

# Mystic Park Season Gravity Pass

## Terms and Conditions 2024/25

Holders of a Mystic Park Season Gravity Pass are bound by the below terms and conditions. Elevation Mystic Operations Pty Ltd (EMO) as the operator of Mystic Park reserve the right to modify pass terms and conditions at any time.

### Pass Purchasing and Ownership

1. Season Gravity Passes are available in three versions; Peak Season Pass (October-March), Off Peak Season Pass (April-September), or Full Year Season Pass (October- September). Passes are valid for the calendar days within the specified months only.
2. Passes will be valid from the first calendar day of the first month for each pass type.
3. Season Gravity Passes are valid exclusively for the individual pass holder, and shall not be transferable for use by any other party.
4. All pass sales are final, and non-refundable.
5. Crashes, injuries, or unforeseen circumstances shall not warrant a pass refund or credit.
6. Use of pass benefits by any party other than the original member (including the use of any relevant discounting) is strictly forbidden, and will result in pass cancellation without refund.
7. EMO reserves the right to terminate a Season Gravity Pass where the pass holder has breached the rider responsibility code or these terms and conditions. In the event of a pass termination, no refund will be provided.

### Pass Benefits

Season Gravity Passes provide a wide range of benefits to the pass holder. All pass holder benefits are available to the original pass holder only. A summary of benefits can be found below;

- a) Year round mountain bike access to Mystic Park (excluding closures for weather, timber harvesting, or operational reasons)
- b) Year round on foot access to Mystic Park
- c) Ability to access the park via any formal access point
- d) 100% discount on Gravity Pass uplift products (via a discount code) (excludes other uplift products)

- e) 40% discount on EMO-owned events
- f) 25% discount on Bike School & Bike Hire products

## General Terms and Conditions

1. Season Gravity Passes are valid for their set period only, as specified below;
  - a) Peak Season Gravity Pass- October 1- March 31
  - b) Off Peak Season Gravity- April 1- September 30
  - b) Full Year Season Pass- October 1- September 30
2. All pass holders must accept and comply with the requirements of the Mystic Park waiver. A copy of the waiver can be found here [Sign Here](#)
3. All pass holders must accept and comply with the [Mystic Park Rider Responsibility Code](#)
4. Possession of a Season Pass does not guarantee availability on the uplift service. Pass holders are required to make online reservations for each uplift day.
5. If the Season Pass Holder does not reserve a booking prior to arrival MBP reserves the right to refuse access to any pass holder on a designated "sold out" day.
6. Season Pass holders retain the ability to make online reservations until 9 hours prior to the designated commencement time.
7. Walk-in bookings for Uplifts made on the day of service shall be subject to a walk-in fee of \$5.
8. Modifications to bookings are permissible up until 4 pm, 2 days prior to the scheduled service.
9. To ensure efficient scheduling, it is imperative that pass holders refrain from making reservations and subsequently failing to attend without prior notice. MBP maintain a "three strikes" policy, whereby repeated instances of failure to attend scheduled bookings without a valid reason may result in the cancellation of your season pass without any refund.

## Renewal

Season Gravity Pass holders shall be granted first priority in the annual renewal of their pass. In the event that pass holders decline to renew, they shall be required to reapply and join the waitlist, and their position shall be relinquished to the subsequent individual in the queue.