations in case of any delays. In case of any unexpected situations which may occur on our way home (e.g. break downs, re-routes due to road conditions), it is highly recommended to book flights/transport to depart Cairns (or Darwin) at least **the day after** we return home. This will give you enough time to catch your transport home in case of any delays on trip.

## **Departure and Arrival; What time will we depart and arrive home?**

Departure times will be confirmed in the week before departure. Approximate departure times are above, but are between 6-730 depending on tour. Ensure you have your mobile with you as we will be in touch.

Arrival home depends on how we are going with time on the day. Usually, we will arrive home mid-late afternoon, often between 4-6pm. Please do NOT book to fly out on the last day of tour in case of roadworks or other time delays.

## **Accommodation; Where is the best place to stay?**

As of 2023, we have removed our recommended hotel listings as it was creating a significant amount of confusion for travelers and many places were booked out. We encourage you to check reviews on accommodation in Cairns and choose something that suits you. Please keep in mind the walking distance to the pickup locations.

We can recommend a couple of caravan parks however.

### **Caravan Parks Cairns**

First City Caravillas; Kelly Street, Earlville, QLD 4870. [www.caravilla.com.au](http://www.caravilla.com.au) | (07) 40 541 403

### **Caravan Parks Darwin**

Hidden Valley Holiday Park; 25 Hidden Valley Rd, Berrimah NT 0828. (08) 8984 2888

- A good caravan park about 15 minutes drive from Darwin (if you don't want to be right in the city)



## Luggage; Do I have a luggage limit?

Please keep in mind that we will be sharing luggage space with 16-21 people along with all our equipment including mattresses, sleeping bags, chairs, fridges, tents. We only have LIMITED SPACE for luggage.

### Please follow these guidelines for your baggage:

- You may bring:
  - o one small/medium size luggage bag (stowed in luggage compartment)
  - o one small bag/pack (must be stowed at your feet)
- Bags must be soft bags without wheels or frames. Bags with wheels and frames do not fit well on the shelves and often take up the space of 2 bags
  - o **Strictly** no suitcases, frame/wheel bags or hiking backpacks
- Bring your own bag, even if you are a couple
- Please restrict your luggage as much as possible and bring only the essentials (see our packing list)
- If you bring bags that are excessive, you may be asked to repack your gear into a bag provided at pick up
- Weight is not as important, but please be sensible.
- **Approximate** dimensions
  - o Length: 45cm-60cm,
  - o Width: 20cm-35cm,
  - o Height: 20cm-35cm



## Pick Up; Where do we get picked up and dropped off?

You must confirm your pick-up location with us by email **AS SOON** as you book your accommodation. A few days before the tour begins, we will confirm specific pick-up times with you, starting early. Please be waiting 5-10 minutes prior to your pickup time. Please be at one of the following locations:

- **Times will be confirmed the week before your tour**

### Cape York Tours (Cairns)

- 730 AM: First City Caravillas: Kelly Street, Cairns, QLD 4870
- 750 AM: Munro Martin Parklands, Main Entrance (wait at Bus Zone on Florence St)
- 800 AM: Cairns Sheridan Hotel, 295 Sheridan St. Wait at Bus Stop on **SHERIDAN ST**
- 820 AM: Cairns Beaches Storage, Mac Peak Crescent, QLD 4870. **ONLY for CAPE YORK TOURS**

### Gulf Savannah Tours (Cairns)

- 630 AM: Cairns Sheridan Hotel, 295 Sheridan St. Wait at Bus Stop on **SHERIDAN ST**
- 640 AM: Munro Martin Parklands, Main Entrance (wait at Bus Zone on Florence St)
- 655 AM: First City Caravillas (wait on Kelly Street)

### Gulf Savannah Tours (Darwin)

- 0600 AM: Frontier Darwin Hotel, Front Foyer
- 0620 AM: Palms City Resort, Front Foyer (Esplanade)
- 0640 AM: Rydges Darwin Central, Shadforth Lane Entrance

It will be easiest for you to stay at accommodation near these locations. Munro Martin Parklands (Cairns) is a good pickup point for those wanting to stay closer to the city centre. Please note that we DON'T pick up at locations South of Earlville for Cape York tours, or North of Cairns North for Gulf Savannah tours, so please be prepared to catch a taxi to a pickup point if you do choose something in this area.

**Please do not ask to be picked up or dropped off at your hotel.** We simply cannot do this for every different person and tour, as we would have to physically inspect each individual hotel to see if our trucks can pull over safely.

## Vehicle; Where can I leave my vehicle?

**Cairns:** There are a number of caravan parks located in Cairns. Please consider our pick-up locations as you will need to meet us here for departure.

### Our Recommendation for Cape York Tours:

Note: if you book one of these for a Gulf Savannah tour you will need to meet us at a pick up point in the city.

