

FAQs

What is changing?

The new **Keerray Woorroong Visitor Centre** and the Twelve Apostles viewing areas (Port Campbell National Park) will be accessed via a paid, pre-booked arrival time.

Why is it changing?

The Twelve Apostles is one of Australia's most visited natural attractions, welcoming more than 2 million people a year.

Booking ahead protects the quality of the experience and helps care for the place that makes it possible.

The new system will ensure safer access to walkways, viewing platforms, and on the roads, while guaranteeing parking and managing overcrowding, especially at peak periods.

All revenue raised by GORCAPA on the land it manages is reinvested into the care, conservation and long-term resilience of the Great Ocean Road coast and parks.

The change will incentivise longer stays within the region (such as for sunrise and sunset visits) with clear benefits for the wider Great Ocean Road community.

When is it changing?

The new arrangement will be introduced when the new Visitor Centre opens on 16 October 2026. Bookings will be available from the 5th of October.

Who will it benefit?

Everyone. The new visitor centre delivers a premium, must book experience, worthy of one of Australia's most iconic landmarks. Visitors can gain a greater understanding of the history of the region, its environmental significance and the stories of the traditional owners and custodians, the Eastern Maar people.

Booking ahead protects the quality of the experience and helps care for the place that makes it possible.

Expanded parking, dedicated coach access and upgraded infrastructure will support safer, better-managed arrivals for all visitors while guaranteeing a reserved spot, freedom to enjoy without overcrowding and plenty of time to enjoy everything the precinct has to offer.

For tourism businesses, this means a richer product to promote and include in itineraries, greater confidence when planning visitor and group arrivals and reasons for visitors to spend time at the precinct, and in turn the region.

The booking system provides a high-profile platform for connecting visitors with more of the region using pre-arrival communications, digital recommendations and links to regional accommodation, food, nature, culture and touring experiences.

It also provides greater opportunity to encourage longer stays, overnight visitation and travel beyond the precinct by promoting complementary experiences before and after the visit and working with GORRT, local businesses and trade partners to build them into visitor itineraries.

Money raised from the visitor centre ensures the region is maintained and protected for future generations.

How much will it cost?

Booking a place is **FREE** for all visitors until **April 2027**.

A fee for bookings will then be introduced, with all revenue directly helping to protect and improve the coast and parks of the Great Ocean Road.

The pre-booked entry price is still to be determined but will be commensurate with other natural attractions.

GORCAPA is committed to providing industry the fee structure as soon as it is finalised, well ahead of April 2027.

Where will the money go?

All revenue raised will be reinvested into the coast and parks of the Great Ocean Road, ensuring future generations will have access to these extraordinary natural attractions.

What is on offer?

The new Visitor Centre will offer an immersive, richer experience through experiential education opportunities, digital experiences, expansive native gardens and a rooftop observation deck. Food and beverage showcasing local and Victorian produce and curated retail offerings will be complemented with extensive amenities, including sensory spaces, Parent and Changing Places facilities and improved parking.

World-class architecture and landscape design, immersive experiences and exhibitions share Eastern Maar culture, knowledge and perspectives.

How can we get involved?

The new Twelve Apostles Visitor Centre is being planned as more than a standalone visitor experience. Its role is to help visitors better understand the Twelve Apostles, stay longer in the region and connect with more of what the Great Ocean Road has to offer.

- share the information provided in our industry toolkit with your audiences
- Build booking and realistic arrival windows into itineraries.
- Allow more time for the Visitor Centre, interpretation and longer walk to the viewing area.
- Position the Twelve Apostles as a premium highlight, not simply a roadside photo stop.
- Prepare visitors for the significance of Eastern Maar Country.
- Connect the precinct with nearby experiences, towns and accommodation.
- Build sunrise, sunset, quieter periods and overnight stays into itineraries where operationally available.
- Update product descriptions once approved copy and inclusions are released.

Please share any content by tagging us @twelveapostlesprecinct.

What happens if a tour group is delayed due to traffic or weather? Is there a grace period?

We know road conditions on the Great Ocean Road can be unpredictable. While the booking system relies on timed arrivals to manage crowding, flexible grace periods are factored in – arriving either 1 hour early or after a booked time.

Outside these times, a new booking will be required.

Operators will be able to self-manage their bookings via the portal.

Does the paid pre-booking fee apply to nearby sites like Loch Ard Gorge or Gibson Steps?

No. The new booking and fee model specifically applies to access to the new Visitor Centre and the Twelve Apostles viewing platforms and parking.

