



Australian Government

Department of Veterans' Affairs

Open Letter to Tour Providers providing Anzac Day services to Gallipoli and France

Dear Manager

In October, November and December 2010, the Department of Veterans' Affairs held meetings with tour providers in Sydney, London and Istanbul regarding the Gallipoli and France Anzac Day commemorations in 2011 and forthcoming plans for Gallipoli in 2015. It is anticipated that meetings with tour providers will again be held prior to the 2012 services.

Meetings will also be held in Paris prior to the 2012 Anzac Day services in France. Times and venues will be advised closer to the date.

Tour providers planning to deliver tours for the 2012 services in Gallipoli or France should take the following key issues into consideration.

Gallipoli 2012 services

- As in 2011, in 2012 the Anzac Commemorative Site will open at 1800hrs (6pm) on 24 April. While sites on Second Ridge Road will be accessible to tours, the Anzac Commemorative Site will not open before the designated opening time.
- Visitor safety is of paramount importance. Visitors should be aware there will be long waits as visitors are screened through security.
- Visitors will also be spending up to 24 hours in the open exposed to the elements. There is no shelter on the commemorative sites and the temperature can drop below freezing overnight. Rain is a possibility. Visitors should ensure that they are appropriately equipped for these conditions.
- Visitors to Gallipoli for the commemorations should be reasonably fit. They will walk up to 8km to and between Anzac Commemorative Site, Lone Pine, Turkish 57th Regiment Memorial and Chunuk Bair. Much of this walk is uphill on steep, unpaved roads. There is no transport between the sites other than for people who have registered for Special Needs assistance prior to the commemorations with the Department of Veterans' Affairs. Capacity for special needs assistance is limited and eligibility criteria apply. Applications can be made in writing to gallipoli@dva.gov.au.

- Visitors and tour leaders should register their intention to visit at www.gallipoliregistration.com to assist with advance planning for the commemorations and to receive updates should there be any changes to the arrangements for the commemorations.
- Tour leaders and drivers will need to ensure they obtain a coach card and visitor coach identification tags at Kabatepe to assist their visitors identifying coaches following the services.

France 2012 services

- It can be extremely cold (close to freezing) in the Somme region in April. The Australian National Memorial site is exposed to the elements and is normally very cold before and after dawn. Access to vehicles and coaches will be limited, as they may be parked some distance from the event site. Visitors should ensure that they are appropriately equipped for cold, wet, and windy weather, and that they take appropriate clothing with them when they disembark from coach or car on arrival. The ground surface of the Australian National Memorial is grass and so warm, waterproof shoes should be worn. Please be aware that should you also wish to attend the town services that it can get quite hot during the day. A small day pack may be useful to carry extra clothing and drinking water to avoid heat exhaustion.
- Management of traffic at the Australian National Memorial site and the villages of Villers-Bretonneux and Bullecourt is the responsibility of the French police. The number of large vehicles on narrow roads with limited turning facilities means that traffic control is a challenge. Traffic management arrangements for 2012 are currently under review and you should check the DVA website for the latest arrangements closer to Anzac Day.
- Limited assistance is available for people who are unable to walk from the coach drop-off point to the seating area in front of the Australian National Memorial. People requiring such assistance, or special needs seating because of a condition related to their mobility, should contact the Department of Veterans' Affairs by emailing france@dva.gov.au well in advance of Anzac Day.
- Visitors and tour leaders should register their intention to visit at www.franceregistration.com to assist with advance planning for the commemorations and to receive updates should there be any changes to the arrangements for the commemorations.

Gallipoli 2015

In the lead up to the centenary there is and will continue to be a great deal of interest in visitors wishing to attend the Anzac Day services in Gallipoli in 2015. It has come to my attention that a number of tour providers have made commitments and begun taking bookings for tours for the Gallipoli Anzac Day services in 2015. Tour providers should note the following points when considering plans for the 2015 services:

- In April 2010 the Australian Government announced the formation of the National Commission on the Commemoration of the Anzac Centenary. The National Commission presented its report in March 2011 and a Government response is expected by the end of 2011. Following the Australian Government response, multi-national negotiations will be conducted to determine the shape of, and access arrangements for, the centenary commemorations in 2015.
- Until such time as the arrangements for the 2015 commemorations are determined, tour providers would be ill advised to make any commitments to visitors. Access may be limited and processes to manage attendance may be in place. You will be advised when a determination is made on these matters. Until such time no promises can be made to visitors, nor any guarantees made regarding the centenary commemorations.

Gallipoli Access 2011

Over the coming months, a program of works will be conducted along Anzac Cove including the construction of a concrete gravity sea wall along the back of the beach through Anzac Cove which will protect the area and nearby headland cemeteries from the impact of the sea. The surface of the road above Anzac Cove will also be upgraded with proper drainage installed, and the surrounding land side slope will be landscaped.

These works will be carried out between July and December 2011. During this period there will be some disruption to access to the Anzac Commemorative site and surrounding roads.

From July until 8 October 2011 visitor access in the following areas will be affected:

- Visitor access to the Anzac Commemorative Site (ACS) will be possible only via the northern entrance on roads through Bigali and Buyukanafarta villages.
- There will be no visitor access along Anzac Cove Road to Brighton Beach Cemetery, Shrapnel Valley, Plugge's Plateau, Anzac Cove and Ari Burnu. Shell Green will still be accessible via Artillery road from Lone Pine.
- Second Ridge road will remain open to visitor access from Kabetepe with access to Lone Pine, The Nek and Chunuk Bair.

From 8 October until 2 December visitor access will be affected in the following areas:

- There will be no visitor access to the ACS, Canterbury Cemetery, Commonwealth War Graves Commission cottages, No.2 Outpost Cemetery, New Zealand No. 2 Outpost Cemetery and Embarkation Pier.
- Visitor access will be opened along Anzac Cove Road (from Kabetepe direction) to Brighton Beach Cemetery, Shrapnel Valley, Plugge's Plateau, Anzac Cove, Ari Burnu and Shell Green.
- Second Ridge road will remain open to visitor access (from Kabetepe direction), including to notable locations such as Lone Pine, The Nek and Chunuk Bair.

From 2 December until 27 December visitor access will be affected in the following areas:

- Visitor access to notable locations along Anzac Cove Road from Embarkation Pier to Brighton Beach (including the ACS, Ari Burnu and Beach Cemetary) will be possible only via the northern entrance on roads through Bigali and Buyukanafarta villages.
- Second Ridge road will remain open to visitor access (from Kabetepe direction), including to notable locations such as Lone Pine, The Nek and Chunuk Bair.

Please convey these key messages to your clients. I hope these messages assist you in planning the tours for 2012 and beyond. I thank you for your cooperation and look forward to continuing the good cooperative relationship between the Department of Veterans' Affairs and the tour providers who bring visitors to the commemorative services.

Yours sincerely

Tim Evans
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Commemorations Operations
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