

Yanchep National Park – Discount Park Pass Program Frequently Asked Question's

A) ELIGIBILITY*

1. Only City of Wanneroo residents and/or ratepayers who are 18 years of age or older are eligible to purchase Annual Park Passes under the Program.
2. Yanchep National Park and/or the City reserve the right to seek proof of eligibility for an Annual Park Pass, by requesting applicants to show one of the following:
 - Rates Notice issued by the City of Wanneroo
 - Driver's Licence showing a City of Wanneroo address
 - Utility Bill showing a City of Wanneroo address
 - Applicants are entitled to nominate 2 cars per Annual Park Pass, but they must be registered at the same address

**see Terms & Conditions document for further information.*

B) PURCHASE INSTRUCTIONS

1. To purchase your Annual Pass go to the City of Wanneroo [website](https://www.wanneroo.wa.gov.au/ynp) link or manually type in the web address below:

<https://www.wanneroo.wa.gov.au/ynp>
2. Scroll down to and click '**Yanchep National Park Annual Pass**' to be directed to the DBCA website and shopping cart to purchase your discounted annual park pass.
3. Follow the on-screen prompts to purchase the discounted annual park pass.
4. Be sure to select 'Yanchep' from the drop-down list for the name of park selection.
5. The discount will automatically be applied at the check-out or use code **LP-WANNEROO**
6. Check your email for the Order Confirmation and Park Pass from **WA Naturally**
NOTE: Please check your spam/trash folder if you didn't receive it in your inbox.
7. Print your pass out and display in your car window/dashboard or save it on your phone to present at the park entry point.

C) TROUBLESHOOTING & TIPS

1. **I didn't receive the order confirmation**
Check your spam/trash/junk for the email or fill in the [support form](#) to be emailed a copy of your pass.
2. **I have lost my pass**
Fill in the [support form](#) to be emailed a copy of your pass.
3. **Do I need to display the pass in my vehicle?**
Yes, park passes MUST be displayed on your car window/dashboard, so they can be verified.
4. **What format is the e-Pass?**
The passes are in Adobe Acrobat format and can be saved as a .pdf
5. **I need to print my pass out again**
Search your emails for your WA Naturally Order, select/follow the link in the email to regenerate the pass for printing.
6. **I deleted the email from WA Naturally**
Fill in the [support form](#) to be emailed a copy of your pass.
7. **Can I save the pass to my mobile device?**
Yes, it is a pdf file and can be saved to your mobile device to present at the park entry station.
8. **I've updated my vehicle registration number**
View the [Updating your park pass](#) help page to find out more and update your vehicle registration number.
9. **I need more help**
Please email the City of Wanneroo Economic Development team for assistance at economic@wanneroo.wa.gov.au or call on (08) 9405 5000.