Access to adjacent sites like Loch Ard Gorge and Gibson Steps remains unchanged under current arrangements.

How long is a group or vehicle permitted to stay on-site per booking?

Arrival times will be managed to distribute traffic safely throughout the day, but we are designing the system to allow guests ample time to fully experience the new cultural precinct, retail spaces, and lookouts without feeling rushed.

Operators should plan for an extended time on site to explore the Visitor Centre and the walk to the Saddle Lookout (Twelve Apostles lookout).

Will net rates, trade commissions, or annual operator passes be available?

Trade distribution structures—including net pricing and commission frameworks—are a key component of the ongoing stakeholder engagement process.

We are committed to providing a structure that respects standard trade booking windows and protects operator margins.

Commissions are not something being considered until after fees are introduced in April 2027.

If a visitor arrives unexpectedly without a pre-booking, can they purchase a ticket on-the-spot?

While pre-booking will be heavily encouraged via widespread marketing to guarantee entry and a parking spot, there will be a function for walk-up allocations for independent travellers, subject to safe daily capacity limits.

This will be resourced to be by exemption only. We ask for your support in communicating this to visitors.

Who qualifies as a "local" for free entry, and how will this be verified?

The State Government has confirmed that local residents and the Eastern Maar community will not be charged an entry fee.

The exact geographic boundaries for the local exemption and the method of verification (such as ID or digital residential passes) will be shared asap.

Are AEDT and AEST matched to peak and off peak?

Yes.

What booking type should I select based on my vehicle i.e. bus, mini bus or car?

This will depend on vehicle type. Select that you require parking and then a drop down menu will appear for vehicle type. If your vehicle is under 6m you will select a car, if over 6m it is classified as a coaster.

Regarding afterhours access, will people be able to access the viewing platform from an overflow parking area?

Yes, it will be accessible as it is now

Do locals have to book a car space and if so, will there be a charge?

Yes, locals do need to book a car space. Booking a place for everyone is free until April 2027. After fees are introduced, a defined 'local' will still have to book a place, but will not be charged. The mechanism how this is administered is being finalised by GORCAPA.

Can an accommodation provider be approved for portal access to make a booking on behalf of a guest?

Yes, you can.

Alternatively, your guest can book for themselves using their mobile phone.

Will there be a commission paid to the accommodation provider for this service, if they applied for agent portal access?

Any decision or consideration of commissions is a matter to be considered later pending when fees are introduced in April 2027.

What happens if you rent vehicles for a tour so you won't know the number plate until the day of visitation?

Use the QR code which is supplied at time of booking.

What's the difference between the general admission and groups?

General admission is for small parties arriving in cars utilising a car space or a car and towing type vehicle. Groups are for large vehicles above 6m in length.

Are the car parking and centre opening times the same?

No, the opening times differ - the centre opens 8 am to 8 pm but the boom gates open 6 am to 9 pm.

For AEST the centre opens 9 am to 5 pm and the boom gates open 7 am to 6 pm.

In extreme cases it will be possible to buy tickets on site but without a booking prior to arrival, if the parking facility is full, you will not be able to buy tickets.

If I am booking a large number of tickets under general admission do I have to select "Group"?

No, you book under general admission. "Group" is for bus bookings only.

Will there be an option for the driver and host for FOC entry?

This will be determined when fees are introduced in April 2027.

In the meantime, include the driver and /or host in the group booking.

When the boom gate starts operating, will the car park at Gibson Steps be closed? If it is closed, will visitors who want to walk down Gibson Steps have to access it via the new Visitor Centre?

There will be no change to the car park at Gibson Steps.

The stairs can be accessed via the visitor centre, so we are expecting more people to take up that option rather than park at the steps.

How do you get invited to be an agent if you are not a Licensed Tour Operator?

You are able to email us and request to be set up in the system.

If severe weather conditions such as bushfires etc, will the system recognise if you need to cancel on the day due to safety concerns?

If there is a safety warning, you will need to log in and cancel your booking. Please ensure you keep an eye on your emails, and our socials for updates in the case of weather condition concerns.

Now there is no fee so no penalty, however when fees are introduced, these conditions may change.

What systems are in place to allow for, potentially, a large number of people who arrive without pre-booking to prevent traffic build up? Can you visit the cafe/centre without having a ticket?

If there is capacity in the car park, the vehicle will be admitted, and an attendant will take payment on site. However, if the parking facility is full, the guests will be turned away and asked to book a time on line later in the day when there is availability.

