



Ningaloo Stars

Operations Manual

V1.1

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Ningaloo Stars Operating Manual

1. About Ningaloo Stars

Ningaloo Stars offers guided astronomy and stargazing experiences at the Milyering Discovery Centre car park in Cape Range National Park, Western Australia. We are committed to providing memorable, educational, and accessible experiences for all guests, while maintaining high standards in environmental stewardship and customer service.

2. Business Objectives

Deliver safe, inclusive, and memorable stargazing sessions
Protect and enhance Cape Range National Park's unique environment
Ensure accessible tourism for all ages and abilities
Maintain operational excellence through structured procedures and staff training

3. Site Operations

3.1. Location and Setup

- Operate only from the licensed Milyering Discovery Centre car park.
- Arrive 45–60 minutes prior to the scheduled session start to allow time for setup.
- Set up telescopes, guest seating, and information displays only in designated areas, ensuring accessibility for mobility aids.
- Use red-filtered, low-intensity lighting for all operations after dusk.

3.2. Equipment Care and Handling

- Only trained staff handle telescopes for setup, adjustment, and packing.
- Perform pre-session checks to confirm telescopes are functioning and all parts are clean.
- Keep telescopes covered when not in use; use lens caps and store properly after each session.
- Guide guests in safe viewing practices; supervise at all times, especially children.
- Clean and store equipment using recommended materials and methods after each session.

4. Booking and Payment Procedures

4.1. Bookings

- All bookings managed via the Rezdy booking system.
- Guests can book through the official website or by phone.
- Reservations are confirmed after full payment.
- Ensure that booking information records specific needs for accessibility or other requirements.
- Schedules and real-time availability monitored daily to avoid double bookings.

4.2. Cancellations and Refunds

- More than 24 hours' notice: Full refund.
- 24 to 12 hours' notice: 50% refund.
- Less than 24 hours' notice: No refund.
- Weather-related cancellations: Offer rescheduling or full refund.



5. Customer Service Procedures

5.1. Guest Arrival and Welcome

- Greet each guest warmly, introduce yourself, and explain the evening's schedule.
- Clearly outline session structure, safety protocols, and accessibility options.
- See Ningaloo Stars Customer Service Procedures Manual for details.

5.2. Inclusive Practices

- Ask guests if they require any assistance or accommodations.
- Two staff members can assist guests using AUSLAN for those who are hard of hearing or deaf.
- Ensure all demonstration areas, pathways, and seating are accessible.
- Use clear, simple language and offer written or visual materials as required.

5.3. Service Excellence

- Listen actively to guest questions or concerns.
- Share captivating facts about astronomy and the local environment for an engaging experience.
- Show patience, especially with children, elderly, and guests with specific needs.
- Follow up with guests at the end of the session to ensure satisfaction.
- See Ningaloo stars Customer Service Procedures manual for details.

5.4. De-escalation and Issue Resolution

- Use calm, respectful communication with frustrated or upset guests.
- Acknowledge concerns and suggest practical solutions.
- If a situation escalates or a staff member feels unsafe (especially if facing abuse), seek immediate support from another staff member. Disengage from the situation and contact management if required.

5.5. Zero Tolerance Policy for Abusive Behaviour

- Immediately address and report abusive, aggressive, or discriminatory behaviour from guests.
- If safety is at risk, leave the area and notify colleagues and management.
- Complete an incident report after the event.

6. Inclusivity and Accessibility

- Proactively ensure experiences are welcoming to all age groups and abilities.
- Keep pathways clear for mobility aids and offer accessible seating.
- Adjust pacing for neurodiverse guests or those who process information differently.
- Face guests when speaking and provide written communication as needed.
- Highlight AUSLAN-trained staff for guests who are deaf or hard of hearing.



7. Environmental Management

- Adhere to all Department of Biodiversity, Conservation and Attractions (DBCA) and National Park regulations.
- Strictly follow 'leave no trace' principles: all waste is packed out and area checked post-session.
- Use only designated parking and pathways; prevent off-track trampling or disturbance to flora and fauna.
- Use sustainable transport options when possible: encourage carpooling or group transport.
- Educate guests about dark sky preservation and park values.

8. Health, Safety, and Emergencies

- Staff must hold current first aid certifications.
- Carry a stocked first aid kit and check it as per the Ningaloo Stars Health and Safety Policy and Procedures document.

9. Responsibilities & Review

The Directors of Ningaloo Stars Pty Ltd are responsible for overseeing the implementation of this policy in collaboration with relevant stakeholders and staff members. This policy will be reviewed annually, or sooner if changes to operations, legislation or environmental considerations indicate a review is required.

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Version	Date	Summary of Changes
1.0	01 June 2025	Initial procedure document developed
1.1	02 May 2026	Review & minor update – Responsibilities & Review section added