



# MAYDEN A

## Season Pass Terms and Conditions 2023/2024

### Terms & Conditions

1. Pass types shall be deemed valid exclusively for the single-pass holder or their immediate family, and shall not be transferable for use by any other party.
  - a. An adult or child season pass shall be considered valid solely for the pass holder named on the Season Pass.
  - b. A family season pass shall be considered valid solely for immediate members of the family as defined at the time of pass purchase, comprising two adults and two children.
2. For uplift season pass holders the discount code provided shall be valid solely for utilisation on the Summit Uplift service and shall not be applicable to any other product.
  - a. Season Pass holders are eligible to receive a 25% discount on select products that already include uplifts, such as Bike School sessions and Summit Apres uplifts. Please see Maydena Bike Park (MBP) Guest Services staff to book your lesson and have the 25% discount applied to your booking.
  - b. Please note that entry for MBP events is not eligible for the 25% discount.
  - c. The 25% discount will be eligible on full RRP advertised products only.
  - d. In addition, season pass holders shall be entitled to complimentary access to the climbing trail, as part of their privileges.
3. Season passes shall remain valid from the commencement of the operational season on September 30th, 2023, until the conclusion of the operational season on May 26th, 2024.
4. Possession of a Season Pass does not guarantee availability on the Summit Uplift service. Pass holders are still obligated to make online reservations for passes.
  - a. 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.
  - b. Similar to the provisions applicable to the purchase of regular uplift passes, Season Pass holders retain the ability to make online reservations until 9 hours prior to the designated commencement time.
  - c. Walk-in bookings for Uplifts made on the day of service shall be subject to a walk-in fee of \$5, as per our established policy.
  - d. Season Pass bookings shall have the same booking policies as our flexi add-on terms and conditions. In accordance with our established policy, modifications

to bookings are permissible up until 4 pm, 2 days prior to the scheduled service.

- e. To ensure efficient scheduling, it is imperative that you refrain from making reservations and subsequently failing to attend without prior notice. For season pass bookings, our flexi cancellation policy of 4 pm 2 days prior shall be applicable. We 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.
5. By purchasing a season pass, I hereby acknowledge and agree that this pass is non-refundable, and I am bound by the following terms and conditions.
- a. Misuse of the discount code or violation of any of the aforementioned terms and conditions may result in the cancellation of the season pass without any refund.
  - b. Crashes, injuries, or unforeseen circumstances shall not warrant refunds or credits.
  - c. Season passes may be revoked without refund in the event of behaviour or riding that contravenes the MBP Rider Responsibility code. [Rider Responsibility Code can be found HERE.](#)

## Renewal

Season 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.