Can you visit the cafe/centre without having a ticket?

A booking is required for any entry to the building, including use of the cafe only.

Do hikers on the Great Ocean Walk need to book an entrance ticket?

Hikers and cyclists will still need to make a booking; they have no need to select a parking option though unless they need / are planning on leaving a vehicle there during their walk.

What is the capacity for any one time for coach parking?

There are 50 long vehicle parking spaces in C, and 50 spaces in D and there are 48 minibus / van parking spaces in G. In total there are over 777 parking spaces across all vehicle types (including cars).

From our modelling and through discussions with industry, we believe there will always be enough parking spaces for your bookings.

What happens to the car park at Gibsons Steps

Nothing changes there.

If you have booking for next year - will there be a grace period for tours who have booked but not on-charged the fee?

Fees will be introduced in April 2027. GORCAPA will work with you for any tours that you already have on your books beyond that date.

Which areas will GORCAPA manage in the Twelve Apostles region?

The following areas are moving from Parks Victoria to GORCAPA:

- Port Campbell National Park
- Bay of Islands Coastal Park
- Southern end of Great Otway National Park
- Marine Parks: Twelve Apostles Marine National Park

Find out about the locations managed by GORCAPA here:

<https://www.greatoceanroadauthority.vic.gov.au/Land-We-Manage>

From 1 July 2026, the Great Ocean Road Coast and Parks Authority (GORCAPA) took over issuing and managing Tour Operator Licences (TOLs) for the public land it manages along the Great Ocean Road. This is part of a bigger, legislated change. The Victorian Government established GORCAPA under the Great Ocean Road Environs Protection Act 2020 (GOREP Act) to serve as the dedicated parks and public land manager for the Great Ocean Road region. Read more here: [Tour-Operator-Licence-Transfer-FAQ-1-July-transfer.pdf\(PDF, 419KB\)](#)

Do I need a separate tour operator licence for GORCAPA and Parks Victoria?

If your tour or activity takes place on land managed by both GORCAPA and Parks Victoria, you will need a licence from each.

You don't need a licence just to cross public land, only if your tour/activity uses that land, however you may need to obtain the relevant land managers permission

Operators are encouraged to contact the relevant land manager to discuss.

How far in advance can I book?

1 month for the public, four months for operators through the Operator Portal. This will increase after fees are introduced in April 2027.

Are the cafe hours the same as the visitor centre hours?

Yes.

Can I book a table at the café or pre-order food?

Yes. This will be through the Twelve Apostles Café website when it is launched prior to opening.

Will you have an onsite visitor centre to promote the region (in the past there was talk of a pop up during peak season)?

Yes. The visitor information desk will have information regarding the region. We are working with the local Shire to look at options for the local Visitor Information Centre to also have a presence at the Visitor Centre.

Will there be opportunities to share my brochure / business info at the centre or through your emails or website?

Yes, at the Visitor Information Desk. The new website and booking system also promotes the region, itineraries and other attractions , including tours and accommodation - via links to the relevant Visit Great Ocean Road websites, not just GORCAPA's.

If we don't know the license plate number of our clients' vehicle, can we still book them in?

Yes. You will be able to book tickets for the clients which will generate a QR code for each visitor which can be scanned at the entry boom gate.

At what point will they need to advise the license plate – before arrival or on arrival?

License plate can be added to the booking any time prior to arrival. This is done by logging in via the website.

If you're issuing a QR code, is that something that the travel agent/ITO can pass on to the client via email or will they need to enter the client's email? Or can it be copied and inserted into an itinerary?

In the booking process you will be asked to enter an email address, this can be the client email which will mean the QR code will go direct to them or you can enter your email, you will receive the QR codes and can attach to the itinerary you send them.

When the fee is introduced, will it be commissionable (25% required for ITOs, 10% for travel agents)?

Trade distribution structures—including net pricing and commission frameworks—are a key component of the ongoing stakeholder engagement process.

We are committed to providing a structure that respects standard trade booking windows and protects operator margins. Commissions are not something being considered until after fees are introduced in April 2027.

How far in advance can it be booked?

Currently, bookings can be made one month in advance via the public facing booking system.

Industry portal operators can book up to 4 months in advance. To register to become a portal user, please contact GORCAPA.

Can the client make changes to the time/date once they're on the road, subject to availability, if they do not make the initial booking themselves?

Yes, they will have a booking number and can log into the site using that booking number to amend.