### **Cairns Beaches Storage:**

- Open Air for under 9m: \$165/month
- Open Air for 9 – 15m: \$300/month
- Small Under Cover: \$250/month
- Large Under Cover: \$330/month
- *Rates current at 24<sup>th</sup> October, 2022.*

Located at Smithfield, north of Cairns. Mac Peak Crescent, Smithfield, QLD 4878. (07) 40 578 274

\*in 2019 they have changed their minimum term to 1-month, however a 2-week stay will just attract the 1-month rate. PLEASE note the pick-up for this location is Mac Peak Crescent and not Maisel Close (where their office is).

**First City Caravillas:** \$15-20/night for car and caravan (if you stayed there). Pickup is OK from here for both tours.

### Our Recommendation for Gulf Savannah Tours:

Note: if you book one of these for a Cape York tour you will need to meet us at a pick up point in the city.

### **National Storage Edmonton.**

Both open air and garage spaces. Keyless entry with a code. Spaces do book out and prices can change. An estimate for uncovered is: 3m x 6m: \$180/month or \$42/week, 3m x 8m: \$220/month, 3m x 10m: \$280/month. 55 Hargreaves St, Edmonton, QLD, 4869. (07) 4045 4611

**First City Caravillas:** \$15-20/night for car and caravan (if you stayed there). Pickup is OK from here for both tours.

## Alcohol Restrictions; Are there some places we cannot take alcohol?

Alcohol Restrictions are in place for some Aboriginal Communities in Cape York. We will be affected once we hit the Northern Peninsula Area (Includes Bamaga, Injinoo, New Mapoon, Seisia and Umagico) where there is a limit we can carry on board. In 2021 we obtained an exemption from Liquor Licensing, which now allows us to have the below amount per person, rather than per vehicle.

The maximum amount of alcohol a person can have in the restricted area is:

**2 litres of wine (unfortified) and 11.25 litres (1 carton of 30 x 375ml cans) of any strength beer**

OR

**2 litres of wine (unfortified) and 9 litres (1 carton of 24 x 375ml cans) of premixed spirits of up to 5.5% alcohol/volume.**

This amount is per person on foot, or per vehicle, boat or aircraft regardless of the number of people in it. However, the Loyalty Beach, New Mapoon and Seisia Camping Grounds are designated wet areas. Registered guests of these camping grounds are permitted to drink alcohol in accordance with the carriage limit.

Bottled spirits are banned in the NPA and must be consumed before entry.

We hope that everyone respects the rules as we are responsible for what is carried on board. We could be fined up to \$45,000.

On some tours in the Gulf Savannah, we may pass through town 'bona fide', meaning we can pass through town with alcohol on board without issue. There are some communities that are still 'dry' and we won't be able to enter, however this shouldn't impact the tour.

## What is the sleeping gear like?

We are very particular about a few things that make a trip comfortable; good food and sleeping gear are two of those. Our tents are very spacious and easy to put up. They are a 6ft-high dome tent, that is classed as a 4-person tent. Our mattresses vary between trucks due to storage availability and are high-quality, high density Dunlop memory foam mattresses that stack in the vehicles (not rollable) and are very comfy! We have sheets and micro-fibre blankets for bedding and a mattress case as well. The pillows are standard and are covered with hygienic pillow covers as well as a standard pillow case. We also supply bath mats for the front of your tent!

## What is the food like?

As mentioned above, we are very particular about good food. Our dinners are raved about every night of the trip, and we keep our recipes and menu under lock and key 😊 The food...is amazing!

### Breakfast:

Breakfasts include a variety of cereals and toast and spreads. We also have fruit on board, and baked beans. 2-3 times on the trip we will switch things up with a hot breakfast.

### Lunch:

We are limited in the amount of bread we can carry (given the amount we'd need for everyone). As such, lunches are usually wraps with meat and salad options. We often make a salad as well. 2-3 times a trip we switch the lunches up as well.

### Dinner:

Our dinners have been refined over the years and are come from a wide range of cultures. Our meals are EXCELLENT and are designed to cater for large groups of people without compromising on flavour! Occasionally rural areas limit what we can purchase, so sometimes we have to think on our feet.

Some meals will be Buy Your Own (B.Y.O). These days are stated clearly in the itineraries.

**Snacks:** various snacks provided during the day and at the end of the day.

**Unfortunately, we cannot cater for food "preferences" – only allergies or dietary requirements. Please make sure you tell us if you have any allergies. We do our best to cater for vegetarians, but catering for vegans is**



**difficult in Cape York & Gulf Savannah. Please inform us if you are vegan and we can try our best to make it work.**

## **Food & drinks; Can I bring my own food and drinks?**

Yes, but please limit yourself. We have a client fridge on board to share between everyone. Everyone on board has the responsibility to keep the fridge clean and share space. This fridge will be used for your own drinks. As of 2022, we discourage the client fridge to be used for food due to frequent spills and mess.

