



Dear Tour Operator Partner,

Thank you for your understanding and support to contain the spread of coronavirus (COVID-19). It has been a difficult time for many in these uncertain times and our thoughts are with you and all tour operators who have been impacted by COVID-19.

After assessing the new framework from National Cabinet, NSW Government announced a further easing of restrictions from 15 May, allowing outdoor gatherings of up to ten (10) people, provided social distancing is practiced both within the group and between groups.

NSW National Parks and Wildlife Service (NPWS) continues to have specific restrictions in a number of popular areas of NSW national parks or restricted access due to the recent bushfires and floods, and some sites will remain closed until further notice. Please check the [Alerts](#) page of the NPWS website for up-to-date details regarding which areas in national parks are open or closed. NPWS will continue to monitor areas and access will be restricted if necessary, to maintain social distancing and protect the community. If you would like additional information regarding the national parks or areas within national parks that are open or closed, please contact the relevant area office directly. Alternatively, please contact the Business Development Team who can also assist with your request.

Where areas in national parks and reserves are open, NPWS would like to confirm licensed Parks Eco Pass operators are permitted to operate guided tours or other commercial activities for groups of ten or fewer.

Please note, when visiting a park and undertaking commercial activities it is your responsibility to ensure your operations follow the [NSW Public Health Orders and restrictions](#) and that all customers comply with these restrictions.

On Wednesday 20 May, the NSW Government announced that the ban on holidays and camping will be lifted from Monday 1 June. NPWS is currently working through the changes and conducting risk assessments to ensure that the resumption of holiday and camping activities can be conducted safely. Some restrictions may still apply, including limited numbers at busy campsites. Please visit the NPWS website to stay abreast of developments.

We look forward to welcoming you back to NSW's national parks.

If you have any questions, please do not hesitate to contact the Business Development Team at [park.businesses@environment.nsw.gov.au](mailto:park.businesses@environment.nsw.gov.au) or on (02) 9585 6082.

Kind regards,

A handwritten signature in black ink, appearing to read "Linda Hall".

**LINDA HALL**  
**Manager Experience Development, Visitor Experience Branch**  
**National Parks and Wildlife Service**