No food & drinks are to be put in our fridges or storage area as we have no extra space. You are welcome to bring alcohol on the first day. You can bring a 6-pack or a bottle or two (or cask) of wine on the first day. You will be able to restock every few days. If drinking beer/cider/UDLs please only buy cans as we can fit more and bottles will smash. We understand wine is mostly sold in bottles though, but if you are not fussed on brand/type cask wine is more ideal for our storage space.

## **How far do we travel each day?**

On average, we only travel about 200km a day. Some days are bitumen, some days are all dirt, most are a mix. There are plenty of stops each day with most drive legs only 1-2 hrs before we get out. On our Cape York and Gulf Savannah tours, there is an occasional 'drive day', a day which is dedicated to just driving, as there may be nothing of interest in that road section, or we have already seen it. We will let you know when these are. The longest drive in Cape York is only 380km, and we are still off the road by 4pm with a nice creek to finish with. The longest on the Gulf Savannah tour is 420km and is all bitumen.

## **How do we know what happens each day?**

On tour, the guide will have a daily whiteboard, put out each evening, with details of the next day. Details include the activities during the day and stops, whether you need hiking shoes or togs and the departure time from camp. The guide will keep you updated with what is happening throughout the trip and will help orientate you with our 'map chats'.

## **Will we have phone service?**

Phone service is very limited across northern Australia and is often only found in towns/cities and not inbetween. In most places Telstra is the only provider. Cape York for example is entirely Telstra, apart from 1-2 towns.

Handy tip: If you want to save phone battery on tour, switch your phones to 'airplane mode' until you're in town so they're not constantly looking for satellites and chewing up your battery.

## **How often can we wash clothes?**

Clothing washing facilities will be available usually around day 4-6 and day 8-10, when we stay at Weipa for 2 days, and Loyalty Beach (the tip) for 2 days. Many other camping grounds we stay at also have washing facilities. We provide washing powder on board.

For Gulf Savannah Tours washing can be done at different places along the way, with good opportunities during our multiple 2-night stays.

## **How often do we have showers & toilets?**

We have showers and toilets most nights on tours. Many bush camps we stay at have a beautiful creek or river nearby that we can swim in also. On Cape York tours there are only 2 bush camps, both with a stunning creek and we set up a bush loo.

Please be aware, camp toilets are generally further away from your bed than your toilet at home. Most are relatively close to camp. However, at one of the camps there is a 180m walk to the toilet block, but it is very worth it as we get a camp to ourselves next to the river here.

## **How can we charge our electronics?**

Our bus is fitted with several USB charging ports, with extra USB ports in the trailer and storage space of the Isuzu truck.

## Can I use a CPAP machine?

If you have a portable battery setup for your machine it is possible to bring it. Otherwise, we have no facilities on the truck to provide charge to your machine. We only have 240v at a few campsites and at these you would need a significant extension lead to get it to your tent.

## Deposit refund; Do I get a refund of my deposit if I cancel my booking?

Please head to our booking [Terms & Conditions](#) for updated policy.

## Pet sitter; I need someone to sit my pet?

If you are staying in Cairns, there are a number pet minders you can search for.

## Final payment; When is my final payment due?

Final payment is due 60 days before departure date.

## Are the flies bad?

You're in luck! The flies aren't bad at all in Cape York, in fact they're not noticeable most of the year, unlike the centre of Aus. The NT is also pretty good for that time of the year.

## Do I need to bring rain gear?

Generally, no. Tours only operate in the dry season and rain is infrequent. Occasionally we get showers, but it's not worth packing a large raincoat for. We suggest buying a cheap \$2-4 poncho from the supermarket in the chance that we get rain.

## What should we bring?

We have just about everything you need outside of your personal clothing and toiletries. Bring clothes, towel, hats, sunglasses and a camera and charging gear. Check our packing list for more details!

We have these items which are commonly asked for:

- Washing powder & pegs
- Sunscreen
- Mozzie repellent
- Window cleaner and other cleaners
- Handwash and sanitizer

## Coronavirus

### What is your cancellation policy?

Please see our Terms and Conditions which can be found at the bottom of the website. See section 8, and then section 7. Please also see our Coronavirus Policy.

### Do you require travellers be vaccinated?

As with all businesses, we must adhere to government ruling. More importantly, the Indigenous communities we travel through, have many people, especially elders, who are at risk from Covid-19. We must respect this more than any government ruling and do our best to protect Indigenous communities. The threat Covid-19 possesses is significant, as much of the knowledge held by Senior Traditional Owners, may not have been recorded or passed down yet. If Covid-19 came into these communities it could be devastating and generations of knowledge could be lost.

As of early 2022, we no longer require travelers to be vaccinated.